

REGION 4 EDUCATION SERVICE CENTER (ESC)

Contract R171402

for

Managed Print Solutions

with

HP, Inc.

Effective: March 1, 2018

The following documents comprise the executed contract between the Region 4 ESC and HP, Inc., effective March 1, 2018:

- I. Appendix A Vendor Contract
- II. Signature Form
- III. Supplier's Response to the RFP, incorporated by reference

APPENDIX A

VENDOR CONTRACT AND SIGNATURE FORM

This Vendor Contract and Signature Form ("Contract") is made as of October 24, 2017, by and between HP Inc. ("contractor" or "vendor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of **Managed Print Solutions**

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor Contract."

WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments, addenda, and exhibits referenced herein as well as any terms negotiated by the parties. ~~In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.~~

WHEREAS, the Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with The Cooperative Purchasing Network ("TCPN"); and it being further understood that Region 4 ESC shall act as the Lead Public Agency with respect to all such purchase agreements.

WHEREAS, TCPN has the administrative and legal capacity to administer purchases on behalf of Region 4 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

- 1.1 TCPN shall be afforded all of the rights, privileges and indemnifications afforded to Region 4 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to TCPN, including, without limitation, Vendors obligation to provide insurance and other indemnifications to Lead Public Agency.
- 1.2 Awarded vendor shall perform all duties, responsibilities, and obligations, set forth in this agreement, and required under the Vendor Contract.
- 1.3 Region 4 ESC and TCPN shall perform their its duties, responsibilities, and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.
- 1.4 **Purchasing procedure:**
 - Purchase orders are issued by participating governmental agencies to the awarded vendor, indicating on the PO "**Per TCPN Contract # R 171402**," which are subject to Vendor's and Vendor

Resellers' acceptance.

- Vendor or Vendor Reseller delivers goods/services directly to the participating agency.
- Awarded vendor or Vendor Reseller invoices the participating agency directly.
- Awarded vendor or Vendor Reseller receives payment directly from the participating agency.
- Awarded vendor or Vendor Reseller reports sales monthly to TCPN on behalf of Vendor and Vendor's Resellers.

- 1.5 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. ~~The vendor shall respond to such requests within one (1) working day after receipt of the request.~~

ARTICLE 2 - ANTICIPATED TERM OF AGREEMENT

- 2.1 Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by the parties ~~Region 4 ESC~~. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.
- 2.2 Region 4 ESC shall review the contract prior to the renewal date and notify the current awarded vendor, no less than ninety (90) days of Region 4 ESC's intent renew the contract. Upon receipt of notice, awarded vendor must notify Region 4 ESC if it elects not to renew. Awarded vendor shall honor the administrative fee for any sales incurred throughout the life of the contract on any sales made based on a Region 4 ESC contract whether awarded a renewal or not. Region 4 ESC reserves the right to exercise each two-year extension annually.

ARTICLE 3 - REPRESENTATIONS AND COVENANTS

- 3.1. **Scope:** This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members. Although contractors may restrict sales to certain public units (for example, state agencies or local government units), any contract that prohibits sales from being made to public school districts may not be considered. Sales without restriction to any Members are preferred. These types of contracts are commonly referred to as being "piggybackable".
- 3.2. **Compliance:** Cooperative Purchasing Agreements between TCPN and its Members have been established under state procurement law.
- 3.3. **~~Intentionally Deleted. Offeror's Promise:~~** ~~Offeror agrees all prices, terms, warranties, and benefits granted by Offeror to Members through this contract are comparable to or better than the equivalent terms offered by Offeror to any present customer meeting the same qualifications or requirements.~~

ARTICLE 4- FORMATION OF CONTRACT

- 4.1. **Offeror Contract Documents:** Region 4 ESC will review proposed offeror contract documents. Vendor's contract document shall not become part of Region 4 ESC's contract with vendor unless and until an authorized representative of Region 4 ESC reviews and approves it.
- 4.2. **Form of Contract:** The form of contract for this solicitation shall be the Request for Proposal, Vendor's proposal in response to the Request for Proposal (Solicitation Number 17-14), the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a firm submitting an offer requires Region 4 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the

proposal.

- 4.3. **Entire Agreement (Parol evidence)**: The contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 4.4. **Assignment of Contract**: No assignment of contract may be made without the prior written approval of the other party Region 4 ESC. Purchase orders and payment can only be made to awarded vendor and Vendor Resellers, unless otherwise approved by Region 4 ESC. Assignments of vendor software licenses are subject to compliance with vendor's software license transfer policies. Awarded vendor will use commercially reasonable efforts ~~is required~~ to notify Region 4 ESC when any material change in operations is made that may adversely affect members (i.e. bankruptcy, change of ownership, merger, etc.).
- 4.5. **Novation**: If contractor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Region 4 ESC reserves the right to accept or reject any new party, if new party creates a material conflict of interest for Region 4 ESC. A simple change of name agreement will not change the contractual obligations of contractor. Any termination of this Agreement as a result of any sale or transfer of assets of the vendor under this section will not be considered a termination for cause and shall be subject to the terms and conditions of Sections 5.5 (Standard Cancellation) and 5.6 (Effect of Termination).
- 4.6. **Contract Alterations**: No alterations to the terms of this contract shall be valid or binding unless authorized and signed by a Region 4 ESC staff member.
- 4.7. **Order of Precedence**: In the event of a conflict in the provisions of the contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
- Supplemental Agreements, Schedules, and Statements of Work
 - Special terms and conditions
 - General terms and conditions
 - Specifications and scope of work
 - Attachments and exhibits
 - Documents referenced or included in the solicitation
- 4.8. **Supplemental Agreements**: The entity participating in the Region 4 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 4 ESC, TCPN, its agents, ~~members~~ and employees shall be made party to any claim for breach of such agreement.
- 4.9. **Adding authorized distributors/dealers**:
4.9.1 Awarded vendors are prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under their contract award without notification and prior written approval from TCPN. Awarded vendors must notify TCPN each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can ~~only~~ be made to awarded vendor, and to Vendor Resellers, ~~as unless otherwise~~ approved by TCPN. Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder, unless otherwise approved by TCPN.
- 4.9.2 Purchases from Vendor Resellers: Subject to the terms and pricing of this Agreement, Vendor

Resellers (as approved by Region 4/TCPN and Vendor), and as defined below, may participate as follows:

- (a) Participation: For participating entities' purchases under this Agreement of products and support (excluding managed print services), Vendor Resellers" are eligible to issue quotes, accept and fulfill purchase orders, issue corresponding invoices for the products and support purchased hereunder, and process payments. Region 4 ESC/TCPN and participating entities' right to purchase products and support from any approved Vendor Reseller under this Agreement will terminate automatically:
- (1) upon the expiration or termination of this Agreement,
 - (2) Vendor Reseller ceases to be an authorized reseller of Vendor products and/or services hereunder;
 - (3) Vendor's termination of the Reseller's Indirect Agreement with Vendor specific to this Agreement,;
 - (4) Vendor's termination of the Reseller's Business Agreement with Vendor; or
 - (5) Region 4 ESC/TCPN rescinds its approval of the Vendor Reseller for this Agreement.
- (b) Definition: "Vendor Reseller" means a third party authorized by Vendor in a certain geography or group of geographies to purchase certain products and services as a first tier reseller directly from Vendor, or an Authorized Vendor Distribution partner, for resale to Region 4 ESC and its participating entities, subject to the terms, conditions, and pricing of this Agreement.

ARTICLE 5 - TERMINATION OF CONTRACT

5.1. **Cancellation for Non-Performance or Contractor Deficiency:** Region 4 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:

- i. Providing material that does not substantially meet the agreed upon specifications of the contract;
- ii. Providing work and/or material that was not awarded under the contract;
- iii. Failing to adequately perform the services set forth in the scope of work and specifications as determined by the parties;
- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. ~~Failing to make progress in performance of the contract and/or~~ Giving Region 4 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
- vi. Performing work or providing services under the contract prior to receiving an ~~authorized purchase order~~ written approval from Region 4 ESC or participating member to begin prior to such work.

Upon receipt of a written deficiency notice, contractor shall have a reasonable period of time ~~ten (10) days~~ to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in contract cancellation. ~~Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.~~

5.2 **Termination for Cause:** Subject to section 5.6 (Effect of Termination), if, for any reason, either party ~~the Vendor~~ fails to fulfill its obligations in a timely manner, or if ~~the vendor~~ violates any of the covenants, agreements, or stipulations of this contract ~~Region 4 ESC,~~ the non-breaching party reserves the right to terminate the contract ~~immediately~~ after the breaching party fails to remedy the breach within a

reasonable time after being notified in writing of the details, and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the breaching party vendor, specifying the effective date of termination. If either party becomes insolvent, unable to pay debts, when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this contract and cancel any unfulfilled obligations. ~~In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed up to the effective date of termination on such documents.~~

5.3 **Delivery/Service Failures:** Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for ~~the contract to be terminated~~ cancellation of the order. ~~In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.~~

5.4 **Force Majeure:** With the exception of a party's payment obligations, ~~if~~ by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

5.5 **Standard Cancellation:** Subject to section 5.6 (Effect of Termination), either party Region 4 ESC may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. ~~Vendor may be requested to provide additional items not already on contract at any time.~~

5.6 **Effect of Termination:** The termination of this Agreement will not affect payments due or fulfillment and payment of orders accepted prior to termination. Termination of this Agreement will not result in termination of any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules hereunder, unless Contractor and purchasing entity agree in writing to terminate such Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules in accordance with each of their terms. This Agreement will be deemed in full force and effect for any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules that may continue.

ARTICLE 6- LICENSES

- 6.1 **Duty to keep current license:** Vendor shall maintain in current status all applicable federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 4 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.
- 6.2 **Survival Clause:** Unless otherwise agreed by the parties, All-applicable software license agreements, warranties, Supplemental Agreements, Schedules, Statements of Work, or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract, until fulfilled or individually terminated. All Purchase Orders issued and accepted by Vendor or Vendor Resellers ~~Order Fulfiler~~ shall survive expiration or termination of the Contract, until fulfilled, or individually terminated.

ARTICLE 7- DELIVERY PROVISIONS

- 7.1 **Delivery:** ~~Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.~~ Vendor will use all commercially reasonable efforts to deliver materials in a timely manner. Vendor may elect to deliver software and related product/license information by electronic transmission or via download. If vendor is unable to meet purchasing entity's requirements, purchasing entity may cancel that order as its sole remedy.
- 7.2 **Inspection & Acceptance:** All products will be accepted upon delivery, and acceptance of services will occur upon performance. If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material. Valid warranty claims will be subject to the warranty terms and conditions included in Vendor's proposal, Attachment 9 (Additional Terms and Conditions), and Attachment 10 (HP Managed Print Services and Support Schedule).

ARTICLE 8 - BILLING AND REPORTING

- 8.1 **Payments:** The entity using the contract will make payments directly to the awarded vendor or vendor reseller. ~~Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.~~
- 8.2 **Invoices:** The awarded vendor or vendor reseller shall submit invoices to the participating entity clearly stating "Per TCPN Contract No. _____ " or similar designation. The shipment tracking number or pertinent information for verification shall be made available upon request.
- 8.3 **Tax Exempt Status:** Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.
- 8.4 **Reporting:** The awarded vendor shall provide TCPN with an electronic accounting report, in a format prescribed by TCPN, on a monthly basis summarizing all contract Sales for the applicable month.

Reports of Contract Sales for Region 4 ESC and member agencies in each calendar month shall be provided by awarded vendor to TCPN by the 15th ~~40th~~ day of the following month. If there are no sales

to report, Vendor is still required to communicate that information via email.

Failure to provide a monthly report of the administrative fees within the time and manner specified herein shall constitute a material breach of this contract and, if not cured within thirty (30) days of written notice to Supplier, shall be deemed a cause for termination of the contract at Region 4 ESC's sole discretion.

ARTICLE 9 - PRICING

9.1 Intentionally Deleted. Best price guarantee: ~~The awarded vendor agrees to provide pricing to Region 4 ESC and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. Pricing offered to Federal government buying consortiums for goods and services is exempt from this requirement. The awarded vendor, however, agrees to lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher's direct cost.~~

9.2 Price increase: ~~Should it become necessary or proper~~ If during the term of this contract the vendor elects to make any change in design or any alterations that will increase the cost of products, support or services listed in Tab 6, Appendix C of Vendor's proposal expense Region 4 ESC must be notified immediately with fifteen (15) days prior written notice. Price increases must be approved by Region 4 ESC within fifteen (15) days of receipt of written notice from vendor and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. If vendor does not receive a written response from Region 4 ESC regarding the price increase within five (5) days after receipt of written notice from vendor the price increase will become effective on day six (6). All price increases must be supported by manufacture documentation, or a formal cost justification letter. In the event Region 4 ESC provides a written objection to the vendor's requested price increase, vendor will address the Region 4 ESC concerns within the initial fifteen (15) days advance notice period. After the price increase concerns have been resolved to the satisfaction of both parties, vendor's proposed price increase will become effective immediately.

Upon written request to Region 4 ESC, the aAwarded vendor must honor previous prices for thirty (30) days after written approval and ~~written notification~~ from Region 4 ESC if requested.

It is the awarded vendor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was accepted in the original contract.

9.3 Additional Charges: All standard deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 Price reduction and adjustment: Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 4 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit; ~~and 4) Region 4 ESC has approved the new prices prior to any offer of the prices to a Member.~~ Vendor shall offer Region 4 ESC any published price reduction during the contract period.

9.5 Prevailing Wage: ~~It shall be the responsibility of the Vendor~~ agrees to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 4 ESC or its Members). It shall further be the responsibility of the Vendor to use commercially reasonable efforts to monitor the applicable prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

- 9.6 **Administrative Fees:** All pricing submitted to Region 4 ESC shall include the administrative fee to be remitted to TCPN by the awarded vendor.

The awarded vendor agrees to pay administrative fees monthly to TCPN in the amount of ~~3~~2% of the total purchase amount paid to awarded vendor, less refunds, credits on returns, rebates and discounts, for the sale of products and/or services to Region 4 ESC and member agencies pursuant to the contract (as amended from time to time and including any renewal thereof) ("Contract Sales").

Administrative fee payments are to accompany the contract monthly sales report by the 15th ~~40th~~ day of the following month, in the amount indicated on the report as being due. Administrative fee payments are to be paid by the awarded vendor via Automated Clearing House to a TCPN designated financial institution.

Failure to provide a monthly payment of the administrative fees within the time and manner specified herein shall constitute a material breach of the contract and if not cured within thirty (30) day of written notice to awarded vendor shall be deemed a cause for termination of the contract, at Region 4 ESC's sole discretion.

All administrative fees not paid when due shall bear interest at a rate equal to the lesser of 1 ½% per month or the maximum rate permitted by law until paid in full.

ARTICLE 10 - PRICING AUDIT

- 10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Agreement. TCPN and Region 4 ESC each reserve the right to audit the participating entities' invoices ~~accounting~~ for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 4 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered to participating entities ~~eligible agencies~~ that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall immediately notify Vendor. Region 4 ESC shall reasonably have the ability to conduct an extensive audit of Vendor's pricing ~~at Vendor's sole cost and expense~~. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm, subject to appropriate confidentiality restrictions. In the event of an audit, the requested materials shall reasonably be provided in the format and at the location designated by Region 4 ESC or TCPN.

ARTICLE 11 - OFFEROR PRODUCT LINE REQUIREMENTS

- 11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time of vendor's acceptance of an order ~~the proposal is submitted~~.
- 11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 11.3 **New products/Services:** New products and/or services that meet the scope of work may be added to

the contract. Pricing shall be equivalent to the percentage discount for other products. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.

- 11.4 **Options:** Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 11.5 **Product line:** Offerors with a published catalog may submit the entire catalog. Region 4 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 4 ESC may reject any addition of equipment options without cause.
- 11.6 **Warranty conditions:** All supplies, equipment and services shall include manufacturer's or third party's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 11.7 **~~INTENTIONALLY DELETED. Buy American requirement:~~** ~~(for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.~~

ARTICLE 12 - SITE REQUIREMENTS

- 12.1 **Cleanup:** Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.
- 12.2 **Preparation:** Vendor shall not begin a project for which Member has not prepared the site, unless vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 12.3 **Registered sex offender restrictions:** For work to be performed at schools, vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Fingerprint and Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the

district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

Contractor ~~The offeror~~ shall comply with fingerprinting requirements in accordance with applicable ~~appropriate~~ statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Background check information and the results are considered personal and confidential information of vendor and its employees. Use of the background check personal and confidential information shall be limited to the business purposes set out in this section and this Agreement, the information will not be shared with other parties, it will be reasonably safeguarded based on the nature of the information, and that it will be immediately destroyed when no longer needed.

Furthermore, the school district or Participating Entity will be required to sign Contractor's Personal Data Protection Agreement prior to any Contractor employee submitting information to complete the school district's or Participating Entity's mandatory background check process.

Contractor shall not require its employees to participate in a school district's or Participating Entity's background check process as a condition of employment. Contractor employees must volunteer to participate in such background check processes. As a result, Contractor shall not be liable for any scheduling delays caused by the mandatory background check process.

- 12.4 **Safety measures:** Participating entity and Vendor shall take all commercially reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary applicable safeguards for protection of workers and the public. Participating entity and Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.
- 12.5 **Smoking:** Persons working under the contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Member prior to payment. ~~Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Member as an additional insured upon Member's request.~~ Additionally, if stored offsite, the materials must also be clearly identified as property of buying Member and be separated from other materials. Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

~~Until final acceptance by the Member, it shall be the Vendor's responsibility to protect all materials and equipment. The Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.~~

ARTICLE 13- MISCELLANEOUS

- 13.1 **Funding Out Clause:** Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains ~~either or both~~ of the following provisions:

“Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on best effort attempt by the entity to obtain appropriate funds for payment of the contract. TCPN/Region 4 ESC and/or purchasing entities shall provide advice written notice to vendor of any cancellation or termination of this Agreement, Statements of Work, Supplemental Agreements, Schedules, or Purchase Orders, which shall not affect payments due or fulfillment and payment for services performed, products delivered, and product orders accepted prior to termination, including termination fees.”

13.2 **Disclosures:** Offeror affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Include a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in TCPN.

The Offeror affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

13.3 **Indemnity:** The awarded vendor shall ~~protect, indemnify, and hold harmless~~ defend and settle any third party claims against both Region 4 ESC, and TCPN, and its participants, administrators, employees and agents for tangible property damage, bodily injury and death caused solely by vendor's gross negligence or willful misconduct, provided that Region 4 ESC/TCPN promptly notifies vendor of such claims, cooperates with vendor in the defense of the claims, and grants vendor sole defense of such claims ~~against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members.~~ In connection with such claims, the vendor will pay all defense costs, settlement amounts, court awarded damages (including court costs and reasonable attorneys' fees), and third party costs incurred by Region 4 ESC/TCPN at the request of vendor in connection with the defense of the claim. Each party will have a duty to mitigate damages for which the other party is responsible. Any litigation involving either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.

13.4 **Franchise Tax:** The Offeror hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

13.5 **Marketing:**

13.5.1 Awarded vendor agrees to allow Region 4 ESC/TCPN to use their name and logo within website, marketing materials and advertisement, subject to section 13.5.2. Any use of TCPN name and logo or any form of publicity, inclusive of press releases, regarding this contract by awarded vendor must have prior approval from TCPN.

13.5.2 Upon contract execution by both parties, vendor agrees to provide its company logo(s) to Region 4 ESC/TCPN. For the term of this Agreement only, Region 4 ESC may display vendor's marks only as will be provided (the "Marks") solely to accurately identify its participation in this Agreement and in connection with its performance under this Agreement, provided that Region 4 ESC agrees to:

- (a) use the Marks only in the form and manner approved by vendor;
- (b) submit to vendor for its prior written approval all marketing materials specific to this Agreement containing vendor's Marks; and
- (c) include all proprietary notices that vendor specifies be used with its Marks.

Any display of the Marks will inure solely to vendor's intellectual property rights in the Marks. Region 4

ESC agrees to adhere to vendor's logo or trademark guidelines ("Trademark Guidelines") for displaying the Marks, as may be amended from time to time. If reasonably requested by vendor, Region 4 ESC will expeditiously implement changes in the manner in which it uses the Marks to comply with the Trademark Guidelines of vendor. Region 4 ESC agrees not to display vendor's Marks in a manner that is not accurate or in a manner that is likely to confuse or mislead as to the relationship between the parties. Region 4 ESC may not use vendor's Marks together with their own trademarks to create a composite mark.

Region 4 ESC will not use vendor's Marks in a manner that compromises or reflects unfavorably upon the goodwill, good name, reputation or image of vendor, or which might jeopardize or limit vendor's proprietary interest in its Marks. Failure to comply with the requirements of this Section will be considered a material breach under this Agreement.

Upon the termination of the Agreement, Region 4 ESC will promptly cease use of all vendor's Marks.

- 13.6 **Certificates of Insurance:** Upon request, Certificates of insurance shall be delivered to the Region 4 ESC participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. ~~The awarded vendor shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies.~~ The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
- 13.7 **Legal Obligations:** It is the Contractor's Offeror's responsibility to be aware of and comply with all applicable local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.
- 13.8 **Open Records Policy:** Because Region 4 ESC contracts are awarded by a governmental entity, responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Offeror are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

[Remainder of Page Intentionally Left Blank – Signatures follow on Signature Form.]

VENDOR CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Offeror and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: 120 days

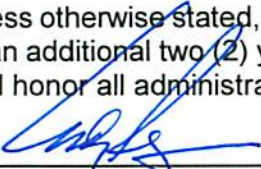
Company name HP Inc.
Address 11445 Compaq Center Drive W.
City/State/Zip Houston, Texas 77070
Telephone No. 281-927-8498
Fax No. N/A
Email address deborah.kaiser@hp.com
Printed name Deborah Kaiser
Position with company Contract Administrator
Authorized signature 

Acknowledgement of Addendum Number(s): 1 2

Accepted by The Cooperative Purchasing Network:

Term of contract March 1, 2018 to February 28, 2021

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a contract whether renewed or not.

 10/24/17
Region 4 ESC Authorized Board Member Date

Andy Hayes
Print Name

 10/24/17
Region 4 ESC Authorized Board Member Date

Margaret Bass
Print Name

Region 4 Contract Number R171402

Response to Region 4 Education Service Center for Managed Print Solutions from HP Inc.



July 18, 2017
Solicitation Number 17-14



HP Inc.
1501 Page Mill Road
Palo Alto, CA 94304-1126
www.hp.com



July 18, 2017

Region 4 ESC
7145 West Tidwell Road
Houston, TX 77092

Deborah Kaiser
Contracts Administrator
(281) 927-8498
deborah.kaiser@hp.com

Dear Region 4 Evaluation Committee:

HP Inc. (HP) is pleased to submit this proposal in response to the Region 4 Education Service Center (Region 4 ESC) Request for Proposal for Managed Print Solutions (MPS). HP is confident its proposal offers Region 4 ESC and Participating Agencies an exceptional combination of experience, resources, and technology to meet their needs.

HP has had a successful relationship with Region 4 ESC for over four (4) years. In responding to this RFP, HP commits to continue our successful record of accomplishment and leverage our talents, resources and experience for the continued success of an awarded contract supporting Participating Agencies nationwide.

This HP proposal specifically addresses the RFP requirements, focusing on several important key initiatives, including saving costs, strengthening business continuity, and improving quality and service levels.

HP MPS offers flexible imaging and printing services that enable organizations to adapt quickly to ever-evolving business and technology environments. HP's end-to-end approach can provide the tools and services needed to help each organization's IT staff and end users save time and work more effectively, allowing them to focus on business priorities instead of printing issues. HP works with each organization to assess, deploy, and manage an imaging and printing environment tailored to meet that organization's needs while helping to reduce costs, conserve resources, and simplify document-intensive processes.

HP offers several distinct advantages for MPS:

- **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 Contract Sales Manager that is part of the HP Contract Management team** to support each Participating Agency. **This dedicated contact** supports day-to-day contract management, customer satisfaction, contract implementation, website setup, marketing, sales force training, joint sales training and sales calls, as well as administrative activities and any other related items to contract performance – all with the Vice President of Public Sector's support. Equally important is HP's **U.S.-wide field team dedicated to State and Local Government and Education sales** to assist with pre- and post-sales needs.
- **Environmental Leadership** – As an environmental leader, HP can help Participating Agencies reduce their 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, not just a recent trend.
- **Customer Satisfaction** – HP's emphasis on quality, customer satisfaction, and total customer experience is a top priority for us. HP strives to provide the best experience, whether a customer is placing an order for one unit or implementing a complete project or standard. That's why HP has a goodwill return policy that allows customers to return product for any reason within 30 days from receipt of the product, without restocking fees. Also, with the support of HP Sales, HP Contract Sales Management and HP management teams, our goal is to exceed your expectations.

- **Leadership** – HP is recognized as a global leader in imaging, proven to have the ability to deliver products and services to meet customer needs, including meeting service and warranty needs of customers nationwide and globally.
- **HP Business Partners** – Contract users have the option to *involve a local HP business partner* (reseller agent/fulfillment subcontractor).
- **Preference Programs** – One of the benefits HP will continue to provide Region 4 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. These programs give Participating Agencies the opportunity not only to meet specific participation goals for these groups, but also to reinvest in the local community where these groups do business.
- **e-Business Capabilities** – HP has established e-Commerce web-based offerings, and can also implement specific functionality based on a Participating Agency's unique needs. Online quotes, ordering, order feedback, order status, order history, and various order approval levels are all benefits of the HP web offering.
- **Superior Products** – The quality and diversity of HP products assures 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. Participating Agencies may choose from an extensive portfolio of HP print products and services, enabling Participating Agencies to truly maximize buying power with shipping and handling available without charge, FOB destination.
- **Complete Solutions** – End-to-end solutions and services for all products available allow HP to work with each Participating Agency to identify and address its specific needs today and in the future.
- **Multiple payment methods** – finance purchases with a check, procurement card, or MPS monthly or quarterly payments.
- **Expertise** – Founded in 1939, HP's (formerly Hewlett-Packard Company) longstanding commitment to quality and customer satisfaction has earned widespread recognition from customers, trade publications and industry associations. An acknowledged leader across the spectrum of IT products and services, the growth and success of HP are based on the extraordinary loyalty of over one billion customers worldwide. Industry analysts, media, resellers and customers recognize 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 number of product awards received each year is testimony to the breadth, quality and innovation of HP technology.

We believe our proposal demonstrates the true benefit of partnering with HP. HP looks forward to working with Region 4 ESC and Participating Agencies. Should you have any questions regarding HP's proposal, or need additional information, please feel free to contact either Debra Lee at 847/537-0344 (office), 847/922-2977 (cell), debra.lee@hp.com (email), or Nancy Lenkowski at 404/774-9211 (office), 630/715-6204 (cell), nancy.lenkowski@hp.com (email).

Sincerely,



Deborah Kaiser
Contracts Administrator

Non Disclosure

Pursuant to the Tex. Gov't Code Sections 552.101, 552.104, and 552.110, all HP pricing documents, included in **Tab 6, Appendix C**, which are marked as "confidential," constitute trade secrets and/or information that is confidential or proprietary, and is, therefore, exempt from release and disclosure under the Texas Public Information Act, Tex. Gov't Code Ann. Sections 552.001 – 552.353, which is also known as the "Texas Open Records Act."

All **Tab 6, Appendix C** pricing documents are considered trade secret information in that they: (1) derive 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; and (2) are the subject of efforts that are reasonable under the circumstances to maintain its secrecy. Controlling access to this pricing information is key to reduce the potential use of an article of trade or a service having commercial value, and which gives its user an opportunity to obtain a business advantage over competitors who do not know or use it.

This pricing information is furnished in confidence with the understanding that it will only be used or disclosed for evaluation purposes, unless otherwise required by law or permitted by HP. The restriction does not limit Region 4 ESC's right to use or disclose this information if obtained from another source without restriction.

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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Tab 1 – Vendor Contract and Signature Form, Appendix A, Appendix D



Appendix A – Vendor Contract and Signature Form

Response:

Since Respondents are allowed to propose exceptions, for review and consideration by Region 4 ESC, HP has proposed modifications to the Vendor Contract, which are relevant and necessary for the sale of products, services, and support and the license of software contemplated by this procurement. As required, HP's proposed modifications are included in the Vendor Contract, as well as in Appendix D: General Terms & Conditions Acceptance Form.

Almost all proposed modifications were either mutually negotiated by the parties or approved by Region 4 ESC for the TCPN – HP Managed Print Solutions Contract number R4252 and/or the TCPN – HP IT Contract number R160203.

If HP is fortunate to be one of the successful vendors, we are committed to negotiating in good faith to arrive at a final agreement that meets the mutual interests of Region 4 ESC, TCPN, and HP, which HP has demonstrated through prior negotiations.



APPENDIX A

VENDOR CONTRACT AND SIGNATURE FORM

This Vendor Contract and Signature Form ("Contract") is made as of _____ 2017, by and between HP Inc. ("contractor" or "vendor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of **Managed Print Solutions**

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor Contract."

WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments, addenda, and exhibits referenced herein as well as any terms negotiated by the parties. ~~In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.~~

WHEREAS, the Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with The Cooperative Purchasing Network ("TCPN"); and it being further understood that Region 4 ESC shall act as the Lead Public Agency with respect to all such purchase agreements.

WHEREAS, TCPN has the administrative and legal capacity to administer purchases on behalf of Region 4 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

- 1.1 TCPN shall be afforded all of the rights, privileges and indemnifications afforded to Region 4 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to TCPN, including, without limitation, Vendors obligation to provide insurance and other indemnifications to Lead Public Agency.
- 1.2 Awarded vendor shall perform all duties, responsibilities, and obligations, set forth in this agreement, and required under the Vendor Contract.
- 1.3 Region 4 ESC and TCPN shall perform their its duties, responsibilities, and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.
- 1.4 **Purchasing procedure:**
 - Purchase orders are issued by participating governmental agencies to the awarded vendor, indicating on the PO "**Per TCPN Contract # R _____,**" which are subject to Vendor's and Vendor

Resellers' acceptance.

- Vendor or Vendor Reseller delivers goods/services directly to the participating agency.
- Awarded vendor or Vendor Reseller invoices the participating agency directly.
- Awarded vendor or Vendor Reseller receives payment directly from the participating agency.
- Awarded vendor or Vendor Reseller reports sales monthly to TCPN on behalf of Vendor and Vendor's Resellers.

1.5 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. ~~The vendor shall respond to such requests within one (1) working day after receipt of the request.~~

ARTICLE 2 - ANTICIPATED TERM OF AGREEMENT

2.1 Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by the parties ~~Region 4 ESC~~. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

2.2 Region 4 ESC shall review the contract prior to the renewal date and notify the current awarded vendor, no less than ninety (90) days of Region 4 ESC's intent renew the contract. Upon receipt of notice, awarded vendor must notify Region 4 ESC if it elects not to renew. Awarded vendor shall honor the administrative fee for any sales incurred throughout the life of the contract on any sales made based on a Region 4 ESC contract whether awarded a renewal or not. Region 4 ESC reserves the right to exercise each two-year extension annually.

ARTICLE 3 - REPRESENTATIONS AND COVENANTS

3.1. **Scope:** This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members. Although contractors may restrict sales to certain public units (for example, state agencies or local government units), any contract that prohibits sales from being made to public school districts may not be considered. Sales without restriction to any Members are preferred. These types of contracts are commonly referred to as being "piggybackable".

3.2. **Compliance:** Cooperative Purchasing Agreements between TCPN and its Members have been established under state procurement law.

3.3. ~~**Intentionally Deleted. Offeror's Promise:** Offeror agrees all prices, terms, warranties, and benefits granted by Offeror to Members through this contract are comparable to or better than the equivalent terms offered by Offeror to any present customer meeting the same qualifications or requirements.~~

ARTICLE 4- FORMATION OF CONTRACT

4.1. **Offeror Contract Documents:** Region 4 ESC will review proposed offeror contract documents. Vendor's contract document shall not become part of Region 4 ESC's contract with vendor unless and until an authorized representative of Region 4 ESC reviews and approves it.

4.2. **Form of Contract:** The form of contract for this solicitation shall be the Request for Proposal, Vendor's proposal in response to the Request for Proposal (Solicitation Number 17-14), the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a firm submitting an offer requires Region 4 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the

proposal.

- 4.3. **Entire Agreement (Parol evidence)**: The contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 4.4. **Assignment of Contract**: No assignment of contract may be made without the prior written approval of the other party Region 4 ESC. Purchase orders and payment can only be made to awarded vendor and Vendor Resellers, unless otherwise approved by Region 4 ESC. Assignments of vendor software licenses are subject to compliance with vendor's software license transfer policies. Awarded vendor will use commercially reasonable efforts ~~is required~~ to notify Region 4 ESC when any material change in operations is made that may adversely affect members (i.e. bankruptcy, change of ownership, merger, etc.).
- 4.5. **Novation**: If contractor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Region 4 ESC reserves the right to accept or reject any new party, if new party creates a material conflict of interest for Region 4 ESC. A simple change of name agreement will not change the contractual obligations of contractor. Any termination of this Agreement as a result of any sale or transfer of assets of the vendor under this section will not be considered a termination for cause and shall be subject to the terms and conditions of Sections 5.5 (Standard Cancellation) and 5.6 (Effect of Termination).
- 4.6. **Contract Alterations**: No alterations to the terms of this contract shall be valid or binding unless authorized and signed by a Region 4 ESC staff member.
- 4.7. **Order of Precedence**: In the event of a conflict in the provisions of the contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
- Supplemental Agreements, Schedules, and Statements of Work
 - Special terms and conditions
 - General terms and conditions
 - Specifications and scope of work
 - Attachments and exhibits
 - Documents referenced or included in the solicitation
- 4.8. **Supplemental Agreements**: The entity participating in the Region 4 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 4 ESC, TCPN, its agents, ~~members~~ and employees shall be made party to any claim for breach of such agreement.
- 4.9. **Adding authorized distributors/dealers**:
4.9.1 Awarded vendors are prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under their contract award without notification and prior written approval from TCPN. Awarded vendors must notify TCPN each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can ~~only~~ be made to awarded vendor, and to Vendor Resellers, as ~~unless otherwise~~ approved by TCPN. Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder, unless otherwise approved by TCPN.
- 4.9.2 Purchases from Vendor Resellers: Subject to the terms and pricing of this Agreement, Vendor

Resellers (as approved by Region 4/TCPN and Vendor), and as defined below, may participate as follows:

- (a) Participation: For participating entities' purchases under this Agreement of products and support (excluding managed print services), Vendor Resellers" are eligible to issue quotes, accept and fulfill purchase orders, issue corresponding invoices for the products and support purchased hereunder, and process payments. Region 4 ESC/TCPN and participating entities' right to purchase products and support from any approved Vendor Reseller under this Agreement will terminate automatically:
- (1) upon the expiration or termination of this Agreement,
 - (2) Vendor Reseller ceases to be an authorized reseller of Vendor products and/or services hereunder;
 - (3) Vendor's termination of the Reseller's Indirect Agreement with Vendor specific to this Agreement,;
 - (4) Vendor's termination of the Reseller's Business Agreement with Vendor; or
 - (5) Region 4 ESC/TCPN rescinds its approval of the Vendor Reseller for this Agreement.
- (b) Definition: "Vendor Reseller" means a third party authorized by Vendor in a certain geography or group of geographies to purchase certain products and services as a first tier reseller directly from Vendor, or an Authorized Vendor Distribution partner, for resale to Region 4 ESC and its participating entities, subject to the terms, conditions, and pricing of this Agreement.

ARTICLE 5 - TERMINATION OF CONTRACT

5.1. **Cancellation for Non-Performance or Contractor Deficiency:** Region 4 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:

- i. Providing material that does not substantially meet the agreed upon specifications of the contract;
- ii. Providing work and/or material that was not awarded under the contract;
- iii. Failing to adequately perform the services set forth in the scope of work and specifications as determined by the parties;
- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. ~~Failing to make progress in performance of the contract and/or~~ Giving Region 4 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
- vi. Performing work or providing services under the contract prior to receiving an ~~authorized purchase order~~ written approval from Region 4 ESC or participating member to begin prior to such work.

Upon receipt of a written deficiency notice, contractor shall have a reasonable period of time ~~ten (10) days~~ to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in contract cancellation. ~~Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.~~

5.2 **Termination for Cause:** Subject to section 5.6 (Effect of Termination), if, for any reason, either party ~~the Vendor~~ fails to fulfill its obligations in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract ~~Region 4 ESC,~~ the non-breaching party reserves the right to terminate the contract ~~immediately~~ after the breaching party fails to remedy the breach within a

reasonable time after being notified in writing of the details, and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the breaching party vendor, specifying the effective date of termination. If either party becomes insolvent, unable to pay debts, when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this contract and cancel any unfulfilled obligations. ~~In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed up to the effective date of termination on such documents.~~

5.3 **Delivery/Service Failures:** Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for ~~the contract to be terminated~~ cancellation of the order. ~~In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.~~

5.4 **Force Majeure:** With the exception of a party's payment obligations, ~~if~~ by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

5.5 **Standard Cancellation:** Subject to section 5.6 (Effect of Termination), either party Region 4 ESC may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. ~~Vendor may be requested to provide additional items not already on contract at any time.~~

5.6 **Effect of Termination:** The termination of this Agreement will not affect payments due or fulfillment and payment of orders accepted prior to termination. Termination of this Agreement will not result in termination of any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules hereunder, unless Contractor and purchasing entity agree in writing to terminate such Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules in accordance with each of their terms. This Agreement will be deemed in full force and effect for any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules that may continue.

ARTICLE 6- LICENSES

- 6.1 **Duty to keep current license:** Vendor shall maintain in current status all applicable federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 4 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.
- 6.2 **Survival Clause:** Unless otherwise agreed by the parties, All-applicable software license agreements, warranties, Supplemental Agreements, Schedules, Statements of Work, or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract, until fulfilled or individually terminated. All Purchase Orders issued and accepted by Vendor or Vendor Resellers ~~Order Fulfiler~~ shall survive expiration or termination of the Contract, until fulfilled, or individually terminated.

ARTICLE 7- DELIVERY PROVISIONS

- 7.1 **Delivery:** ~~Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.~~ Vendor will use all commercially reasonable efforts to deliver materials in a timely manner. Vendor may elect to deliver software and related product/license information by electronic transmission or via download. If vendor is unable to meet purchasing entity's requirements, purchasing entity may cancel that order as its sole remedy.
- 7.2 **Inspection & Acceptance:** All products will be accepted upon delivery, and acceptance of services will occur upon performance. If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material. Valid warranty claims will be subject to the warranty terms and conditions included in Vendor's proposal, Attachment 9 (Additional Terms and Conditions), and Attachment 10 (HP Managed Print Services and Support Schedule).

ARTICLE 8 - BILLING AND REPORTING

- 8.1 **Payments:** The entity using the contract will make payments directly to the awarded vendor or vendor reseller. ~~Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.~~
- 8.2 **Invoices:** The awarded vendor or vendor reseller shall submit invoices to the participating entity clearly stating "Per TCPN Contract No. _____ " or similar designation. The shipment tracking number or pertinent information for verification shall be made available upon request.
- 8.3 **Tax Exempt Status:** Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.
- 8.4 **Reporting:** The awarded vendor shall provide TCPN with an electronic accounting report, in a format prescribed by TCPN, on a monthly basis summarizing all contract Sales for the applicable month.

Reports of Contract Sales for Region 4 ESC and member agencies in each calendar month shall be provided by awarded vendor to TCPN by the 15th ~~40th~~ day of the following month. If there are no sales

to report, Vendor is still required to communicate that information via email.

Failure to provide a monthly report of the administrative fees within the time and manner specified herein shall constitute a material breach of this contract and, if not cured within thirty (30) days of written notice to Supplier, shall be deemed a cause for termination of the contract at Region 4 ESC's sole discretion.

ARTICLE 9 - PRICING

9.1 **Intentionally Deleted. Best price guarantee:** ~~The awarded vendor agrees to provide pricing to Region 4 ESC and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. Pricing offered to Federal government buying consortiums for goods and services is exempt from this requirement. The awarded vendor, however, agrees to lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher's direct cost.~~

9.2 **Price increase:** ~~Should it become necessary or proper~~ If during the term of this contract the vendor elects to make any change in design or any alterations that will increase the cost of products, support or services listed in Tab 6, Appendix C of Vendor's proposal expense Region 4 ESC must be notified immediately with fifteen (15) days prior written notice. Price increases must be approved by Region 4 ESC within fifteen (15) days of receipt of written notice from vendor and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. If vendor does not receive a written response from Region 4 ESC regarding the price increase within five (5) days after receipt of written notice from vendor the price increase will become effective on day six (6). All price increases must be supported by manufacture documentation, or a formal cost justification letter. In the event Region 4 ESC provides a written objection to the vendor's requested price increase, vendor will address the Region 4 ESC concerns within the initial fifteen (15) days advance notice period. After the price increase concerns have been resolved to the satisfaction of both parties, vendor's proposed price increase will become effective immediately.

Upon written request to Region 4 ESC, the aAwarded vendor must honor previous prices for thirty (30) days after written approval and ~~written notification~~ from Region 4 ESC if requested.

It is the awarded vendor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was accepted in the original contract.

9.3 **Additional Charges:** All standard deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 **Price reduction and adjustment:** Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 4 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit; and 4) Region 4 ESC has approved the new prices prior to any offer of the prices to a Member. Vendor shall offer Region 4 ESC any published price reduction during the contract period.

9.5 **Prevailing Wage:** It shall be the responsibility of the Vendor agrees to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 4 ESC or its Members). It shall further be the responsibility of the Vendor to use commercially reasonable efforts to monitor the applicable prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

- 9.6 **Administrative Fees:** All pricing submitted to Region 4 ESC shall include the administrative fee to be remitted to TCPN by the awarded vendor.

The awarded vendor agrees to pay administrative fees monthly to TCPN in the amount of ~~3~~ 2% of the total purchase amount paid to awarded vendor, less refunds, credits on returns, rebates and discounts, for the sale of products and/or services to Region 4 ESC and member agencies pursuant to the contract (as amended from time to time and including any renewal thereof) ("Contract Sales").

Administrative fee payments are to accompany the contract monthly sales report by the 15th ~~40th~~ day of the following month, in the amount indicated on the report as being due. Administrative fee payments are to be paid by the awarded vendor via Automated Clearing House to a TCPN designated financial institution.

Failure to provide a monthly payment of the administrative fees within the time and manner specified herein shall constitute a material breach of the contract and if not cured within thirty (30) day of written notice to awarded vendor shall be deemed a cause for termination of the contract, at Region 4 ESC's sole discretion.

All administrative fees not paid when due shall bear interest at a rate equal to the lesser of 1 ½% per month or the maximum rate permitted by law until paid in full.

ARTICLE 10 - PRICING AUDIT

- 10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Agreement. TCPN and Region 4 ESC each reserve the right to audit the participating entities' invoices ~~accounting~~ for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 4 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered to participating entities ~~eligible agencies~~ that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall immediately notify Vendor. Region 4 ESC shall reasonably have the ability to conduct an extensive audit of Vendor's pricing ~~at Vendor's sole cost and expense~~. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm, subject to appropriate confidentiality restrictions. In the event of an audit, the requested materials shall reasonably be provided in the format and at the location designated by Region 4 ESC or TCPN.

ARTICLE 11 - OFFEROR PRODUCT LINE REQUIREMENTS

- 11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time of vendor's acceptance of an order ~~the proposal is submitted~~.
- 11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 11.3 **New products/Services:** New products and/or services that meet the scope of work may be added to

the contract. Pricing shall be equivalent to the percentage discount for other products. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.

- 11.4 **Options:** Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 11.5 **Product line:** Offerors with a published catalog may submit the entire catalog. Region 4 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 4 ESC may reject any addition of equipment options without cause.
- 11.6 **Warranty conditions:** All supplies, equipment and services shall include manufacturer's or third party's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 11.7 **~~INTENTIONALLY DELETED. Buy American requirement:~~** ~~(for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.~~

ARTICLE 12 - SITE REQUIREMENTS

- 12.1 **Cleanup:** Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.
- 12.2 **Preparation:** Vendor shall not begin a project for which Member has not prepared the site, unless vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 12.3 **Registered sex offender restrictions:** For work to be performed at schools, vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Fingerprint and Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the

district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

Contractor ~~The offeror~~ shall comply with fingerprinting requirements in accordance with applicable ~~appropriate~~ statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Background check information and the results are considered personal and confidential information of vendor and its employees. Use of the background check personal and confidential information shall be limited to the business purposes set out in this section and this Agreement, the information will not be shared with other parties, it will be reasonably safeguarded based on the nature of the information, and that it will be immediately destroyed when no longer needed.

Furthermore, the school district or Participating Entity will be required to sign Contractor's Personal Data Protection Agreement prior to any Contractor employee submitting information to complete the school district's or Participating Entity's mandatory background check process.

Contractor shall not require its employees to participate in a school district's or Participating Entity's background check process as a condition of employment. Contractor employees must volunteer to participate in such background check processes. As a result, Contractor shall not be liable for any scheduling delays caused by the mandatory background check process.

12.4 **Safety measures:** Participating entity and Vendor shall take all commercially reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary applicable safeguards for protection of workers and the public. Participating entity and Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

12.5 **Smoking:** Persons working under the contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Member prior to payment. ~~Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Member as an additional insured upon Member's request.~~ Additionally, if stored offsite, the materials must also be clearly identified as property of buying Member and be separated from other materials. Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

~~Until final acceptance by the Member, it shall be the Vendor's responsibility to protect all materials and equipment. The Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.~~

ARTICLE 13- MISCELLANEOUS

13.1 **Funding Out Clause:** Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains ~~either or both~~ of the following provisions:

“Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on best effort attempt by the entity to obtain appropriate funds for payment of the contract. TCPN/Region 4 ESC and/or purchasing entities shall provide advice written notice to vendor of any cancellation or termination of this Agreement, Statements of Work, Supplemental Agreements, Schedules, or Purchase Orders, which shall not affect payments due or fulfillment and payment for services performed, products delivered, and product orders accepted prior to termination, including termination fees.”

13.2 **Disclosures:** Offeror affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Include a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in TCPN.

The Offeror affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

13.3 **Indemnity:** The awarded vendor shall protect, indemnify, and hold harmless defend and settle any third party claims against both Region 4 ESC, and TCPN, and its participants, administrators, employees and agents for tangible property damage, bodily injury and death caused solely by vendor's gross negligence or willful misconduct, provided that Region 4 ESC/TCPN promptly notifies vendor of such claims, cooperates with vendor in the defense of the claims, and grants vendor sole defense of such claims against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. In connection with such claims, the vendor will pay all defense costs, settlement amounts, court awarded damages (including court costs and reasonable attorneys' fees), and third party costs incurred by Region 4 ESC/TCPN at the request of vendor in connection with the defense of the claim. Each party will have a duty to mitigate damages for which the other party is responsible. Any litigation involving either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.

13.4 **Franchise Tax:** The Offeror hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

13.5 **Marketing:**

13.5.1 Awarded vendor agrees to allow Region 4 ESC/TCPN to use their name and logo within website, marketing materials and advertisement, subject to section 13.5.2. Any use of TCPN name and logo or any form of publicity, inclusive of press releases, regarding this contract by awarded vendor must have prior approval from TCPN.

13.5.2 Upon contract execution by both parties, vendor agrees to provide its company logo(s) to Region 4 ESC/TCPN. For the term of this Agreement only, Region 4 ESC may display vendor's marks only as will be provided (the "Marks") solely to accurately identify its participation in this Agreement and in connection with its performance under this Agreement, provided that Region 4 ESC agrees to:

- (a) use the Marks only in the form and manner approved by vendor;
- (b) submit to vendor for its prior written approval all marketing materials specific to this Agreement containing vendor's Marks; and
- (c) include all proprietary notices that vendor specifies be used with its Marks.

Any display of the Marks will inure solely to vendor's intellectual property rights in the Marks. Region 4

ESC agrees to adhere to vendor's logo or trademark guidelines ("Trademark Guidelines") for displaying the Marks, as may be amended from time to time. If reasonably requested by vendor, Region 4 ESC will expeditiously implement changes in the manner in which it uses the Marks to comply with the Trademark Guidelines of vendor. Region 4 ESC agrees not to display vendor's Marks in a manner that is not accurate or in a manner that is likely to confuse or mislead as to the relationship between the parties. Region 4 ESC may not use vendor's Marks together with their own trademarks to create a composite mark.

Region 4 ESC will not use vendor's Marks in a manner that compromises or reflects unfavorably upon the goodwill, good name, reputation or image of vendor, or which might jeopardize or limit vendor's proprietary interest in its Marks. Failure to comply with the requirements of this Section will be considered a material breach under this Agreement.

Upon the termination of the Agreement, Region 4 ESC will promptly cease use of all vendor's Marks.

- 13.6 **Certificates of Insurance:** Upon request, Certificates of insurance shall be delivered to the Region 4 ESC participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. ~~The awarded vendor shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies.~~ The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
- 13.7 **Legal Obligations:** It is the Contractor's Offeror's responsibility to be aware of and comply with all applicable local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.
- 13.8 **Open Records Policy:** Because Region 4 ESC contracts are awarded by a governmental entity, responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Offeror are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.


After completion of award, these documents will be available for public inspection.

[Remainder of Page Intentionally Left Blank – Signatures follow on Signature Form.]

VENDOR CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Offeror and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name HP Inc.
Address 11445 Compaq Center Drive W.
City/State/Zip Houston, Texas 77070
Telephone No. 281-927-8498
Fax No. N/A
Email address deborah.kaiser@hp.com
Printed name Deborah Kaiser
Position with company Contract Administrator
Authorized signature 

Acknowledgement of Addendum Number(s): 1 2

Accepted by The Cooperative Purchasing Network:

Term of contract _____ **to** _____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a contract whether renewed or not.

Region 4 ESC Authorized Board Member _____
Date

Print Name

Region 4 ESC Authorized Board Member _____
Date

Print Name

Region 4 Contract Number _____



Vendor Contract Launch

Vendors must commit to attending a contract launch meeting with a member of the Business Development Team should they be awarded a contract with Region 4 ESC through this RFP. Vendor contract launches are meant to establish a good relationship with awarded vendors and help to ensure compliance and effective administration over the life of the contract.

It is highly recommended that the individuals who will handle contract management, reporting and marketing are in attendance.

If awarded, please provide contact information for scheduling:

HP Inc.

Vendor
Nancy Lenkowski

Point of Contact
Contract Sales Manager

Title
(404) 774-9211

Phone Number
nancy.lenkowski@hp.com

Email Address

Signature: 

Date: 7-11-17

Appendix D:

GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
Tab 1, Appendix A – Vendor Contract and Signature Form				
Recitals				
1	Recitals, Third Paragraph	WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments, <u>addenda, and exhibits</u> referenced herein, <u>as well as any terms negotiated by the parties</u> . In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.	Clarifies that addenda and exhibits may also be included as part of the contract, as well as negotiated terms. The order of precedence provision, which addresses any conflicts, will cover the deleted language as to any conflicts. <i>Region 4 ESC/TCPN approved these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
Article 1 – General Terms and Conditions				
2	1.3	<u>Region 4 ESC and</u> TCPN shall perform <u>their</u> its duties, responsibilities and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.	Clarifies that both Region 4 ESC and TCPN are subject to the contract terms and conditions. <i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
3	1.4	<u>Purchasing Procedure</u> <ul style="list-style-type: none"> • Purchase orders are issued by participating governmental agencies to the awarded vendor indicating on the PO <u>“Per TCPN Contract # R _____,” which are subject to vendor’s or Vendor Reseller’s acceptance.</u> • Vendor <u>or Vendor Reseller</u> delivers goods/services directly to the participating agency. • Awarded vendor <u>or Vendor Reseller</u> invoices the participating agency directly. • Awarded vendor <u>or Vendor Reseller</u> receives payment directly from the participating agency. • Awarded vendor reports sales monthly to TCPN <u>on behalf of Vendor and Vendor Resellers.</u> 	<ul style="list-style-type: none"> • <u>Bullet 1:</u> Clarifies that all purchase orders must be accepted (to avoid delivery errors). • <u>Bullets 2 – 4:</u> Changes are consistent with section 4.9 (Adding authorized distributors/dealers). <i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP IT Contract number R160203.</i>	
4	1.5	<u>Customer Support:</u> The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. The vendor shall respond to such requests within one (1)-	Support response times are based on the level of support purchased. <i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP</i>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		working day after receipt of the request.	<i>Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
Article 2 – Anticipated Term of Agreement				
5	2.1	Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by <u>the parties</u> Region 4 ESC. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contact whether renewed or not.	Clarifies that contract renewals are mutually agreed. <i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
Article 3 – Representations and Covenants				
6	3.3	Offeror's Promise: Offeror agrees all prices, terms, warranties, and benefits granted by Offeror to Members through this contract are comparable to or better than the equivalent terms offered by Offeror to any present customer meeting the same qualifications or requirements.	HP requests the removal of section 3.3. While we understand Region 4 ESC's interest in "most favored customer" pricing, we believe that the competitive process of this RFP will afford Region 4 ESC the opportunity to secure the best prices currently available. Experience has shown that no two contracts are truly alike and, therefore, direct price comparisons are not possible. As a Fortune 50 Company, HP has thousands of contracts throughout the U.S. and globally, which were established based on many unique and variable factors. These factors are specific to a customer or group of customers, which include, but are not limited to, customer-identified solutions, particular transaction(s) for certain products and/or services, volume, timing, geographical area, personnel, service level agreements, delivery requirements, and other material terms, conditions, and requirements. <i>Region 4 ESC/TCPN approved the removal of this same clause in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
Article 4 – Formation of Contract				
7	4.2	Form of Contract: The form of contract for this solicitation shall be the Request for Proposal,	Included HP's proposal as part of the contract documents.	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		<p><u>Vendor's proposal in response to the Request for Proposal (Solicitation Number 17-14)</u>, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a firm submitting an offer requires Region 4 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.</p>	<p><i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
8	4.4	<p>Assignment of Contract: No assignment of contract may be made without the prior written approval of <u>the other party</u> Region 4 ESC. Purchase orders and payment can only be made to awarded vendor <u>and Vendor Resellers</u>, unless otherwise approved by Region 4 ESC. <u>Assignments of vendor software licenses are subject to compliance with vendor's software license transfer policies.</u> Awarded vendor is required to notify Region 4 ESC when any material change in operations is made that may adversely affect members (i.e. bankruptcy, change of ownership, merger, etc.).</p>	<ul style="list-style-type: none"> • The first sentence clarifies that any assignment must be approved by both parties. • The second sentence changes are consistent with section 4.9 (Adding authorized distributors / dealers). <p><i>Region 4 ESC/TCPN and HP mutually agreed to this same modifications (first and second sentences) in the TCPN-HP IT Contract number R160203.</i></p> <ul style="list-style-type: none"> • Third sentence added to reflect that vendor's software license transfer policy applies. <p><i>The addition of the third sentence was mutually agreed by the parties in the TCPN-HP Managed Print Services Contract number R4252.</i></p>	
9	4.5	<p>Novation: If contractor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Region 4 ESC reserves the right to accept or reject any new party, <u>if new party creates a material conflict of interest for Region 4 ESC</u>. A simple change of name agreement will not change the contractual obligations of contractor. <u>Any termination of this Agreement as a result of any sale or transfer of assets of the vendor under this section will not be considered a termination for cause and shall be subject to the terms and conditions of Sections 5.5 (Standard Cancellation) and 5.6 (Effect of Termination).</u></p>	<p>Though HP is unable to agree to restrictions that may impact any sale of company assets, the modifications allow for contract termination in such an event.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
10	4.7	<p>Order of Precedence: In the event of a conflict in the provisions of the contract as accepted by Region 4 ESC, the following order of precedence shall prevail:</p> <ul style="list-style-type: none"> • <u>Supplemental Agreements, Schedules and Statements of Work</u> • Special terms and conditions • General terms and conditions • Specifications and scope of work 	<p>Clarified that individual Supplemental Agreements, Schedules, and Statements of Work for purchases by participating entities shall take precedence.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to this same modification in the TCPN-HP Managed Print Services Contract</i></p>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		<ul style="list-style-type: none"> • Attachments and exhibits • Documents referenced or included in the solicitation 	<i>number R4252.</i>	
11	4.8	<p>Supplemental Agreements: The entity participating in the Region 4 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 4 ESC, TCPN, its agents, members and employees shall be made party to any claim for breach of such agreement.</p>	Deleted “members,” in the last sentence since it is the same as participating entities, and a member would, in fact, be a party to any claim for breach of a supplemental agreement.	
12	4.9	<p>Adding authorized distributors/dealers: 4.9.1 Awarded vendors are prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under their contract award without notification and prior written approval from TCPN. Awarded vendors must notify TCPN each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to awarded vendor and Vendor Resellers, as unless otherwise approved by TCPN. Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder, unless otherwise approved by TCPN.</p> <p>4.9.2 Purchases from Vendor Resellers: Subject to the terms and pricing of this Agreement, Vendor Resellers (as approved by Region 4/TCPN and Vendor), and as defined below, may participate as follows:</p> <p>(a) Participation: For participating entities’ purchases under this Agreement of products and support (excluding managed print services), Vendor Resellers” are eligible to issue quotes, accept and fulfill purchase orders, issue corresponding invoices for the products and support purchased hereunder, and process payments. Region 4 ESC/TCPN and participating entities’ right to purchase products and support from any approved Vendor Reseller under this Agreement will terminate automatically:</p> <ol style="list-style-type: none"> (1) upon the expiration or termination of this Agreement, (2) Vendor Reseller ceases to be an authorized reseller of Vendor products and/or services hereunder; (3) Vendor’s termination of the Reseller’s 	<p>Modifications clarify the parameters of utilizing Vendor Resellers.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP IT Contract number R160203.</i></p>	

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		<p><u>Indirect Agreement with Vendor specific to this Agreement,;</u></p> <p>(4) <u>Vendor's termination of the Reseller's Business Agreement with Vendor; or</u></p> <p>(5) <u>Region 4 ESC/TCPN rescinds its approval of the Vendor Reseller for this Agreement.</u></p> <p>(b) <u>Definition: "Vendor Reseller" means a third party authorized by Vendor in a certain geography or group of geographies to purchase certain products and services as a first tier reseller directly from Vendor, or an Authorized Vendor Distribution partner, for resale to Region 4 ESC and its participating entities, subject to the terms, conditions, and pricing of this Agreement.</u></p>		

Article 5 – Termination of Contract

13	5.1	<p><u>Cancellation for Non-Performance or Contractor Deficiency:</u> Region 4 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:</p> <ul style="list-style-type: none"> i. Providing material that does not <u>substantially</u> meet the <u>agreed upon</u> specifications of the contract; ii. Providing work and/or material that was not awarded under the contract; iii. Failing to adequately perform the services set forth in the scope of work and specifications, <u>as determined by the parties</u>; iv. Failing to complete required work or furnish required materials within a reasonable amount of time, <u>as determined by the parties</u>; v. Failing to make progress in performance of the contract and/or Giving Region 4 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or vi. Performing work or providing services under the contract prior to receiving an authorized purchase order <u>written approval</u> from Region 4 ESC or participating member <u>to begin</u> prior to such work. <p>Upon receipt of a written deficiency notice, contractor shall have <u>a reasonable period of</u></p>	<p>Clarified cancellation for non-performance or contractor deficiencies, including a reasonable period of time to cure any non-performance or deficiency.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
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		<p>time ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.</p>		
14	5.2	<p>Termination for Cause: <u>Subject to section 5.6 (Effect of Termination), if, for any reason, either party the Vendor fails to fulfill its obligations in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract Region 4 ESC the non-breaching party reserves the right to terminate the contract immediately after the breaching party fails to remedy the breach within a reasonable time after being notified in writing of the details, and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the breaching party vendor, specifying the effective date of termination. If either party becomes insolvent, unable to pay debts, when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this contract and cancel any unfulfilled obligations.</u> In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed <u>up to the effective date of termination on such documents.</u></p>	<p>Clarified that termination for cause or bankruptcy is available to both parties, though does not apply to underlying agreements. Added language that provides a reasonable period of time to cure any breach before termination becomes effective.</p> <p><i>Region 4 ESC/TCPN approved this same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203, though addition of the first clause (in the first sentence) is new.</i></p>	
15	5.3	<p>Delivery/Service Failures: Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the contract to be terminated <u>cancellation of the order.</u> In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.</p>	<p>Clarified that HP's failure to deliver goods or services within the agreed time period, may result in order cancellation, as purchasing entity's sole remedy.</p> <p><i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
16	5.4	<p>Force Majeure: <u>With the exception of a party's payment obligations,</u> if by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of</p>	<ul style="list-style-type: none"> <u>First Paragraph:</u> Clarified that payment obligations will not be impacted due to a force majeure event. <p><i>Region 4 ESC/TCPN approved</i></p>	

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		Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.	<p><i>this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p> <ul style="list-style-type: none"> • <u>Second Paragraph (not included)</u>: HP agrees – no proposed changes. 	
17	5.5	<p>Standard Cancellation: <u>Subject to section 5.6 (Effect of Termination), either party</u> Region 4 ESC may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. Vendor may be requested to provide additional items not already on contract at any time.</p>	<ul style="list-style-type: none"> • <u>First sentence</u>: Clarified that cancellation is available to both parties, though does not apply to underlying agreements. • <u>Last sentence</u>: Deleted since it does not apply to contract cancellation. <p><i>Region 4 ESC/TCPN approved these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
18	5.6	<p>Effect of Termination: <u>The termination of this Agreement will not affect payments due or fulfillment and payment of orders accepted prior to termination. Termination of this Agreement will not result in termination of any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules hereunder unless the parties agree in writing to terminate such Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules in accordance with each of their terms. This Agreement will be deemed in full force and effect for any existing Supplemental Agreements, Statements of Work, Purchase Orders, or Schedules that may continue.</u></p>	<p>Added section 5.6, which clarifies the rights and obligations of the parties upon termination of the Vendor Contract.</p> <p><i>Region 4 ESC/TCPN approved this same addition in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
Article 6 – Licenses				
19	6.1	<p>Duty to keep current license: Vendor shall maintain in current status all <u>applicable</u> federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 4 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.</p>	<p>Modified to reflect that HP complies as applicable to its business and the resultant contract.</p> <p><i>Region 4 ESC/TCPN and HP agreed to this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
20	6.2	<p>Survival Clause: <u>Unless otherwise agreed by the parties,</u> All applicable software license agreements, warranties, <u>Supplemental</u></p>	<p>Clarified that termination of the contract does not automatically terminate purchase orders,</p>	

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		<p><u>Agreements, Statements of Work, Schedules,</u> or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract, <u>until fulfilled or individually terminated (whichever occurs first)</u>. All Purchase Orders issued and accepted by <u>Vendor Order Filler</u> shall survive expiration or termination of the Contract, <u>until fulfilled, or individually terminated (whichever occurs first)</u>.</p>	<p>warranties, etc., which survive termination.</p> <p><i>Region 4 ESC/TCPN approved the additional content in the TCPN-HP IT Contract number R160203.</i></p>	
Article 7 – Delivery Provisions				
21	7.1	<p>Delivery: Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable. <u>Vendor will use all commercially reasonable efforts to deliver materials in a timely manner. Vendor may elect to deliver software and related product/license information by electronic transmission or via download. If vendor is unable to meet purchasing entity's requirements, purchasing entity may cancel that order as its sole remedy.</u></p>	<p>Included language clarifying standard delivery terms and conditions.</p> <p><i>Region 4 ESC/TCPN approved these same modifications in the TCPN-HP IT Contract number R160203.</i></p>	
22	7.2	<p><u>Inspection & Acceptance: All products will be accepted upon delivery, and acceptance of services will occur upon performance.</u> If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material. <u>Valid warranty claims will be subject to the warranty terms and conditions included in Vendor's proposal, as Attachment 9 (Additional Terms and Conditions), and Attachment 10 (HP Managed Print Services and Support Schedule).</u></p>	<p>Clarified when acceptance occurs and the terms governing warranty.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
Article 8 – Billing and Reporting				
23	8.1	<p>Payments: The entity using the contract will make payments directly to the awarded vendor <u>or vendor reseller</u>. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.</p>	<ul style="list-style-type: none"> • <u>First Sentence:</u> Added “vendor reseller” in conformance with section 4.9 (item #12) above. • <u>Second Sentence:</u> Deleted since payment and acceptance is addressed in 	

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			<p>the HP Proposal Attachment 9, Additional Terms and Conditions.</p> <p><i>Region 4 ESC/TCPN approved these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
24	8.2	<p>Invoices: The awarded vendor <u>or vendor reseller</u> shall submit invoices to the participating entity clearly stating “Per TCPN Contract <u>No. _____</u>” <u>or similar designation</u>. The shipment tracking number or pertinent information for verification shall be made available upon request.</p>	<ul style="list-style-type: none"> • The addition of “or vendor reseller” is in conformance with section 4.9 (item #12) above. • The second change clarifies that a similar designation may be used. <p><i>Region 4 ESC/TCPN approved these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
25	8.4	<p>Reporting: The awarded vendor shall provide TCPN with an electronic accounting report, in a format prescribed by TCPN, on a monthly basis summarizing all contract Sales for the applicable month.</p> <p>Reports of Contract Sales for Region 4 ESC and member agencies in each calendar month shall be provided by awarded vendor to TCPN by the <u>15th</u> 40th day of the following month. If there are no sales to report, Vendor is still required to communicate that information via email.</p> <p>Failure to provide a monthly report of the administrative fees within the time and manner specified herein shall constitute a material breach of this contract and, if not cured within thirty (30) days of written <u>notice</u> to Supplier, shall be deemed a cause for termination of the contract at Region 4 ESC’s sole discretion.</p>	<p>HP requests five (5) additional days for report delivery.</p>	
Article 9 – Pricing				
26	9.1	<p>Best price guarantee: The awarded vendor agrees to provide pricing to Region 4 ESC and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. Pricing offered to Federal government buying consortiums for goods and services is exempt from this requirement. The awarded vendor, however, agrees to lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher’s direct cost.</p>	<p>HP incorporates its response to Item #6 above, and requests deletion of 9.1.</p> <p><i>Region 4 ESC/TCPN approved the removal of this same clause in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	

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27	9.2	<p>Price increase: Should it become necessary or proper <u>If</u> during the term of this contract <u>the vendor elects</u> to make any change in design or any alterations that will increase <u>the cost of products, support, or services listed in Tab 6, Appendix C of Vendor's proposal</u> expense Region 4 ESC must be notified immediately <u>with fifteen (15) days prior written notice</u>. Price increases must be approved by Region 4 ESC <u>within fifteen (15) days of receipt of written notice from Vendor</u>, and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. <u>If vendor does not receive a written response from Region 4 ESC regarding the price increase within five (5) days after receipt of written notice from vendor the price increase will become effective on day six (6)</u>. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. <u>In the event Region 4 ESC provides a written objection to the vendor's requested price increase, vendor will address the Region 4 ESC concerns within the initial fifteen (15) days advance notice period. After the price increase concerns have been resolved to the satisfaction of both parties, vendor's proposed price increase will become effective immediately.</u></p> <p><u>Upon written request to Region 4 ESC, the</u> awarded vendor will honor previous prices for thirty (30) days after <u>written</u> approval and written notification from Region 4 ESC if requested.</p> <p>It is the awarded vendor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was accepted in the original contract.</p>	<p>Clarifies that HP will provide notice to Region 4 ESC in the unlikely event that an increase in pricing occurs, as well as the corresponding time frames.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
28	9.3	<p>Additional Charges: All <u>standard</u> deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.</p>	<p>Special shipping requests may incur additional costs, which HP will quote upon request.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to this same change in the TCPN-HP IT Contract number R16020.</i></p>	
29	9.4	<p>Price reduction and adjustment: Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 4 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; <u>and</u> 3) original price is not</p>	<p>Clarified price reduction terms and conditions.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	

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		exceeded after the time-limit; and 4) Region 4-ESC has approved the new prices prior to any offer of the prices to a Member. Vendor shall offer Region 4-ESC any published price-reduction during the contract period.		
30	9.5	Prevailing Wage: It shall be the responsibility of the Vendor <u>agrees</u> to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 4 ESC or its Members). It shall further be the responsibility of the Vendor to <u>use commercially reasonable efforts to</u> monitor the <u>applicable</u> prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.	Limits HP's obligations as applicable and commercially reasonable. <i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
31	9.6	<p>Administrative Fees: All pricing submitted to Region 4 ESC shall include the administrative fee to be remitted to TCPN by the awarded vendor.</p> <p>The awarded vendor agrees to pay administrative fees monthly to TCPN in the amount of 3 <u>2</u>% of the total purchase amount paid to awarded vendor, less refunds, credits on returns, rebates and discounts, for the sale of products and/or services to Region 4 ESC and member agencies pursuant to the contract (as amended from time to time and including any renewal thereof) ("Contract Sales").</p> <p>Administrative fee payments are to accompany the contract monthly sales report by the <u>15th</u> 40th day of the following month, in the amount indicated on the report as being due.</p> <p>Administrative fee payments are to be paid by the awarded vendor via Automated Clearing House to a TCPN designated financial institution.</p> <p>Failure to provide a monthly payment of the administrative fees within the time and manner specified herein shall constitute a material breach of the contract and if not cured within thirty (30) day of written notice to awarded vendor shall be deemed a cause for termination of the contract, at Region 4 ESC's sole discretion.</p> <p>All administrative fees not paid when due shall bear interest at a rate equal to the lesser of 1½% per month or the maximum rate permitted by law until paid in full.</p>	<ul style="list-style-type: none"> HP respectfully requests a reduction of the administrative fee from 3% to 2% for technology, for a more cost effective offering to Participating Agencies due to the ongoing changes in technology impacting costs. HP offers Participating Agencies several ways in which to control and reduce costs. The first is effective, monitored and optimized fleet management. The second is reducing your print costs through efficient controls and reducing the need to print. Consistent with section 8.4, we request five (5) additional days for administrative fee payments. 	
Article 10 – Pricing Audit				
32	10.1	Audit rights: Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any	Clarified scope and conditions of pricing audit. <i>Region 4 ESC/TCPN and HP</i>	

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		<p>entity that utilizes this Agreement. TCPN and Region 4 ESC each reserve the right to audit the <u>participating entities' invoices</u> accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 4 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered to <u>participating entities</u> eligible agencies that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall <u>immediately notify Vendor. Region 4 ESC shall reasonably</u> have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm, <u>subject to appropriate confidentiality restrictions</u>. In the event of an audit, the requested materials shall <u>reasonably</u> be provided in the format and at the location designated by Region 4 ESC or TCPN.</p>	<p><i>mutually agreed to these same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
Article 11 – Offeror Product Line Requirement				
33	11.1	<p>Current products: Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time <u>of vendor's acceptance of an order</u> the proposal is submitted.</p>	<p>Clarified that current products will include products publicly available when an order is accepted.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
34	11.6	<p>Warranty conditions: All supplies, equipment and services shall include manufacturer's <u>or third party's</u> minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.</p>	<p>HP agrees to the standard warranty available on any products and services offered for purchase. Support duration is based on the level of support purchased.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP IT Contract number R160203.</i></p>	
35	11.7	<p>Buy American requirement: (for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where</p>	<p>In RFP Question and Answer #19, Region 4 ESC advised that this provision is not applicable, therefore it has been deleted.</p>	

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		<p>trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.</p>		
Article 12 – Site Requirements				
36	12.3	<p>Registered sex offender restrictions: For work to be performed at schools, vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member’s discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.</p> <p>Fingerprint and Background Checks: If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.</p> <p><u>Contractor</u> The offeror shall comply with fingerprinting requirements in accordance with <u>applicable</u> appropriate statutes in the state in which the work is being performed unless otherwise exempted.</p> <p>Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.</p> <p><u>Background check information and the results are considered personal and confidential information of vendor and its employees. Use of the background check personal and confidential information shall be limited to the</u></p>	<p>Incorporated “Fingerprint and Background Checks” content from RFP DOC #4 (Contractor Certification Requirements), which is also applicable to section 12.3. Modifications reflect HP’s policy for the use and handling of background check results, which are considered personal and confidential information of HP and its employees.</p> <p><i>Region 4 ESC/TCPN approved this same clarification in the TCPN-HP Managed Print Services Contract number R4252 and TCPN-HP IT Contract number R160203.</i></p>	

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		<p><u>business purposes set out in this section and this Agreement, the information will not be shared with other parties, it will be reasonably safeguarded based on the nature of the information, and that it will be immediately destroyed when no longer needed.</u></p> <p><u>Furthermore, the school district or Participating Entity will be required to sign Contractor's Personal Data Protection Agreement prior to any Contractor employee submitting information to complete the school district's or Participating Entity's mandatory background check process.</u></p> <p><u>Contractor shall not require its employees to participate in a school district's or Participating Entity's background check process as a condition of employment. Contractor employees must volunteer to participate in such background check processes. As a result, Contractor shall not be liable for any scheduling delays caused by the mandatory background check process.</u></p>		
37	12.4	<p>Safety measures: <u>Participating entity and Vendor shall take all commercially reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary applicable safeguards for protection of workers and the public.</u></p> <p><u>Participating entity and Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.</u></p>	<p>Clarified that safety measures are the responsibility of both HP and the participating entity.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and TCPN-HP IT Contract number R160203.</i></p>	
38	12.6	<p>Stored materials: Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Member prior to payment. Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Member as an additional insured upon Member's request. Additionally, if stored offsite, the materials must also be clearly identified as property of buying Member and be separated from other materials. Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.</p> <p>Until final acceptance by the Member, it shall</p>	<p>Though HP is unable to accept responsibility for equipment delivered to and stored at a customer-designated location, special shipping arrangements may be made on a per order basis and set out in a specific Supplemental Agreement, Purchase Order, Schedule, or Statement of Work.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and TCPN-HP IT Contract number R160203.</i></p>	

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		<p>be the Vendor's responsibility to protect all materials and equipment. The Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.</p>		
Article 13 – Miscellaneous				
39	13.1	<p>Funding Out Clause: Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:</p> <p>“Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract. <u>TCPN/Region 4 ESC and/or purchasing entities shall provide advance written notice to vendor of any cancellation or termination of this Agreement, Statements of Work, Supplemental Agreements, Schedules, or Purchase Orders, which shall not affect payments due or fulfillment and payment for services performed, products delivered, and product orders accepted prior to termination, including termination fees.</u>”</p>	<p>Clarifies in the event this clause is invoked, TCPN/Region 4 ESC and/or purchasing entities shall provide prior written notice and such notice shall not affect products/services delivered or payments/fees due.</p> <p><i>Region 4 ESC/TCPN approved the same modifications in the TCPN-HP Managed Print Services Contract number R4252 and TCPN-HP IT Contract number R160203, though addition of termination fees (last sentence) is new, as it applies to Managed Print Solutions.</i></p>	
40	13.3	<p>Indemnity: The awarded vendor shall protect, indemnify, and hold harmless defend and settle <u>any third party claims against</u> both Region 4 ESC, and TCPN, and its participants, administrators, employees and agents <u>for tangible property damage, bodily injury and death caused solely by vendor’s gross negligence or willful misconduct, provided that Region 4 ESC/TCPN promptly notifies vendor of such claims, cooperates with vendor in the defense of the claims, and grants vendor sole defense of such claims</u> against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. <u>In connection with such claims, the vendor will pay all defense costs, settlement amounts, court awarded damages (including court costs and reasonable attorneys’ fees), and third party costs incurred by Region 4 ESC/TCPN at the request of vendor in connection with the defense of the claim. Each party will have a duty to mitigate damages for which the other party is responsible.</u> Any litigation involving</p>	<p>Modified to reflect that HP indemnifies for third party claims and requires that Region 4 ESC / TCPN grants HP sole control of the defense of such claims.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to these same modifications in the TCPN-HP IT Contract number R160203.</i></p>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.		
41	13.5	<p>Marketing: <u>13.5.1</u> Awarded vendor agrees to allow Region 4 ESC/TCPN to use their name and logo within website, marketing materials and advertisement, <u>subject to section 13.5.2</u>. Any use of TCPN name and logo or any form of publicity, inclusive of press releases, regarding this contract by awarded vendor must have prior approval from TCPN.</p> <p><u>13.5.2 Upon contract execution by both parties, vendor agrees to provide its company logo(s) to Region 4 ESC/TCPN.</u></p> <p><u>For the term of this Agreement only, Region 4 ESC may display vendor's marks only as will be provided (the "Marks") solely to accurately identify its participation in this Agreement and in connection with its performance under this Agreement, provided that Region 4 ESC agrees to:</u></p> <ul style="list-style-type: none"> <u>(a) use the Marks only in the form and manner approved by vendor;</u> <u>(b) submit to vendor for its prior written approval all marketing materials specific to this Agreement containing vendor's Marks; and</u> <u>(c) include all proprietary notices that vendor specifies be used with its Marks.</u> <p><u>Any display of the Marks will inure solely to vendor's intellectual property rights in the Marks. Region 4 ESC agrees to adhere to vendor's logo or trademark guidelines ("Trademark Guidelines") for displaying the Marks, as may be amended from time to time. If reasonably requested by vendor, Region 4 ESC will expeditiously implement changes in the manner in which it uses the Marks to comply with the Trademark Guidelines of vendor. Region 4 ESC agrees not to display vendor's Marks in a manner that is not accurate or in a manner that is likely to confuse or mislead as to the relationship between the parties. Region 4 ESC may not use vendor's Marks together with their own trademarks to create a composite mark.</u></p> <p><u>Region 4 ESC will not use vendor's Marks in a manner that compromises or reflects unfavorably upon the goodwill, good name, reputation or image of vendor, or which might jeopardize or limit vendor's proprietary interest in</u></p>	<p>Clarifies guidelines for use of HP logos.</p> <p><i>Region 4 ESC/TCPN approved the same additional language in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		<p><u>its Marks. Failure to comply with the requirements of this Section will be considered a material breach under this Agreement.</u></p> <p><u>Upon the termination of the Agreement, Region 4 ESC will promptly cease use of all vendor's Marks.</u></p>		
42	13.6	<p>Certificates of Insurance: <u>Upon request,</u> Certificates of insurance shall be delivered to the Region 4 ESC participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.</p>	<p>Aligned certificate of insurance terms with HP's standard coverage.</p> <p><i>Region 4 ESC/TCPN approved the same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
43	13.7	<p>Legal Obligations: It is the <u>Contractor's</u> Offeror's responsibility to be aware of and comply with all <u>applicable</u> local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.</p>	<p>HP's legal obligations are limited to applicable local, state and federal laws.</p> <p><i>Region 4 ESC/TCPN and HP mutually agreed to this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
Tab 9 – HP's Response to Remainder of RFP				
B. Scope				
44	First Paragraph	<p>If Offeror has existing cooperative contracts in place, Offeror is requested to submit pricing equal or better than those in place.</p>	<p>HP incorporates its response to Item #6 above, and requests deletion of this provision</p> <p><i>Region 4 ESC/TCPN approved the removal of this same clause in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
D. General Terms and Instructions To Offerors				
45	XVII.	<p>Samples: Upon request, samples shall be furnished, free of cost, within seven (7) <u>thirty (30)</u> days after receiving notice of such request. By submitting the proposal Offeror certifies that all materials conform to <u>HP specifications</u> all applicable requirements of this solicitation and of those required by law. Offeror agrees to bear the costs for laboratory testing, if results show that the sample does not comply with solicitation requirements. Submissions may be rejected for failing to submit samples as requested.</p>	<ul style="list-style-type: none"> Based on the wide variety of products that are offered for purchase under this RFP, HP is able to agree to a 30-day time period for samples. Additionally, HP agrees that all products proposed will conform to HP specifications, and any laboratory testing is a Region 4 ESC/TCPN or participating entity cost. <p><i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP</i></p>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
			<i>Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>	
46	XIX.	<p>Formation of Contract: A response to this solicitation is an offer to contract with Region 4 ESC based upon the terms, conditions, scope of work, and specifications, <u>and the Vendor's RFP response, including any exceptions and additional terms and conditions</u> contained in this request. A solicitation does not become a contract until it is awarded by Region 4 ESC. A contract is formed when Region 4 ESC's board signs the Vendor Contract Signature Form. The prospective vendor must submit a signed Vendor Signature Form with the response thus, eliminating the need for a formal signing process.</p>	<p>Clarified that HP's response and additional terms and conditions will be made a part of the final contract.</p> <p><i>Region 4 ESC/TCPN approved this same modification in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	
47	XXVIII. Open Records Policy	<p>Proprietary Information: Because contracts are awarded by a governmental entity, all responses submitted are subject to release as public information after contracts are executed. If an Offeror believes that its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledge and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.</p> <p>The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.</p> <p>After completion of award, these documents will be available for public inspection.</p>	<p>Please refer to HP's "Acknowledge and Acceptance to Region 4 ESC's Open Record Policy" form in Tab 8, in which we have identified that all pricing documents in Tab 6, Appendix C are exempt from disclosure, and we have included detailed reasons substantiating the exemption.</p> <p><i>Region 4 ESC/TCPN approved this same exemption in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i></p>	

Attachment A, Hawaii Participating Addendum

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts										
48	3. Changes	<p>A. Usage Reports. Contractor shall submit a quarterly gross sales report (including zero dollar sales) in EXCEL, <u>via email</u> to the contact person listed in the Participating Addendum, Paragraph 6 (or as amended) in accordance with the following schedule (or as requested <u>and mutually agreed by the parties</u>):</p> <table border="1" data-bbox="418 464 911 617"> <thead> <tr> <th>Quarter Ending</th> <th>Report Due</th> </tr> </thead> <tbody> <tr> <td>March 31</td> <td>April 30</td> </tr> <tr> <td>June 30</td> <td>July 31</td> </tr> <tr> <td>September 30</td> <td>October 31</td> </tr> <tr> <td>December 31</td> <td>January 31</td> </tr> </tbody> </table> <p>The report shall identify each transaction and include the following information:</p> <ul style="list-style-type: none"> Department/Agency Name Date of Purchase Product/Service Description Quantity Unit of Measure Item No. Part Number (if applicable) MSRP List Price Contract Price <p>The quarterly report shall also include any adjustment from prior periods (i.e. exchanges and/or return).</p>	Quarter Ending	Report Due	March 31	April 30	June 30	July 31	September 30	October 31	December 31	January 31	Clarified that reports will be submitted via email, and any additional reports will be mutually agreed.	
Quarter Ending	Report Due													
March 31	April 30													
June 30	July 31													
September 30	October 31													
December 31	January 31													
49	3. Changes	<p>B. The validity of this Addendum, any of its terms or provisions, as well as the rights and duties of the parties to this Addendum, shall be governed by the laws of the State of Hawaii, <u>excluding rules as to choice and conflict of law.</u> A copy of the Attorney General's General Conditions, which is made a part of this Addendum, can be found at http://spo.hawaii.gov/wp-content/uploads/2014/02/103D-General-Conditions.pdf. Any action at law or in equity to enforce or interpret the provisions of this Addendum shall be brought in a court of competent jurisdiction in Honolulu, Hawaii.</p>	Clarified that Hawaii law applies, excluding rules as to choice and conflict of law. To avoid conflicts and inconsistencies with terms of resultant Vendor Contract, removed General Conditions.											
50	3. Changes	<p>C. Inspection of Facilities. Pursuant to HRS §103D-316, the State of Hawaii, at reasonable times, may inspect the part of the plant or place of business of the Contractor or any subcontractor that is related to the performance of the Vendor Contract and this Addendum. <u>The State of Hawaii agrees that it shall not be permitted access to any areas involved in research and development or that contain confidential, proprietary, or trade secret documents/information. All inspections shall be conducted during normal working hours, accompanied by duly authorized agents or employees of Contractor, with reasonable written notice, and in a manner to minimize disruption to Contractor's business.</u></p>	Added language clarifies the parameters of inspections.											
51	3. Changes	F. The State of Hawaii's purchasing card	Modified to reflect that pCards are											

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
		<p>(pCard) is required to be used by State of Hawaii's Participating State's executive departments/agencies, (excluding the Department of Education, the Hawaii Health Systems Corporation, the Office of Hawaiian Affairs, and the University of Hawaii) for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order. <u>Purchasing cards shall only be accepted for payment at the time of order placement.</u></p> <p>Contractor shall forward original invoice(s) directly to the ordering agency. General excise tax shall not be applied to the delivery charge.</p> <p>Pursuant to HRS §103-10, Hawaii and any agency of the State of Hawaii or any county, shall have thirty (30) calendar days after receipt of invoice or satisfactory delivery of goods to make payment <u>by methods other than pCards</u>. Any interest for delinquent payment shall be as allowed by HRS §103-10.</p>	<p>only accepted at the time of order placement.</p>	
52	8. Freight Charges	<p><u>8.1</u> Prices proposed will be the delivered price to any state agency or political subdivision. All deliveries will be F.O.B destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damages will remain with Contractor until final inspection and acceptance when responsibility will pass to the Buyer except as to latent defects, fraud, and Contractor's warranty obligations, <u>subject to paragraph 8.2</u>. Any portion of a full order originally shipped without transportation charges (that failed to ship with the original order, thereby becoming back-ordered) will also be shipped without transportation charges.</p> <p><u>8.2</u> <u>Buyer shall determine whether all products delivered meet Contractor's published specifications. Buyer shall make every effort to notify Contractor within five (5) business days following delivery, of its non-acceptance of a product. In the event Contractor has not been notified within five (5) business days from the product delivery date, the product will be deemed accepted on the sixth (6th) business day after product delivery. Further, with regard to defects discovered after acceptance, that affected products will be subject to remedy in accordance with the applicable warranty purchased for that product.</u></p>	<p>Addition of section 8.2 to provide details of HP's standard product acceptance.</p>	
53	9. Purchase Order and Payment	<p>All purchase orders issued by Hawaii Agencies under this Addendum shall include the State of Hawaii contract number: SPO Price List</p>	<p>Clarified that orders and payments may be issued to HP or its TCPN-approved Resellers.</p>	

Item	Section/Page	Term, Condition, or Specification	Exception/Deviation Rationale	Region 4 Accepts
	Instructions	Contract No. _____ and the Vendor TCPN Contract # R_____. <ul style="list-style-type: none"> Purchase Orders and Payments shall be made to <u>HP Inc.</u> (add contractor name) or <u>its</u> authorized subcontractors (<u>Resellers</u>), <u>if any are approved by TCPN and the State of Hawaii.</u> 		
54	11. Entire Contract	This Addendum and the Vendor Contract set forth the entire agreement, and all the conditions, understandings, promises, warranties and representations among the parties with respect to this Addendum and the Vendor Contract, and supersedes any prior communications, representations or agreements whether, oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum, <u>and the Vendor Contract</u> the Master Agreement, and the Attorney General's General Conditions that are included in any purchase order or other document shall be void. The terms and conditions of this Addendum, <u>and</u> the Vendor Contract, and the Attorney General's General Conditions , shall govern in the case of any such inconsistent, contrary, or additional terms.	To avoid conflicts and inconsistencies with terms of resultant Vendor Contract, removed General Conditions	
Attachment 9, HP Inc. Additional Terms and Conditions for Purchases of Hardware, Software, Support, and Services and Attachment 10, HP Managed Print Services and Support Schedule				
55	N/A	HP's acceptance of the RFP terms and conditions is subject to HP's complete RFP response, as well as the exceptions noted herein, and the additional terms included in HP Attachments 9 and 10. These terms are especially relevant for the sale of the products and services proposed for purchase hereunder, though not enumerated in the RFP. To our knowledge, these provisions do not conflict with RFP requirements or contract terms. For the purposes of Attachments 9 and 10 "Customer" shall mean the entity purchasing the products or services (i.e., Region 4 ESC, TCPN, Member, or Participating Entity). If HP is fortunate to be one of the successful vendors, we are committed to negotiating in good faith to arrive at a final agreement that meets the mutual interests of Region 4 ESC, TCPN, and HP, which HP has demonstrated through prior negotiations. <i>Region 4 ESC/TCPN approved HP's additional terms as included in the TCPN-HP Managed Print Services Contract number R4252 and the TCPN-HP IT Contract number R160203.</i>		

Tab 2 – Questionnaire (Appendix E)



Appendix E:
QUESTIONNAIRE

Please provide responses to the following questions that address your company's operations, organization, structure and processes for providing products and services.

1. States Covered

Offeror must indicate all states where products and services can be offered.

Please indicate the price co-efficient for each state if it varies. (If applicable)

50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

- | | |
|---|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Montana |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Nebraska |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Nevada |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> New Hampshire |
| <input type="checkbox"/> California | <input type="checkbox"/> New Jersey |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> New Mexico |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> New York |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> North Carolina |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> North Dakota |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Ohio |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Oklahoma |
| <input type="checkbox"/> Hawaii | <input type="checkbox"/> Oregon |
| <input type="checkbox"/> Idaho | <input type="checkbox"/> Pennsylvania |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> Rhode Island |
| <input type="checkbox"/> Indiana | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Iowa | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> Kansas | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Kentucky | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Louisiana | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Maine | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Maryland | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Michigan | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Minnesota | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Mississippi | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Missouri | |

Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | |
|---|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Puerto Rico |
| <input type="checkbox"/> Guam | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Midway Islands | |

2. Diversity Programs

- Do you currently have a diversity program or any diversity partners that you do business with? Yes No
- If the answer is yes, do you plan to offer your program or partnership through TCPN Yes No

(If the answer is yes, attach a statement detailing the structure of your program, along with a list of your diversity alliances and a copy of their certifications.)

- Will the products accessible through your diversity program or partnership be offered to TCPN members at the same pricing offered by your company?
 Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

3. Minority and Women Business Enterprise (M/WBE) and (HUB) Participation

It is the policy of some entities participating in TCPN to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically underutilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Offerors shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. Minority and Women Business Enterprise

Offeror certifies that this firm is an M/WBE Yes No

List certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Offeror certifies that this firm is a SBE or DBE Yes No

List certifying agency: _____

c. Disabled Veterans Business Enterprise (DVBE)

Offeror certifies that this firm is a DVBE Yes No

List certifying agency: _____

d. Historically Underutilized Businesses (HUB)

Offeror certifies that this firm is a HUB Yes No

List certifying agency: _____

e. Historically Underutilized Business Zone Enterprise (HUB Zone)

Offeror certifies that this firm is a HUB Zone Yes No

List certifying agency: _____

f. Other

Offeror certifies that this firm is a recognized diversity certificate holder Yes No

List certifying agency: _____

4. Residency

Responding Company's principal place of business is in the city of Palo Alto State of CA.

5. Felony Conviction Notice

Please check applicable box:

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the third box is checked a detailed explanation of the names and convictions must be attached.

6. Processing Information

Company contact for:

Contract Management

Contact Person: Nancy Lenkowski
 Title: Contract Sales Manager
 Company: HP Inc.
 Address: 11445 Compaq Center Drive W., Bldg. CCM03
 City: Houston State: TX Zip: 77070
 Phone: (404) 774-9211 Fax: (630) 884-3201
 Email: nancy.lenkowski@hp.com

Billing & Reporting/Accounts Payable

Contact Person: Nancy Lenkowski
 Title: Contract Sales Manager
 Company: HP Inc.
 Address: 11445 Compaq Center Drive W., Bldg. CCM03
 City: Houston State: TX Zip: 77070
 Phone: (404) 774-9211 Fax: (630) 884-3201
 Email: nancy.lenkowski@hp.com

Marketing

Contact Person: Nancy Lenkowski
 Title: Contract Sales Manager
 Company: HP Inc.
 Address: 11445 Compaq Center Drive W., Bldg. CCM03
 City: Houston State: TX Zip: 77070
 Phone: (404) 774-9211 Fax: (630) 884-3201
 Email: nancy.lenkowski@hp.com

7. **Distribution Channel:** Which best describes your company's position in the distribution channel:

- Manufacturer direct Certified education/government reseller
 Authorized distributor Manufacturer marketing through reseller
 Value-added reseller Other Manufacturer Direct, Value-Added Reseller Agent, Authorized Service Provider

8. **Pricing Information**

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.

Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

- Pricing submitted includes the required administrative fee. Yes No

(Fee calculated based on invoice price to customer)

- Additional discounts for purchase of a guaranteed quantity? Yes No

Note 1

9. **Cooperatives**

List any other cooperative or state contracts currently held or in the process of securing

Cooperative/State Agency	Discount Offered	Expires	Annual Sales Volume
Educational and Institutional Cooperative Purchasing (E&I)	Note 2	Note 2	Note 2
General Services Administration (GSA)	Note 2	Note 2	Note 2
NASPO ValuePoint PC	Note 2	Note 2	Note 2
Midwest Higher Education Compact (MHEC)	Note 2	Note 2	Note 2
PEPPM	Note 2	Note 2	Note 2

NOTE 1: Region 4 ESC/TCPN members should contact their assigned HP Account Manager to request special pricing for volume purchases. HP can assist the individual members to confirm final product specifications, deployment schedules and purchase quantities. Once details for the volume purchase are confirmed, HP will consider additional special fixed pricing for the specific opportunity.

NOTE 2: In most cases, HP has at least one HP-held contract available to Public Sector customers in each State. In addition, HP also has a successful history in working with nationwide cooperatives (a few examples are listed above). HP has had a long standing relationship with the three cooperatives listed above that has spanned several years and multiple contract agreements. Due to confidentiality/compliance considerations, HP does not share specific customer contract details.

[Remainder of Page Intentionally Left Blank]

Additional Information for Appendix E, Section 2. Diversity Programs

One of the values of holding a contract directly with HP is that we use small, economically disadvantaged, minority- and women-owned businesses to support the contract through HP's Public Sector Reseller Agent or Fulfillment Subcontractor programs. Through either of these programs, a participating agency will have the ability not only to meet specific participation for this target group, but also to reinvest in the community, with a contract that gives them 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, creating additional jobs and tax revenue in their local communities – providing even more economic value through an awarded 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 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 2016 (October 1, 2015, through September 30, 2016), HP awarded ~\$1B USD to more than 2,000 small, Historically Under Utilized Zone (HUBZone), minority-, women-, and veteran-owned businesses, which represents 41% of HP's total qualified U.S. procurements.



Tab 3 – Company Profile (Appendix F)

Please provide the following:

1. Company's official registered name.

Response:

HP Inc., doing business as HP Computing and Printing, Inc.

2. Brief history of your company, including the year it was established.

Response:

Company History

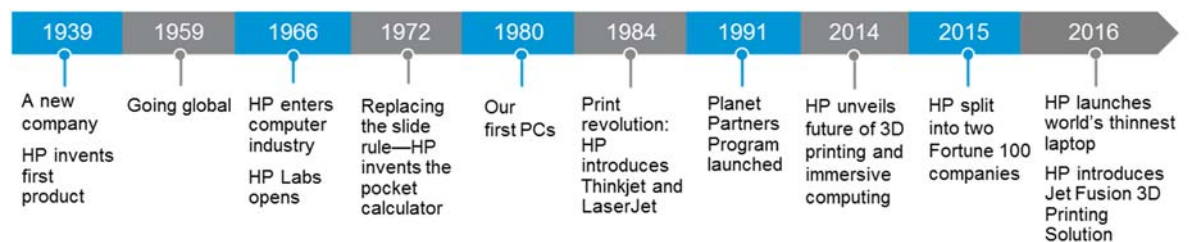
The original HP was founded in 1939 by two engineers—Bill Hewlett and Dave Packard. They shared a vision of inventing a better future for everyone, using technology. From garage startup more than 78 years ago to a multinational technology powerhouse, HP is still a company that applies new thinking to improve the lives and businesses of our customers.

At HP, how we do things is as important as what we do since we have a long standing reputation for our products and company in the marketplace. We work every day to earn the trust of our stakeholders and uphold our reputation for integrity and ethical leadership. As a result, our employees are proud to work at HP, and customers, partners, and suppliers want to do business with us. Beyond our operations, we use our scale and influence to support ethical conduct by our suppliers and partners, and across the IT industry.

On November 1, 2015, Hewlett Packard completed the separation of Hewlett Packard Enterprise, Hewlett Packard's former enterprise technology infrastructure, software, services and financing businesses. As part of the separation, Hewlett Packard changed its name to HP Inc., which encompasses the company's personal systems and printing business.

The separation into two market-leading, Fortune 50 companies provided each company with enhanced independence, focus, financial resources, and flexibility to adapt quickly to market and customer dynamics, while generating long term value for shareholders.

Figure 1. Important Dates in Our History



We are proud that our products touch so many lives, and we want you to know that this is just the beginning. We believe that technology is vital to helping us all succeed in this rapidly changing world. We are committed to using our products, services, and ideas to unleash the exciting new possibilities just around the bend.

In its proud history, HP has not only changed the face of technology but also changed the way that an entire industry has come to view its commitments to its people, its customers, its communities and the world.



3. Company's Dun & Bradstreet (D&B) number.

Response:

The Global Ultimate D-U-N-S® Number for HP Inc. is 00-912-2532.

Please note that HP, as a large, global corporation, has unique D&B D-U-N-S® Numbers for many of its offices and facilities around the world.

4. Corporate office location.

Response:

HP's headquarters is located in Palo Alto, California.

HP Inc.
1501 Page Mill Road
Palo Alto, CA 94304 USA
Phone: 650-857-1501
Fax: 650-857-5518

Table 1. U.S. Sales Office Locations

U.S. Sales Offices			
California			
16399 West Bernardo Drive	San Diego	CA	92127
Colorado			
3404 East Harmony Road, Bldg. 3	Fort Collins	CO	80528
District of Columbia			
1299 Pennsylvania Avenue NW, Floor 4 - Suite 450	Washington	DC	20004
Georgia			
5555 Windward Parkway	Alpharetta	GA	30004
Idaho			
11311 Chinden Boulevard	Boise	ID	83714
New Mexico			
2351 HP Way Northeast	Rio Rancho	NM	87144
New York			
11 East 26th Street, 11 th Floor	New York	NY	10010
Oregon			
1070 NE Circle Blvd.	Corvallis	OR	97330-4239
Texas			
11445 Compaq Center Drive West, Bldg. CCM03	Houston	TX	77070
Washington			
Columbia Tech Center (VCS)	Vancouver	WA	98683
1201 SE Tech Center Dr. (VAA)	Vancouver	WA	98683

5. List the total number of sales persons employed by your organization within the United States, broken down by market.



Response:

HP is in the information technology market and currently has 1,670 employees in Sales and Sales Operations in the United States. HP is a federal contractor and as such is required to follow Equal Employment Opportunity (EEO) protocol, as required by the U.S. Department of Labor.

Table 2. Sales Employee Count by State

State	Sales Employee Count	State	Sales Employee Count	State	Sales Employee Count
AL	4	KS	7	NY	4
AR	5	LA	1	OH	40
AZ	16	MA	50	OK	2
CA	179	MD	35	OR	6
CO	49	MI	30	PA	43
CT	15	MN	32	Puerto Rico	6
DC	2	MO	13	SC	11
FL	69	NC	26	TN	13
GA	92	ND	1	TX	119
IA	2	NE	3	UT	21
ID	95	NH	16	VA	33
IL	92	NJ	64	WA	52
IN	8	NM	352	WI	8
KY	10	NV	43	WY	1

6. List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.

Response:

HP has office locations throughout the United States. Please see paragraph 4, above, for a list of the primary office locations within the U.S. This section lists additional office locations for sales and service.

Field Sales

HP's sales force supporting Public Sector customers is a mix of Inside and Field Sales personnel for product purchases and financing (leasing) and MPS, with supporting specialists that can be leveraged on an opportunity basis depending on the products and/or services involved. Each contact listed below supports an executed contract covering the primary office locations within the U.S. Many field sales teams work remotely.

Table 3. HP Field Account Managers are home-office based at locations throughout the U.S. to provide the best local sales coverage for U.S. Public Sector customers.

Office Location (State)	Contact Name, Title	Contact Phone	Contact Email
District of Columbia (DC)	Nancy Holmes DC Account Manager	404-774-7131	nancy.har.holmes@hp.com
Washington	Rick Blake Western District Sales Mgr	206-713-1712	rick.blake2@hp.com
	John Pexton Field Account Manager	425-418-7311	john.m.pexton@hp.com



Office Location (State)	Contact Name, Title	Contact Phone	Contact Email
California	Greg Treleaven CA Account Manager	916-212-4746	greg.treleaven@hp.com
Colorado	Lindsey Jasperson CO Account Manager	970-898-8902	lrj@hp.com
Georgia	Bell Boz GA Account Manager	404-774-6389	boz.bell@hp.com
Idaho	Kelly Larsen Director, US MPS Specialty Sales	801-924-6109	kelly.larsen@hp.com
Texas	Jeff Gardner SLED Managed Print Services	512-319-8259	jeff.gardner2@hp.com
New York	Paul Byczynski NY Account Manager	716-207-0998	paul.byczynski@hp.com
Oregon	Larry Gandert OR Account Manager	425-429-1411	lawrence.a.gandert@hp.com

Inside Sales

Inside Sales Support for HP U.S. Public Sector customers is located in Rio Rancho, New Mexico. A list of primary sales contacts at the Rio Rancho sales center is provided below.

Rio Rancho, New Mexico Sales Center

2351 HP Way NE
Rio Rancho, NM 87144
888.202.4682 – State and Local Government Customers
800.888.3224 – Education Customers

Table 4. Primary Sales Contacts in New Mexico Sales Center who Support the U.S.

States Covered	Inside Sales Manager Name	Inside Sales Manager Email
AK, CA, HI, OR, WA	Ryan Magers	ryan.magers@hp.com
AZ, CO, KS, IA, ID, MT, NE, ND, NM, NV, SD, UT, WY	Katie McDermott	kathleen.e.mcdermott@hp.com
IL, IN, MI, MO, MN, WI	Cheryl Atma	cheryl.atma@hp.com
CT, MA, ME, NH, NJ, RI, VT	Eric Camden	eric.camden@hp.com
DC, DE, KY, OH, PA, VA, WV	David Bracken	david.bracken@hp.com
AL, AR, LA, MS, OK, TX	Josh Silva	joshua.p.silva@hp.com
FL, GA, NC, SC, TN	Zachary Stevenson	zachary.stevenson@hp.com

Depot Service Centers

Table 5. Printer Depot Service Centers utilized by HP Service Personnel

Address	City	State	Country	Zip/Postal Code
4600 Commerce Crossings Drive	Louisville	KY	USA	40229
931 Achievement Way	Newport News	VA	USA	23606
275 Steelwell Road	Bampton	ONTARIO	CANADA	L6T0C8
1784 Pan American Street, Ste 101	Calexico	CA	USA	92231
8855 Washington Blvd.	Roseville	CA	USA	95678



HP Customer Solution Centers

HP Customer Solution Centers (CSC) operate as a virtual center housed in multiple locations throughout the world for technical support on product purchases. 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 Participating Agencies, no matter where the resource is located. Most importantly, this flexibility is transparent and seamless to HP customers.

When technical support is needed for purchased products, the procuring entity can contact the toll free number 1-800-334-5144, 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 for the product purchased. The main contact for any related items or issues is Nancy Lenkowski, Contract Sales Manager (see contact information below, in paragraph 7).

Partner Managed Print Services

HP will provide exceptional, on-site service for Participating Agencies through our Partner Managed Print Services (P-MPS) group that is headquartered in Boise, Idaho. HP MPS maintains an extensive service infrastructure that is capable of supporting clients nationwide. HP currently manages devices in all 50 states.

Primary MPS Office Locations

Palo Alto
1501 Page Mill Road
Palo Alto, CA 94304

Boise
11311 Chinden Blvd
Boise, ID 83714

Houston
11445 Compaq Center Drive West, Bldg. CCM03
Houston, TX 77070

Rio Rancho
2351 HP Way
Rio Rancho, NM 87144

Primary Contacts

Nancy Lenkowski, Contract Sales Manager
(404) 774-9211; (630) 715-6204 (cell); nancy.lenkowski@hp.com

Kelly Larsen, Director, US MPS Specialty Sales
(801) 924-6109, kelly.larsen@hp.com

Jeff Gardner, SLED – Managed Print Services
(512) 319-8259, jeff.gardner2@hp.com

7. Please provide contact information for the person(s) who will be responsible for the following areas, including resumes:



a. Sales

Response:

HP has over 400 sales team members that will be responsible for sales nationwide. Listed below are the main representatives.

Brent Hamilton

Field Account Manager
Houston, TX
(952) 237-0092
michael.bre.hamilton@hp.com

Brent is a HP Inc. personal systems and print account management professional in SLED and Healthcare markets. Brent is responsible for maintaining customer relationship within accounts while providing PPS devices and solutions. He also manages HP resources for our customers. Brent also works closely with the product teams and is tasked with staying up to date on industry trends and current events to better serve our clients.

Nancy Lenkowski

Contract Sales Manager
(404) 774-9211 (office); (630) 715-6204 (cell)
nancy.lenkowski@hp.com

Nancy has been with HP Inc. for 28 years. Starting as a Lease Administrator for HP's Finance and Remarketing Division for 6 years, Nancy moved into an inside sales role for installed-base customers covering the Midwest U.S. In 1989, Nancy transitioned into a reporting role within HP's Consumer Imaging & Printing Group. Her position evolved through 2008 to a Financial Analyst responsible for forecasting, budgeting, compensation and database management. In July 2008, Nancy moved into a Sales Operations role in Americas Contract Operations, where she led support of HP's largest SLED cooperative contract. In 2016, Nancy moved into a Contract Sales Manager position managing and ensuring compliance with SLED contracts. States and agencies can reach out to Nancy or someone on her team and expect a prompt response and a satisfied resolution.

Nancy has spent the past 8 years in SLED managing cooperative contracts. She looks forward to her continuing education of the SLED market in her new role.

Joshua Silva

Inside District Manager
(866) 376-1789
joshsilva@hp.com

Joshua has been with HP Inc. for two years, focused on State and Local Government and Education. Joshua started as an Account Manager for the state of New York. As NY Team Lead, he helped in a series of projects that involved state-specific contract negotiations, pricing, management and sales compliance. In 2016, Joshua was promoted to Inside District Manager for the HP South Central Public Sector team and is currently overseeing the states of Texas, Mississippi, Oklahoma, Arkansas, Louisiana and Alabama.

Joshua has spent more than 20 years in management and sales, including work in the State, Local, Federal and Education sectors. Joshua's previous HP experience with roles in Executive Leadership, Directorship, Management, Sales and Operations brings a broad perspective to the needs of his business. Joshua attended the University of New Mexico.



Laurie Ashmore Ledford

District Sales Manager, South Central
Printing and Personal Systems – Public Sector
(512) 796-5588
laurie.ashmore-ledford@hp.com

Laurie has been with HP Inc. as District Sales Manager since August 2014, responsible for the South Central States focused on State and Local Government. Laurie started as a Client Representative in Sales over 15 years ago, moving to a Director role covering Enterprise and Small Medium Business. Laurie earned a Bachelor of Business Administration in Finance at the University of Texas and has received numerous marketing and sales awards.

Leonard Hannemann

Regional Sales Manager, SLED Managed Print Services
(801) 750-6384
leonardh@hp.com

Leonard has been with HP for 9 years working in Managed Print Services as a sales representative as well as a sales manager. Prior to HP, Leonard was President of In the Paint, a promotional products company, for 2 years. Leonard has worked at software companies like Novell, Legato, SCO, and Aradyme. His positions included product operations manager, business development manager, sales representative, sales manager, and sales director. Leonard graduated with a bachelor's degree in Electrical Engineering from Brigham Young University, and an M.B.A. from University of California, Irvine.

Jeff Gardner

District Manager, SLED and Commercial MPS
South Central and Southeast Region
512-319-8259 (office); 972-413-6762 (cell)
Jeff.gardner2@hp.com

Jeff has had a variety of sales, operations and management roles during his 11 years at HP. He started his career at HP as a solutions specialist, working in both the personal computing and print services divisions. Jeff was an operations manager for three years, most recently transferring to the managerial role he occupies today. Jeff currently oversees HP managed print services specialists in the South Central and Southeast United States. Members of his team work with clients and HP account managers to provide consistent deployment and delivery of HP's managed print solutions. Jeff graduated with a B.A. in History from University of California, Santa Barbara and is based in Dallas, Texas.

b. Sales Support

Response:

In addition to the primary contacts for Sales listed in the previous section, who also provide sales support, HP has 400+ Inside Sales Representatives and Field Sales and MPS Account Managers, and approximately 200 Customer Service Representatives and Order Entry team members (Order Management) dedicated to support State and Local Government and Education, as well as a vast network of local partners, technical, operational and managerial resources available to support this contract.

HP is applying a leveraged program management and assignment team model to support this contract. By using shared resources to respond to Participating Agencies' 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 Region 4 ESC contract, HP will continue to provide the support of the contract management team to ensure compliance, customer satisfaction and a single point of contact for escalations and emergencies. The team draws upon many resources within HP to support this contract if needed.

HP Field Service Engineers are dispatched across the U.S. In addition to our own service engineers for warranty break fix on purchased product, 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 (CSR), Service teams and every resource tied to contract implementation and end user purchase experience.

HP understands that cultivating a successful long-term relationship with Region 4 ESC and Participating Agencies 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 Imaging and Print teams that support an executed contract.

The assigned HP Contract Sales Manager’s role is to address tactical and strategic issues directly with the designated key contact at Region 4 ESC and a Participating Agency covering an awarded and executed contract. Following is a summary of select roles assigned to support this contract through an assigned team, state by state, on an awarded and executed contract.

Table 6. Region 4 ESC Assigned Team

Assigned Team	
State and Local Government and Education (SLED) Contract Sales Management team	The SLED Contract Sales Manager (CSM) is the post-award management lead for implementation of the Vendor Contract and the primary HP interface with the assigned Contract Procurement Officer. The CSM manages the contract to ensure compliance with terms and conditions and acts as the escalation point of contact.
Sales Account Manager (AM)	The AM is the primary point of contact for Participating Agencies and works closely with the Inside Sales Manager and Participating Agencies on special pricing requests, availability of new product, and roadmaps. The AM engages corporate resources as a “Customer Advocate.”



Assigned Team	
Inside Sales Manager	The Inside Sales Manager is a member of the area sales team and serves as the point of contact for quotes and product information when the Account Manager is unavailable, and also handles problem resolution, demonstration equipment requests, and product availability and delivery questions.
Order Management and Customer Services Representative (CSR)	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.
Technical Solution Architect (SA)	The SA assists the Account Manager and customer 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 work closely with their teams 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 Account Manager and Contract Sales Manager on program improvements, partner bulletins, escalations, and training to ensure compliance for approved reseller agents and subcontractors.
e-Business Consultant (website)	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 website 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.
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 may be assigned to support product purchase transactions only as approved by HP and Region 4 ESC and the participating agency to accept purchase orders, fulfill, ship and invoice the procuring entity directly. Subcontractors are local specialists who support agencies with their technology needs for support and sales. Subcontractors are limited to reselling HP-branded products and HP Services directly unless otherwise approved by HP and Region 4 ESC and the participating agency. Subcontractors are required to meet the terms of the contract and work closely with the assigned HP Partner Program Manager. The HP Contract Sales Manager 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 views the contract management team as a dynamic entity flexible to meet the special demands of the contract and each Participating Agency. Because contract management is critical to the continued success of this contract, HP has assigned a primary contact and the support of the entire contract sales management team to cover each agency's specific needs and deliverables.

In addition to this team, the U.S. State and Local Government and Education organization is available to support the contract, from senior management to operations.

- c. Marketing
- d. Financial Reporting

Response:

Nancy Lenkowski

Contract Sales Manager
404-774-9211 (office); (630) 715-6204 (cell)
nancy.lenkowski@hp.com

For Nancy's experience and background, please refer to paragraph 7.a., above.

- e. Executive Support

Response:

Todd Gustafson

President, HP Federal LLC; Vice President, HP US Public Sector Sales

Todd Gustafson is President of HP Federal LLC, a wholly-owned subsidiary of HP Inc., focused on providing IT innovation, enabling business outcomes, and supporting HP's direct U.S. government end users and agencies. Todd is also HP's vice president of Public Sector Sales in the United States, extending to the U.S. Higher Education, K-12 Education, State and Local government customers, as well as Federal Systems Integrators. His current responsibilities include P&L ownership, strategic financial plans, product and technology strategies, sales force strategy and structure, and customer and partner relationships.

Previously, Todd accepted the additional role as Vice President of the US End User Sales team, which included the Commercial customer segment. From 2006 to 2012, he was Vice President for the Personal Systems Group Commercial Solutions organization. Previously, from 2001 to 2006, Todd was Vice President of U.S. Workstation Sales.

Prior to those positions, Todd held leadership roles in Channel Sales, Direct Sales, and ISV Marketing. He began his career at HP in 1987 and held a variety of positions including Channels Sales, Major Account Management, New Account Development, ISV Account Management and Region Management. During the past 10 years Todd has led a U.S.-wide organization which has consistently led the market in growth in units, revenue and profitability. Todd has a proven track record for developing and leading talented and motivated organizations focused on tangible execution and goal achievement.

Debra Lee

Director, Contract Sales Management
847/537-0344 (office); 847/922-2977 (cell)
debra.lee@hp.com

Debra has been with HP Inc. for 22 years, specifically focused on State and Local Government and Education (SLED). Starting as a Sales Program Manager handling marketing and promotions at Digital, Debra moved into a position at Compaq as a Contract Manager negotiating and managing contracts. In 2004, Debra took a role as Contract



Program Manager managing contracts and serving as team lead, training sales and other team members on how to do business with SLED customers, subsequently moving to a Director role in 2015. Debra's passion and dedication can be seen in her day-to-day activities, ensuring compliance with contracts, top performance and excellent customer satisfaction for procuring agencies. States and agencies that reaches out to Debra or someone on her team will receive a prompt response and resolution to their satisfaction.

Debra has spent more than thirty years in the industry specifically supporting SLED, working in many different roles through her career and 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 Government and cooperative contracts for over 15 years and continues to learn from the best teachers and mentors in the industry, from procurement officials, through supporting Government contracts and through attending the NASPO event each year.

Debra completed a Communications major in B.S. from Trinity International University.

Leonard Hannemann

Regional Sales Manager, SLED Managed Print Services

801-750-6384

leonardh@hp.com

Leonard has been with HP for 9 years working in Managed Print Services as a sales representative as well as a sales manager. Prior to HP, Leonard was President of In the Paint, a promotional products company, for 2 years. Leonard has worked at software companies like Novell, Legato, SCO, and Aradyme. His positions included product operations manager, business development manager, sales representative, sales manager, and sales director. Leonard graduated from Brigham Young University with a bachelor's degree in Electrical Engineering and from UC-Irvine with an M.B.A.

Kelly Larsen

Director of HP U.S. MPS Specialty Sales

Kelly Larsen joined HP as a result of the Printelligent acquisition in July 2011. Mr. Larsen joined Printelligent in 2008 with invaluable experience in leveraging partnerships and aligning sales resources to attain corporate goals and sales results.

Prior to joining HP, Mr. Larsen had over 20 years of experience with high-technology companies such as Altiris (Symantec), Novell, WordPerfect and Clyde Digital. Mr. Larsen has focused his energies on refining the structure of the HP Managed Print Services salesforce, expanding geographic territories while keeping the sales team well trained and customer focused. The team's key objective is to sign long-term contractual MPS agreements – including service, parts, supplies, hardware, solutions and ongoing active account management – to optimize and improve customer print environments. The HP MPS offering is well established within the United States and is constantly expanding.

8. Define your standard terms of payment.

Response:

HP's payment terms are thirty (30) days from date of invoice. However, HP does accept payment terms that are legislatively mandated.

9. Who is your competition in the marketplace?

Response:

In an industry that includes companies such as Konica Minolta, Xerox, Toshiba and Ricoh, HP leads the way in delivering game-changing imaging and printing solutions that helps



our clients meet their most critical business needs. From services that help manage the analog-to-digital transition to products and solutions that allow HP MPS clients to achieve more while reducing environmental impact, HP printing innovations are recognized broadly for their ingenuity, performance, and market leadership. HP also collaborates with many of the information technology (IT) industry's leading companies to develop shared solutions for customers and to establish industry standards and best practices.

HP Global Leadership

- **Market Presence**—HP is the Number 1 manufacturer of laser- and inkjet-based printers
- **Managed Print Solutions**—HP is recognized for leadership in MPS by third-party analysts Gartner, Forrester Research, International Data Corporation, and Quocirca
- **Eco-label Products**—HP offers the most ENERGY STAR® qualified printers and multifunction printers (MFP) in the industry
- **Sustainability and Global Citizenship**—HP is recognized as a global environmental leader

10. Overall annual sales for last three (3) years; 2014, 2015, 2016.

Response:

HP INC. AND SUBSIDIARIES
Consolidated Statements of Earnings
Fiscal years ended October 31
Net revenue, in millions:

2016: \$ 48,238
2015: \$ 51,463
2014: \$ 56,651

11. Overall public sector sales, excluding Federal Government, for last three (3) years; 2014, 2015, 2016.

Response:

HP does not report to this level of detail in our financial documents.

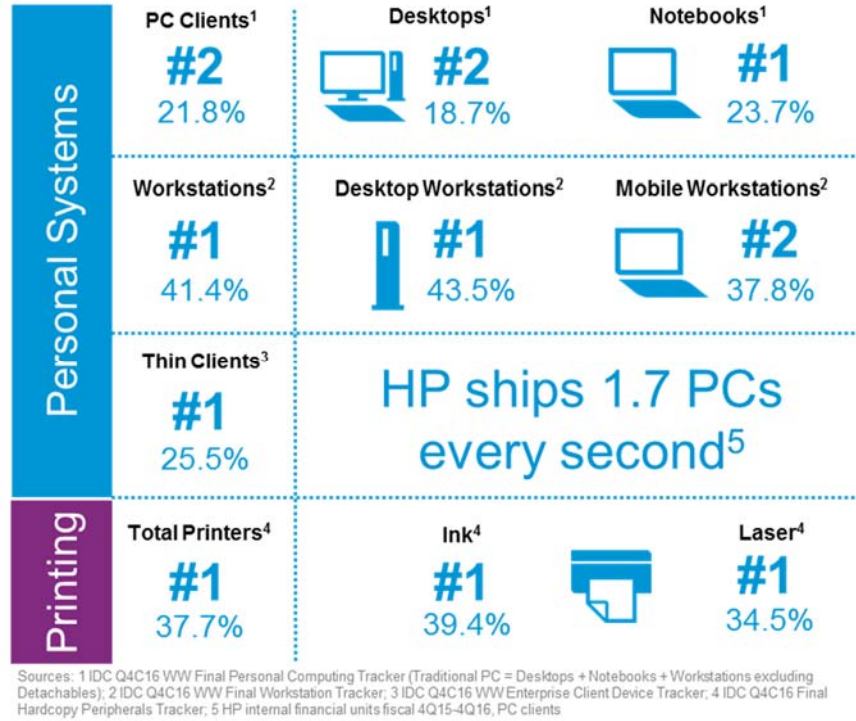
12. What is your strategy to increase market share?

Response:

HP's market leadership spans commercial and consumer solution areas. With a Number 1 or Number 2 market share ranking in several key IT product categories, HP holds a formidable competitive position that is unmatched in the print industry. The following chart summarizes HP's market leadership position in the product segments.



Figure 2. Leadership Across the Portfolio

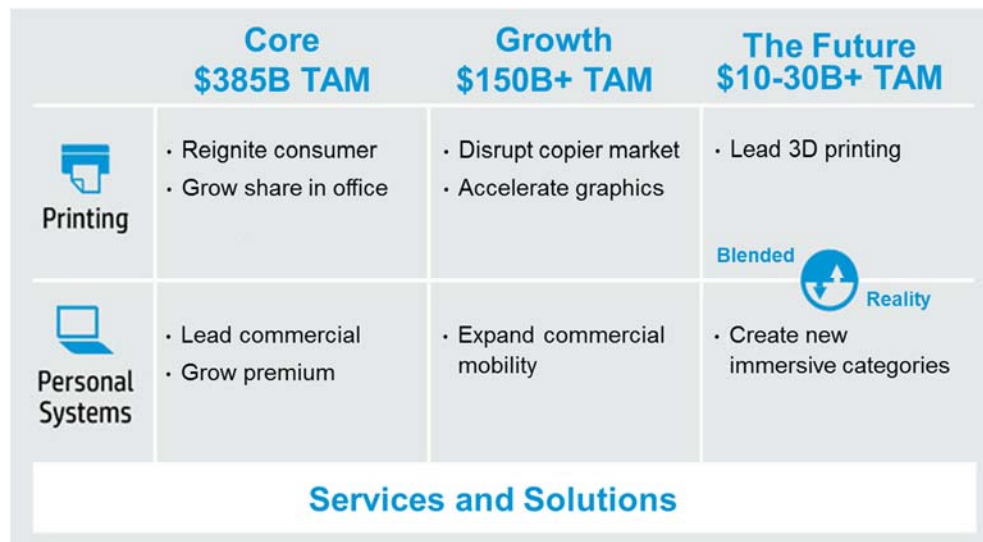


In addition to market share leadership, HP has a longstanding commitment to quality and customer satisfaction that earns widespread recognition from customers, trade publications, and industry associations. An acknowledged leader across a spectrum of IT products and services, the growth and success of HP are based on the extraordinary loyalty of over one billion customers worldwide.

HP Strategy

Our strategy is to compete vigorously in our core and pursue growth in the medium term from natural adjacencies, all while providing the time and cash flow necessary to create new and exciting categories for the future.

Figure 3. Our Strategy



13. What differentiates your company from competitors?

Response:

HP Managed Print Services (MPS) has three (3) key differentiators.

- MPS Experience
- Service Infrastructure
- The World's Most Secure Manage Print Services

MPS Experience

HP introduced its first laser printer in 1984 and has been consistently engaged in the sales and support of printers, copiers, and Multi-function Devices ever since. Our IT legacy and printing expertise is unequaled in the industry. HP has over 20 years of Managed Print Services experience. HP has over 47,000 employees worldwide and has the financial strength and stability to support your program.

As one of the original pioneers in the IT industry, HP equipment is reliable and user-friendly. HP's MPS contracts provide our clients with flexibility. There are no volume minimums or maximums. It is a true pay-for-print model—you only pay for what you print. Devices can be added or removed without penalty.

Managed Print Services Leadership

HP has been recognized by industry analysts as a global leader in Managed Print Services and print-related hardware for the past seven years. IDC and Photizo named HP as their #1 MPS Provider. Gartner has named HP as a global MPS leader for the past six years.



#1 MPS Provider



Named HP #1 in MPS

SLED Industry Knowledge

An Experienced, Trusted Partner

For more than 70 years, HP has helped customers in government and education achieve the highest possible levels of operational excellence and service delivery. HP has a robust sales and support organization dedicated to U.S. Public Sector Customers.

HP has institutionalized our best practices to provide consistently high-quality performance in all environments. HP will apply these same principles for successful program execution.

Public-sector clients need a technology partner that can help provide more effective services, while saving money and eliminating redundancy. With a long history of serving the public sector, HP understands the unique requirements of education customers. HP's broad solutions portfolio aligns IT with your requirements, providing the following benefits:

- Industry standards protect your capital investments in technology, making sure that your infrastructure will be compatible with future technologies. They also increase your agility and improve integration with the rest of the technology environment.
- HP management solutions are modular and scalable to meet a variety of requirements and are designed to adapt and grow incrementally so that our clients realize a fast, predictable return on technology investments.
- HP Services consultants can help assess your environment; design and architect the infrastructure; and deploy and implement solutions for maximum operational efficiency.



HP OEM Toner Benefits

- Greater printer uptime
- Fewer service calls
- Higher print quality
- Longer printer life
- Fewer reprints

Service Infrastructure

HP only uses genuine HP OEM toner/ink in line with our commitment to high-quality service and supplies. As one of the most enduring brands in the IT world, HP is known for our high-quality products.

HP printers and print cartridges are designed as a single printing system and are precisely engineered for exceptional print quality, rock-solid reliability and fast, efficient operation. HP products need OEM toner to perform at maximum capability. HP's submitted service pricing is based on exclusive OEM toner usage.

Single Nationwide Provider

HP will service and support all Participating Agency locations nationwide. HP currently manages devices in all 50 states. HP will deliver a consolidated contract, invoice, reporting and business reviews.

Preventative Maintenance

All preventative maintenance costs are covered under the defined cost per page rates. Our techs perform preventative maintenance and cleanings at each visit. This enables devices to have fewer service calls and a longer useful life.

Real-time Dispatching System

Our proprietary dispatching system includes GPS tracking of our service vans. This system has been highly tailored to allow a dispatcher to see mapped locations for field technicians allowing piggy-backing of service calls for technicians already in the service area. Our dispatchers assign service calls with the understanding of individual client call deadlines and service delivery requirements.

Service Technicians

100% of HP MPS service technicians have industry experience. Sixty-five percent (65%) have past HP experience — with extensive training on both proprietary and multivendor products. New HP MPS field service technicians typically complete one-on-one technical product training with our National Technical Support team and through ride-alongs with an HP MPS service manager before starting to support HP customers.

Service Vans with Optimized Inventory

Each van is stocked with approximately with 200 inventory items including: toner, supplies and parts. Warehouse personnel and technicians learn to optimize the inventory in each van to meet the unique needs of territories assigned to technicians and the clients in each territory.



Coordinated Inventory System

Service vans are considered an extension of our warehouse. Inventoried items are shared across territories when needed. Dispatchers sometimes send technicians into the field to meet up with other technicians to fill short-term inventory needs, eliminating the need to return to the warehouse for supplies fulfillment.



Technician Tablets

Technicians have access to all internal systems and service resources. The technicians carry a fully-loaded HP Tablet with data input requirements for each activity. Break/fix resource information is available at their fingertips. Active communications between technicians and dispatchers provides fast and efficient communication.

National Technical Support Group

The HP field service technicians that provide onsite break-fix services and support are supported by even more experienced Tier II engineers that are assigned to the HP National Technical Support (NTS) group.

Third-party Service Technicians

In areas where HP does not have an HP-badged technician, third-party technicians may be used. HP will receive the service call, complete a remote diagnosis and fix the issue remotely if possible. If parts are involved, HP will ship the parts and coordinate with our trusted third-party service network providers to have a technician arrive on-site and complete the repair.

HP's National Technical Support Team manages all third-party technicians and will provide remote support while the technician is on-site. HP utilizes experienced, qualified technicians who have a track record of success with HP. HP will also follow up with the requestor to ensure customer satisfaction.

HP's Commitment to Sustainability

As a technology industry environmental leader for decades, HP is making it easier for customers to use less energy, recycle more and reduce the impact of imaging and printing—helping reduce costs, conserve resources and deliver results that are good for business and good for the planet.

HP Planet Partners Program

HP's industry-leading Planet Partners program, established in 1991, allows free and convenient return and recycling of toner and ink cartridges. Since its creation, HP Planet Partners has spread to 73 countries and territories. With the help of our customers, we've recovered more than 3.3 billion pounds of products and recycled more than 682 million cartridges. Service parts are collected by HP technicians and returned to HP part centers for recycling. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill.

Security

Secure Printing

Today, organizations have strong security policies in place to secure computing network end points, but many have overlooked their print infrastructure. Integrating printing and imaging security needs into a larger IT security strategy has never been more important. Critical gaps can occur at multiple points, creating risks around devices, data, documents, content management, and cloud and mobile performance.



Figure 4. To stay ahead of the next big threat, work with a security leader who provides end-to-end printing security with innovative hardware, fine-tuned solutions, and a robust set of services.



HP Hardware Security

Defend your network with the world’s most secure printers. New HP LaserJets with JetIntelligence deliver the industry’s deepest printer security. These devices provide printer self-healing features to strengthen your organization’s security:

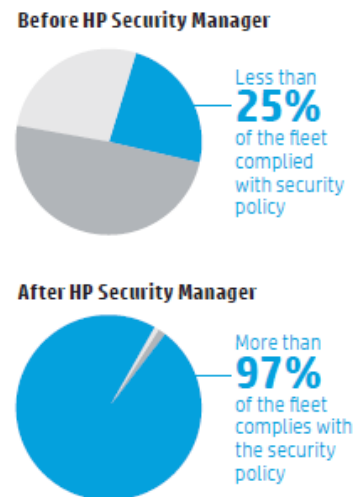
- **HP Sure Start:** Improve how you validate the integrity of a BIOS code. To ensure your devices are safeguarded from attack, this feature works behind the scenes when devices power on. If the BIOS code is compromised, this feature self-heals, reboots the devices, and loads a safe “golden copy” of the BIOS code.
- **Whitelisting:** Ensure firmware is an authentic, known-good code that’s digitally signed by HP. During startup, this feature conducts a firmware check. If an anomaly is detected, the device self-heals, reboots to a secure, offline state, and then sends a notice to IT to reload the firmware.
- **Run-time intrusion detection:** Monitor and detect anomalies while devices are operational and connected to the network. During complex firmware and memory operations, this feature constantly checks operations, and in the event of an intrusion, the device self-heals and automatically reboots in a safe state.

Security Solutions

HP JetAdvantage Security Manager

HP JetAdvantage Security Manager is an industry first in security management. Buyers Laboratory calls it “trailblazing.” With a simple, intuitive, and efficient process, this solution minimizes the time and effort it takes to monitor fleet-wide security. HP JetAdvantage Security Manager is the only proactive security and compliance tool in the industry.

HP JetAdvantage Security Manager enables an effective, policy-based approach to securing HP enterprise imaging and printing devices. Print administrators and corporate security officers can streamline the process to securely deploy and monitor devices by applying a single security policy across the fleet. Actively maintain and verify



compliance with your defined security policies by using HP JetAdvantage Security Manager automated monitoring and risk-based reporting.

HP Access Control

The HP Access Control Secure Printing Solution delivers powerful authentication, authorization, and activity-log capabilities to prevent fraudulent use, protect data privacy, and enhance fleet management. HP secure access solutions include the following:

Authentication and Authorization

For Job Release via PIN, Badge Readers, etc.

- Choose from a range of authentication methods, such as personal identification number (PIN) code, proximity card, or smart card.
- Integrate with many smart card operating systems including ActiveIdentity, Gemalto, Oberthur, and other government card environments.
- Restrict unauthorized users from devices, while giving administrators the ability to track copying and digital-sending functions by employee.
- Prevent malicious anonymous e-mail sent from MFP devices by pre-populating the “from” and/or “to” fields based on the user’s ID or a pre-determined destination.
- Integrate with existing user directories such as Active Directory and Lightweight Directory Access Protocol (LDAP).

Pull Print/Secure Print/Follow Me Printing

- Facilitate convenience printing by allowing users to retrieve print jobs when and where they want on any enabled device within your corporate network.
- Achieve greater security and compliance by encrypting and storing print jobs until authorized users are ready to retrieve their documents.
- Boost environmental sustainability efforts by reducing unclaimed pages at the device.
- Reduce “print and sprint” by providing confidentiality on print jobs sent to shared devices as the individuals must authenticate before their jobs are printed.

Please see **Attachment 1, HP Printer Security** for additional information.

HP Differentiators

Public Sector Buying Consortium Experience

For more than 70 years, HP has helped public-sector customers in government 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 Participating Agencies for successful program execution.

HP has a robust sales and support organization dedicated to U.S. Public Sector Customers. **In most cases, HP has at least one HP-held contract available to Public Sector customers in each state.** In addition, HP also has a successful history in working with nationwide cooperatives. Please see a few examples, below.



- **Region 4 ESC/TCPN Managed Print Solutions**
 - Awarded March 1, 2013
- **Region 4 ESC/TCPN IT Contract**
 - Awarded August 1, 2016
- **NASPO ValuePoint (formerly WSCA/NASPO)**
 - Personal Computers and Print contracts, awarded in 1999, 2004, 2009, and 2015
 - Managed Print Services (services only) in 2012
 - Copier – Print in 2015
- **Educational and Institutional Purchasing Cooperative (E&I)**
 - Current agreement awarded December 1, 2006.
- **Midwest Higher Education Compact (MHEC)**
 - Participated in WSCA/NASPO 2004 – 2015
 - Awarded separate contract in 2015
- **General Services Administration (GSA)**
 - HP has been awarded multiple Public Sector GSA agreements.
- **The National PEPPM® (Pennsylvania Education Purchasing Program for Microcomputers) Purchasing Cooperative**
 - Managed Print Services (services only)
 - Awarded September 18, 2015

Region 4 ESC can access additional information at the HP Public Sector website:
<https://government.hp.com/index.aspx>.

State and Local Government and Education Expertise

Public-sector clients need a technology partner that can help provide more effective services, while saving money and eliminating redundancy. With a long history of serving the public sector, HP understands the unique requirements of government and education customers. HP's broad solutions portfolio aligns IT with Region 4 ESC's requirements, providing the following benefits:

- Industry standards protect Participating Agencies' capital investments in technology, making sure that their infrastructures will be compatible with future technologies. They also increase their agility and improve integration with the rest of the technology environment.
- HP management solutions are modular and scalable to meet a variety of requirements and are designed to adapt and grow incrementally so that Participating Agencies realize a fast, predictable return on technology investments.
- HP Services consultants can help assess Participating Agencies' environment; design and architect the infrastructure; and deploy and implement solutions for maximum operational efficiency.
- HP's philosophy of working with partners, and even competitors, to maximize product mix and service delivery address a wide variety of business requirements. Participating Agencies will have the added benefit of a multivendor service mechanism with a single point-of-contact and accountability.



- HP's exceptional service record, products, industry partnerships, and experience combine to give Participating Agencies an unrivaled source of IT technology and MPS service. Providing comprehensive solutions and a demonstrated commitment to the public sector, HP is uniquely qualified as Region 4 ESC's MPS and Print partner of choice.

Education

In education, improved access to information, applications, and resources is essential to a better learning experience at all levels—from primary school on up. HP Education solutions and services support the following:

- Learning and teaching
- Campus and district-wide portal design and support
- Business administration support, from Enterprise Resource Planning (ERP) to security solution design

Region 4 ESC Knowledge and Experience

Our relationship with Region 4 ESC and TCPN has spanned many years with the current MPS contract and recent IT contract award. HP also established special pricing for HP Supplies in November 2010. The original deal had 30 SKUs and is now up to 64 SKUs. HP works closely with Region 4 ESC resellers of choice to educate them on programs to encourage growth of Region 4 ESC (TCPN) membership. Examples of this include, recycling programs, cost savings measures w/printing and cartridge selection, and more. HP attends monthly meetings by phone and face to face, attending the annual supplier meeting and management meetings planned along with hosting annual reviews of supplies business with Region 4 ESC (TCPN) management. Region 4 ESC executives have met with HP supplies management team as well as other HP personnel have met to review business and drive ways to promote Region 4 ESC success.

14. Describe the capabilities and functionality of your firm's on-line catalog/ordering website.

Response:

HP provides Participating Agencies an easy and efficient way to establish and manage your business relationship with HP through our eCommerce solutions. Our portfolio of simple and customized websites and our integrated electronic solutions include a packaged set of electronic capabilities which give our customers the most comprehensive and straightforward way to procure with HP. HP's eCommerce tools address a variety of critical procurement requirements. Our solutions are flexible with the ability to adapt to unique needs or changing business conditions.

Simple and Custom Ordering Sites

We have sites targeted primarily at the Public Sector (K12, higher education, state, local and federal government) customers who wish to buy commercial products, services and solutions directly from HP via a web page.

All Simple and Custom ordering sites allow customers to search for and customize configurations. The Standards link allows users to create public or private custom standards to be displayed on the site as frequently purchased products, saving time and controlling purchasing behavior. The Information Center provides easily accessed content



and links to allow users to obtain the HP U.S. Commercial List price, Contract Price List, Reseller Agents, warranty look up, product information and more.

The Shopping Cart contents may be saved and retrieved for up to 90 days, and any products that have been discontinued in that time will be flagged upon retrieval.

Once an order is entered, users enter/select their billing information, shipping information, secure payment information (credit cards, purchase orders or leasing), and confirm the Order Details before final submission and completion of the order. A final order confirmation is returned via email including a sales order number. This number can be used later to track the status of the order online. The Order Status and Order History links on the sites offer comprehensive order reporting capabilities. With visibility into business trends and events, Region 4 ESC 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 organizational needs. Another great addition is that invoice copies can be pulled online. HP sends invoices by mail and email, though an invoice is also readily available through the online tool in the event it is lost or misplaced by a Participating Agency.

The Simple Solution

Simple HP.com public website pages can be reached quickly by going to www.hp.com/buy/nationalipamps. You do not have to log on to shop or navigate through the site. If you are ready to create a quote that you want saved, you can enter your email as the user ID and create your own password. This allows you to save, submit or track orders easily. HP adds links under the Information Center to make it easy for all users.

Figure 5. Basic Public Website

The screenshot shows the HP National IPA (TCPN) MPS website. At the top left is the HP logo. The main header reads "National IPA (TCPN) MPS" with a sub-header "Welcome National IPA (TCPN) MPS Customer!". Below this is a navigation menu with links: "National IPA (TCPN) MPS", "Shopping cart" (Your cart is empty), "Login/register", "Retrieve saved quote", "Order history", "Order status", and "Standards". A search bar is labeled "Add Item to cart" with a placeholder "enter part number". Below the search bar are links for "Product search/compare" and "View contract price list". An "Information center" section lists links for "Reseller Agents", "Ordering information", "Technical support", "Product Specifications", "Warranty Look Up", "HP List price", "Authorized Service providers", "Recycling Program", and "Environmental Program". The main content area features the "NATIONAL IPA" logo with a red star and the tagline "EXPERIENCED * FOCUSED * TRUSTED". A blue box on the right says "Shop HP for Government and Education". Below the logo, the "Current selection" is "THE COOPERATIVE PURCHASING NETWORK". A blue bar indicates "Contract Number: R5242". The main text describes the contract: "The HP National IPA (TCPN) Managed Printer Services contract provides participants and procuring entities under the contract to obtain a Managed Environment Assessment. This assessment allows HP to evaluate how a Managed Print Service performance would transform your current imaging and print environment. By transforming your print environment, you can reduce document spend through the consolidation of assets and having balanced deployment of multifunction devices." A "Contact information" section provides instructions for product information or quotes and inquiries. On the right, a "Products" section lists: "Color Printers", "Black & White Printers", "Laser Multifunction Printers", and "Inkjet All-in-One Printers", each with a small product image.



Key Benefits

Simplicity

Sites are easy to deploy and offer streamlined navigation and purchasing with easy page access to more relevant tools and content on the Public Sites. The sites are conveniently accessible as a customer self-service tool from the point of purchase to order status.

Flexibility

The sites are available around the clock for increased purchasing time. Sites have a full range of both HP and third-party product offerings with a seamless interface. User-specific access allows users to save their own standards and quotes for future reference.

Efficiency

HP.com website (B2B) offers a single source location from which users can research, price, purchase and view order status information. Users have configuration options at their fingertips with invalid parts notifications to keep them on track, and their product quotes are saved for up to 90 days.

The Custom Solution

Custom sites are secure personalized websites that are based upon account specific contract pricing or fulfill a particular customer need. Many Participating Agencies require their users to procure from limited set of product, and custom sites allow these kinds of restrictions. A dedicated eBusiness Consultant leads the implementation, trains end users on the web tool and workflow processes to support customer-specific fulfillment needs.

Key benefits

Security

Customers are provided with their own unique and secured URL when they choose to implement a private HP B2B website. End users must login if they wish to check order status, save a quote, view order history or submit an order.

Customization

Customers set forth their own guidelines that determine product offerings, standard configurations, pricing and other customizable features including the ability to specify an HP Reseller Agent via their HP customized website. The Store Front contains image links to the HP product lines and information determined by the customer.

HP is committed to creating and maintaining an e-commerce site(s) upon contract execution that includes specific items relating to an awarded contract utilizing the current URL name and site, www.hp.com/buy/nationalipamps, unless specified otherwise by Region 4 ESC.

HP MPS Service

Participating Agencies can request service via our 24/7 Web portal:
<http://www.hp.com/go/mpsservice>.



Control

Customers may restrict users to selecting from set standards or allow them to purchase from the entire HP product line. Customers may further control purchasing by monitoring activity through an online approval process prior to order submission. The custom HP web tool allows a designated purchasing authority to be notified via email when there are orders pending their approval.

eProcurement Integration

Many of our customers are at the forefront of implementing eProcurement solutions and have their own eCommerce ordering tools. HP Integration (B2Bi) has developed a set of integration capabilities that allows HP to partner with these customers who closely match our typical HP Public Sector Integration profile:

- Installed ERP system
- Single contract purchasing
- Single payment method
- Annual purchasing minimums (\$1M)
- 12 or more invoices per month

Key benefits and features of an HP.com Business to Business Integration include:

- 24x7 quoting/ordering
- Contract and open market pricing
- Order status information
- Utilization of open standards
- Utilization of UNSPSC codes
- Integration with customer's procurement software

HP.com Business to Business Program Summary

HP.com Business to Business offers Region 4 ESC more than just a convenient online shopping experience. The built-in reliability, flexibility, and innovation of HP.com Business to Business actively support the continuous improvement of purchasing and procurement management functions. All of the HP Business to Business tools and capabilities work cooperatively to improve resource planning and budgeting processes. HP.com Business to Business is a user-driven resource that scales from an easy to use simple website solution to a customized procurement site and even to eProcurement integration capabilities.

15. Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).

Response:

HP Customer Solution Centers

HP Customer Solution Centers (CSC) operate as a virtual center housed in multiple locations throughout the world for technical support on product purchases. 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 Participating Agencies, no matter where the resource is located. Most importantly, this flexibility is transparent and seamless to HP customers.



When technical support is needed for purchased products, the procuring entity can contact the toll free number 1-800-334-5144, 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 for the product purchased. HP has 20 depot centers nationwide to cover product purchase warranty repair parts.

The Director of Contract Sales Management is available for escalation and emergencies 7 days a week.

For product transactional purchases, warranty break/fix support is open Monday through Friday, 5:00 AM - 5:00 PM PST. 24/7 live dispatch lines are also available to Participating Agencies as a low-cost, optional service.

MPS Service Requests

HP's Managed Print Services model allows end users to request services and supplies using one of the three methods located on the printer sticker:

1. Toll-free HP MPS service request line: 1-800-745-2025
2. 24/7 E-mail: cmps-us-dispatch@hp.com
3. 24/7 web portal: <https://www.hp.com/go/mpsservice>

A note on the outstanding level of phone support that Participating Agencies can expect from HP:

You call, we answer. It's that easy. When an employee calls HP at the toll-free number posted on the HP service tag, they will be immediately connected to a person, not a phone tree. The dispatcher answering the phone at HP will ask for the employee's name, company, service ID, and a brief description of the reason for the call. The dispatcher will confirm the asset data we have in our system and create the service call. HP will typically keep an employee on the phone for no longer than 3 to 5 minutes while a service request is being placed.

HP MPS is provided in four different delivery models:

- **HP Premium:** HP Premium service offers priority, 2-hour onsite response for supplies and service requests and includes ink/toner installation services conducted by HP Authorized Service Technicians (an extra fee applies to this service).
- **HP Priority:** HP Priority service includes a 4-hour onsite response for service incidents and supplies shipments for customer installation.
- **HP Advantage:** HP Advantage is available in the majority of U.S. metropolitan areas. This service level offers next-business-day (NBD) response for service incidents. Supplies are shipped for customer installation.
- **HP Extended Reach:** HP Extended Reach is offered to provide onsite service response in areas where geographic proximity to HP Authorized Service Technicians is limited. Service timing is determined by location. All efforts will be made to deliver service by the next business day, although it may take longer. HP ships supplies for customer installation.

16. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.



Response:

Litigation

As a large corporation with operations around the world, HP participates in legal proceedings in the ordinary course of its business conducted by a wide variety of government authorities. As a public company subject to U.S. SEC and related reporting obligations, HP routinely discloses those dispute matters, which may be of a more material nature. HP's financial filings with the SEC can be accessed at the following website: <http://h30261.www3.hp.com/phoenix.zhtml?c=71087&p=irol-sec>, and the "Litigation and Contingencies" sections of HP's Annual Reports will provide detailed information.

However, HP is not aware of any dispute or investigation that may have a material adverse effect on the HP's ability to provide the products and services requested.

Bankruptcy

HP has never been, and is not currently involved, in bankruptcy or insolvency proceedings related to HP.

Reorganization

On November 1, 2015, Hewlett Packard completed the separation of Hewlett Packard Enterprise, Hewlett Packard's former enterprise technology infrastructure, software, services and financing businesses. As part of the separation, Hewlett Packard changed its name to HP Inc., which encompasses the company's personal systems and printing business.

Marketing / Sales

17. Detail how your organization plans to market this contract within the first ninety (90) days of the award date. This should include, but not be limited to:

- a. A co-branded press release within first 30 days
- b. Announcement of award through any applicable social media sites
- c. Direct mail campaigns
- d. Co-branded collateral pieces
- e. Advertisement of contract in regional or national publications
- f. Participation in trade shows
- g. Dedicated TCPN and Region 4 ESC internet web-based homepage with:
 - i. TCPN and Region 4 ESC Logo
 - ii. Link to TCPN and Region 4 ESC website
 - iii. Summary of contract and services offered
 - iv. Due Diligence Documents including; copy of solicitation, copy of contract and any amendments, marketing materials

Response:

Upon complete contract execution, HP will implement the following:

1. Review by both parties of Press Release managed by Region 4 ESC
2. Announcement of new contact through potential social media option
3. Internal Announcement to all sales and partners nationwide
4. Schedule a joint calls with Region 4 ESC and the sales teams
5. Attend the local Region 4 ESC Regional Events



6. Invite Region 4 ESC to attend HP local road show events
7. Finalize the current draft for co-branded collateral piece
8. Promote the value and benefits of the contract at trade show events
9. Create a dedicated contract site as seen at www.hp.com/buy/nationalipamps
 - Includes co-branded logos
 - Products available for purchase
 - Contact information for MPS services
 - Posting copies of solicitation, contracts and amendments
 - Ordering instructions
 - Partner listings
 - HP U.S. Commercial Price list for auditing purposes
 - Other links - warranty look up, quick specs, sustainability/environmental, etc.
 - Sales and escalation contact information

HP plans to promote the contract through internal and external communications as approved by Region 4 ESC. The goal of marketing the contract is not only to communicate the value proposition, benefits, and the Region 4 ESC and HP story, but also to emphasize HP's flexibility in delivering the requirements of the agencies for Print and MPS for overall savings.

To ensure a harmonized and effective marketing plan execution, HP will collaborate with Region 4 ESC to 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 after award.

Figure 6. Cooperative Contract Marketing Examples



Public Relations

HP will provide public relations support to promote the contract. HP will collaborate with Region 4 ESC on a press release, after approval, announcing the contract award to HP. Once a press release is written and approved by Region 4 ESC, HP will review and mutually agree on distribution. All marketing materials will be provided for review, modification and approval prior to distribution.

Advertising

HP will drive contract awareness and product/service promotions under the contract through HP web banners on www.hp.com/buy/nationalipamps. Promoting the contract value proposition and product/ service promotions through web banners provides an



opportunity to reach a large audience of Participating Agencies. 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 Participating Agencies (as allowed) throughout the contract term. These email promotions will provide the most current ongoing promotions. The email newsletter will provide an opportunity to focus on the success of the contract and promote upcoming contract promotion specials.

As required under the contract, all marketing materials will be provided for review, modification and approval prior to distribution. Communication will not be released without approval in writing.

Web Presence

A contract website will be developed with the same landing page redirect URL named www.hp.com/buy/nationalipamps providing customers extensive information on the contract, including advertising banners.

Marketing Events and More

HP will continue to participate in the annual and regional Region 4 ESC events, plus the annual NIGP conference and other Region 4 ESC marketing events annually.

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 designated contract contact to make them aware of these events or schedule additional seminar events or Webinars.

18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.

Response:

HP will be creating a flyer that highlights the benefits of HP products and services, including the benefits of choosing this valuable contract with Region 4 ESC and highlighting key items important to Participating Agencies:

- Region 4 ESC as lead Agency utilizing best procuring practices and process to obtain the best value for Participating Agencies
- National IPA as 2nd largest cooperative nationwide
- Competitively solicited, evaluated and awarded contract
- Over 45,000 Participating Agencies
- Region 4 ESC Regional Staff availability to assist agencies on contract validity questions
- Region 4 ESC/National IPA/TCPN Experience
- Language allowing for Participating Agency use
- Elimination of the need to go out to bid and the soft dollar savings cost on resources to create, analyze and negotiate complex bids
- Overall value and savings
- Volume Savings available



Single Nationwide Provider

HP will service and support all of Region 4 ESC locations nationwide. We currently manage devices in all 50 states, including Hawaii and Alaska.

SLED Industry Knowledge

HP has helped government and education customers achieve the highest possible levels of operational excellence and service delivery for over 70 years. HP has institutionalized best practices to provide consistent high-quality performance in all environments. HP will apply these same principles for successful program execution. With its history of serving the public sector, HP understands the unique requirements of education customers.

HP Device Expertise

HP's Managed Print Services stands alone in our ability to provide exceptional service execution on HP devices. With a predominately HP printer fleet, you need a service provider who has the expertise to service and manage these devices. HP's trained and experienced techs are HP equipment experts and will provide exceptional knowledge, service, and insight unlike any other provider. HP is the top choice to service and manage the HP environment due to the following unique benefits:

- HP service and support for HP-centric fleet
- Escalated technical support directly within HP
- Insight into future HP product development not available elsewhere
- Largest availability of HP service components
- HP-assigned technician coverage
- Largest knowledge base on HP devices

19. Explain how your company plans to market this agreement to existing government customers.

Response:

Upon contract execution, HP plans to promote the contract through internal and external communications as approved by Region 4 ESC and Participating Agencies as designated by Region 4 ESC. HP's goal in marketing the contract is to communicate the new contract's value proposition and benefits to existing government customers.

To ensure a coordinated and effective marketing execution, HP will have an assigned Region 4 ESC Contract Sales Manager, as seen on other HP held cooperative contracts. Below is a brief overview of the different marketing items that HP intends to pursue and generate during the term of the contract, with Region 4 ESC approval.

- Potential Social Media as mutually agreed
- Trade Shows
- Brochure/PDF
- Handouts
- Copy available to send via email
- Website Banners
- Promote the contract at National Events
- HP MPS State and Local and Education Forum
- Sales team promoting the contract in agency meetings
- Inside Sales promoting the contract via daily calls with agencies
- Meetings with individual Agencies to introduce and promote the contract



20. Provide a detailed ninety (90) day plan describing how the contract will be implemented within your firm.

Response:

HP has contract resources that will be dedicated to manage and administer the contract. HP has established internal processes that support the implementation of new contracts. Below are the two primary contacts for the administration of the contract:

Nancy Lenkowski Contract Program Manager 404-774-9211 (office)/(630) 715-6204 (cell) nancy.lenkowski@hp.com	Debra Lee Director of Contract Sales Management (847) 537-0344 (office)/(847) 922-2977 (cell) debra.lee@hp.com
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The following identifies the primary actions that will be accomplished the first 90 days after contract execution.

Days 1-30

- Set up contract in internal systems once fully executed agreement by both parties is on file
- Set up contract-specific website (within 24-48 hours)
 - Update existing redirect URL (www.hp.com/buy/nationalipamps) with new contract
 - Update hp.com site for selection by Participating Agencies
 - Contract site to include, but not be limited to:
 - Updated sales contacts
 - Ordering information
 - Key links (HP and Region 4 ESC)
 - Value add offerings/pricing
- Send contract award notifications to Inside and Outside Sales, Partner/Channel, Operations, Management and Order Management
 - Email with a brief contract overview summary
 - PowerPoint with more detail on contract requirements
- Arrange joint calls with Region 4 ESC and HP Sales for contract review, questions and opportunity review
- Schedule an initial meeting with the appropriate Region 4 ESC assigned contacts
- Start a monthly activity report
- Attend and schedule monthly conference and face-to-face calls on contract activity
- Schedule conference call with appropriate teams for both parties to complete annual Marketing Plan and activities
- Submit monthly report for invoiced sales for the first 30 days

Days 31-90

- Target communications to HP Partners (resellers) on how to utilize the contract
- Continue internal training for both HP Inside and Field Public Sector Sales, via conference calls or in-person at Sales Centers
- Submit monthly reports for the 60- and 90-day time periods



21. Describe how you intend on train your national sales force on the Region 4 ESC agreement.

Response:

- Contract announcement sent by the assigned Contract Sales Manager via email to all HP State and Local Government and Education Inside and Field sales teams, including order management. The announcement will include the contract summary brief that will include, but not be limited to, contract number, scope, effective dates, products and services, and pricing, with a training deck in PowerPoint.
- Internal training for HP Public Sector Sales (Conference Calls, In-Person at Sales Centers) for both Inside and Outside Sales
- Key contract information and links located on the HP provided on-line catalog/ordering website with access directly or through the hp.com website for Public Sector Customers (<http://government.hp.com/index.aspx>)
- Joint sales call with Region 4 ESC and each District as done under the current contract

During the life of the contact, any questions concerning the contract that arise from the HP Sales can be directed to the HP contract resources dedicated to the administration of the contract. Below are the two primary contacts for the administration of the contract.

Nancy Lenkowski
Contract Sales Manager
(404) 774-9211; (630) 715-6204 (cell)
nancy.lenkowski@hp.com

Debra Lee
Director of Contract Sales Management
(847) 537-0344; (847) 922-2977 (cell)
debra.lee@hp.com

22. Acknowledge that your organization agrees to provide its company logo(s) to Region 4 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

Response:

Upon contract execution, HP agrees to provide its company logo(s) to Region 4 ESC / TCPN.

For the term of this Agreement only, Region 4 ESC may display the HP's marks only as will be provided (the "Marks") solely to accurately identify its participation in this Agreement and in connection with its performance under this Agreement, provided that Region 4 ESC agrees to:

- (i) use the Marks only in the form and manner approved by HP;
- (ii) submit to HP for its prior written approval all marketing materials specific to this Agreement containing HP's Marks; and
- (iii) include all proprietary notices that HP specifies be used with its Marks.

Any display of the Marks will inure solely to HP's intellectual property rights in the Marks. Region 4 ESC agrees to adhere to HP's logo or trademark guidelines ("Trademark Guidelines") for displaying the Marks, as may be amended from time to time. If reasonably requested by HP, Region 4 ESC will expeditiously implement changes in the manner in which it uses the Marks to comply with the Trademark Guidelines of HP. Region 4 ESC agrees not to display HP's Marks in a manner that is not accurate or in a manner that is likely to confuse or mislead as to the relationship between the parties. Region 4 ESC may not use HP's Marks together with their own trademarks to create a composite mark.



Region 4 ESC will not use HP's Marks in a manner that compromises or reflects unfavorably upon the goodwill, good name, reputation or image of HP, or which might jeopardize or limit HP's proprietary interest in its Marks. Failure to comply with the requirements of this Section will be considered a material breach under this Agreement.

Upon the termination of the Agreement, Region 4 ESC will promptly cease use of all HP's Marks.

23. Provide the revenue that your organization anticipates each year for the first three (3) years of this agreement.

\$4M	in year one
\$4.5M	in year two
\$5M	in year three

Administration

24. Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s).

Response:

HP has a robust sales and support organization dedicated to U.S. Public Sector customers. In most cases, HP has at least one HP-held contract available to Public Sector customers in each State. In addition, HP also has a successful history in working with nationwide cooperatives. HP has provided a reference below covering the NASPO ValuePoint PC contract.

Tim Hay, CPPB, CGTP
Lead Cooperative Development Coordinator
Office (503) 428-5705; Cell (503) 931-2345
thay@naspovaluepoint.org
www.naspovaluepoint.org

Andy Doran
IT Acquisitions Supervisor, State of Minnesota Department of Administration
Lead State for the NASPO ValuePoint PC contract
(651) 201-2459
Andy.Doran@state.mn.us

25. Describe the capacity of your company to report monthly sales through this agreement.

Response:

HP has the ability to supply the required reports needed to accurately communicate monthly sales throughout this agreement. Upon award, HP will work in good faith with Region 4 ESC to create a mutually acceptable report format to meet monthly sales reporting requirements for/through this agreement. HP respectfully recommends keeping the current format provided today in contract R5242. A copy of this format is included in **Attachment 2, Sample Report**.

- Participating Agency Name
- Address
- City
- State
- Zip Code



- Participating Agency # (Assigned by Region 4 ESC and provided to Supplier)
- Transaction Date (Date of Sale)
- Contract Sales for Month (\$)
- Admin Fee %
- Admin Fee \$

Order Status and Reporting Tool Capabilities

For those orders placed via the dedicated HP Region 4 ESC/TCPN website many standard reports are accessible for Participating Agencies. The Order Status and Reporting Tool is designed to provide customers with timely and accurate order status, shipping and reporting information for their Direct orders. With a few simple steps customers can easily view information on all of their HP Direct orders, based upon the information contained in HP's order management systems. Orders are displayed from the time of validation to 13 months after final delivery, and the quality of the information is comparable to that available by contacting HP's Customer Service Representatives. The tool offers multiple searching, reporting and status notification options.

- **Simple order search** – The Simple Order Search provides five of the most commonly used search fields for filtering queries in Order Status and Reporting. The Simple Order Search is the default view of the tool.
- **Advanced order search** – The Advanced Order Search offers the ability to perform powerful and flexible queries with a wide range of search criteria such as date ranges and product line codes.
- **Shipment search** – Customers can query on shipment-specific information with the Order Status and Reporting Shipment search screen to obtain accurate shipment tracking and delivery information.
- **Product search** – Product search uses product-specific search criteria such as HP product, customer product, or serial numbers.
- **Order reporting** – From the Order Reporting landing page, menu options allow customers to run standard or sample report templates, retrieve report results, create new reports through powerful customizing capabilities, and view report data field definitions that are available for customizing reports.
- **Standard reports** – The tool lists a set of fixed Standard reports, or customers may choose to run a report using the Standard report wizard. The fixed Standard reports have been predefined to run on a regular basis once enabled. All Standard report results are posted on the My Report Results page.
- **Sample reports** – Customers can leverage sample reports templates, which have been pre-defined as a quick way to generate custom reports. Sample report templates can be used as is or customized, and Sample report results are posted on the My Report Results page.
- **Create new report** – To create a new customized report from scratch, this page displays a list of all the data fields available to use in a report.
- **Setup event notification** – Customers can set-up proactive event notifications, delivered via email, to notify them of changes occurring to an order. The Order Status and Reporting event notification feature offers an automated, proactive notification about changes to orders as they move through the order lifecycle. Notifications can be set to generate “event-based” or “daily status” emails.



26. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

Response:

HP utilizes an industry-leading analysis and reporting approach to provide extreme visibility into clients' print environments resulting in recommendations for potential office printing cost-savings and improved document management and workflow.

Consolidated Invoicing

HP provides one consolidated, customized, and very transparent invoice model for each client. The invoice will list all printers by location, department and cost center. It will show breakdown usage on color versus black-and-white in a cost per page basis. Invoices can be grouped by location or department.

Customer Business Review Process

HP utilizes a Customer Business Review (CBR) process to address ongoing, active management of our clients' print environments. Several times each year, your HP MPS Specialist will review utilization and trending reports with you, and make recommendations for relocating devices to achieve greater utilization, as well as retiring or upgrading printers to multifunction printers. CBR discussions can also uncover needs for solutions to support document management processes. CBR recommendations are intended to discover potential cost savings or identify process improvements over the term of the contract, through the following methods:

- **Manage:** Regularly review the service history, utilization, and printing performance of devices to recommend retiring, relocating, or replacing devices where appropriate.
- **Optimize:** Audit, consolidate, and right-size in order to balance the printing fleet. Place the right devices for the right reason (e.g. cost, usage, range, and workflow). Eliminate currently owned print devices where necessary and move pages to MFPs where possible.
- **Improve:** Evaluate available software tools and new output technology to facilitate decision making regarding the installed printer fleet and investigate ways to reduce page volumes, drive down costs and improve workflow where possible.

HP's standard reports include:

- **Document Environment Review** - The Document Environment Review contains a snapshot of your print environment, providing a holistic view of all your printing devices. This is especially valuable when your fleet is distributed in multiple locations.
- **Utilization Report** – The main purpose of this report is to illustrate how devices are being utilized from a total fleet view. HP provides a summary chart at the top, identifying the number of devices that are above, inside and below the device recommendation range. It also identifies devices that are not reporting and those that have insufficient data.
- **Trend Report** - The Utilization Report (previous) and the Trend Report are typically paired together to provide clients with insight into print volumes. The Trend Report's objective is to track print volume trends over time. The report lists the customer billing's total page count by color and mono. The summary graph at the top provides the trend line by color and mono.



27. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

Response:

HP respectfully requests a reduction of the administrative fee from 3% to 2% for technology, for a more cost effective offering to Participating Agencies due to the ongoing changes in technology impacting costs.

HP offers Participating Agencies several ways in which to control and reduce costs. The first is effective, monitored and optimized fleet management. The second is reducing your print costs through efficient controls and reducing the need to print.

Effective Fleet Management

Gartner Group and IDC have said that organizations that manage their printer, copier and fax fleets can save between 10 percent and 30 percent of their print costs. HP is committed to help organizations carry out the needed changes and save them money by providing the staffing and expertise to determine their true needs, optimize the fleet to meet them, and monitor them to keep their optimal state in place afterward.

HP manages, measures, and provides ongoing cost savings throughout the life of the MPS contract through a process improvement approach called the HP Customer Business Review. Every 3-6 months, your account manager will review fleet reports with you and make cost-saving recommendations. CBR meetings also discuss and plan for MPS solutions to streamline document management processes across the fleet. Regularly-held CBR discussions are intended to continually drive down costs throughout the term of the contract.

HP has delivered these results to organizations of all sizes in the SLED industry, including local and state governments, public and private K-12, and higher education throughout the U.S.

Controlling Your Print Environment

HP has several solutions for controlling and reducing your print environment, depending on fleet device composition. For this RFP, we highlight HP JetAdvantage Insights Solution.

HP JetAdvantage Insights

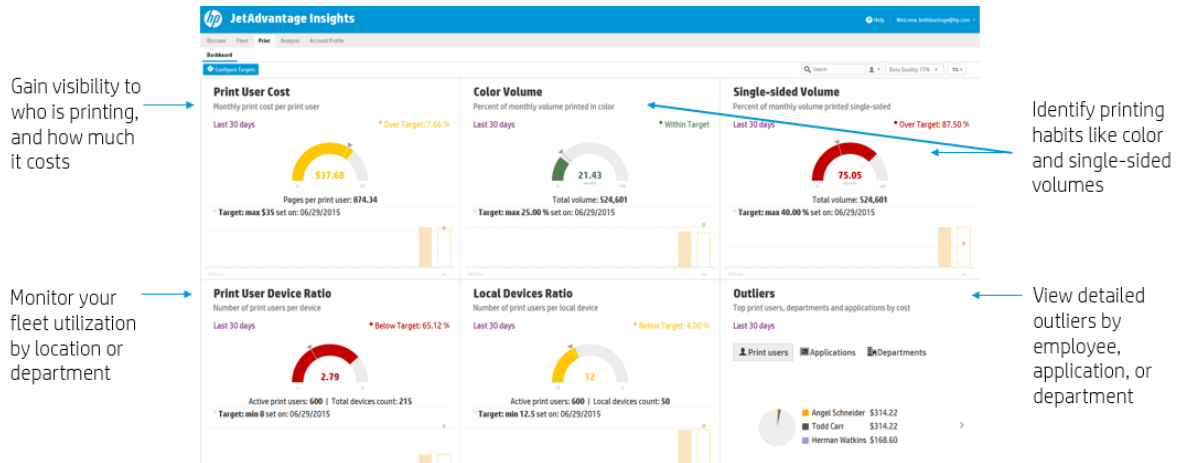
HP JetAdvantage Insights (JAI) is a multi-vendor print management platform in the cloud that gives a complete view of an organization's print environment, on demand. JAI gives you clarity and control. It reveals the true cost of your printing and provides the decision support you need to reduce costs and improve end-user convenience.

Fleet Management

JAI provides a comprehensive, multi-vendor view of print from all devices and reveals volume, service, and operating cost information to help you build and maintain a more efficient fleet.

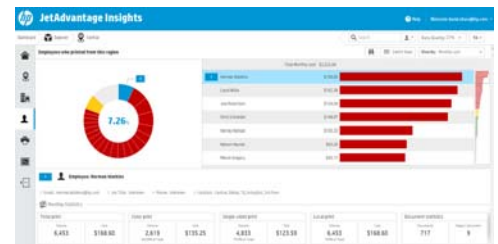


Figure 7. The intuitive dashboard provides quick assessment of print activity, with gauges based on targets you set.



Print Analytics

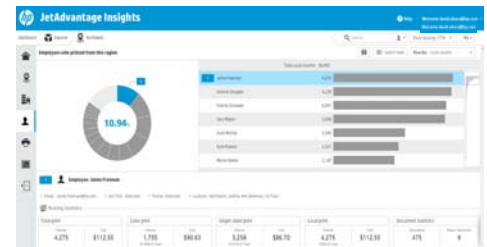
JAI allows you to uncover the source of the cost and take action. It reveals how print is created in your environment, including information about the user, the application, the device, and comprehensive output parameters. It reveals opportunities to reduce costs and waste, and it helps you to discover the fleet design that best supports your people.



Identify Sources of High-Cost Printing

Uncover expensive print behavior:

- Color print cost by department or user
- Total print cost by source application



Identify Cost/Print volume of Local Printers

Discover fleet optimization opportunities by quantifying cost of desktop printing.

Green Initiatives

We are committed to helping to build a cleaner future! As our business grows, we want to make sure we minimize our impact on the Earth's climate. So we are taking every step we can to implement innovative and responsible environmental practices throughout Region 4 ESC to reduce our carbon footprint, reduce waste, promote energy conservation, ensure efficient computing, and much more. We would like vendors to partner with us in this enterprise. To that effort, we ask Offerors to provide their companies environmental policy and/or green initiative.

28. Please provide your company's environmental policy and/or green initiative.

Response:

HP is committed to conducting business in a manner that delivers leading environmental, health and safety performance. This position is consistent with HP's commitment to corporate citizenship, social responsibility, and sustainability. HP's goals are to provide



products and services that are environmentally sound throughout their lifecycles and to conduct our operations in an environmentally responsible manner. HP is working to reduce solid waste by developing environmentally responsible packaging, including using more recycled content. HP is reducing fossil fuel use by encouraging environmentally sound shipping practices.

To accomplish this, we will do the following:

- Meet or exceed all applicable legal requirements
- Proactively reduce occupational injury and illness risks, and promote employee health and well-being
- Aggressively pursue pollution prevention, resource conservation, and waste reduction in our operations
- Design and manufacture our products to be safe to use and to minimize their environmental impact
- Offer our customers environmentally responsible end-of-life management services for HP products
- Require our suppliers to conduct their operations in a socially and environmentally responsible manner

To learn more about the HP Environmental Policy, see the Sustainability Report site (<http://www.hp.com/hpinfo/globalcitizenship/environment/healthsafetypolicy.html>).

Environmental Product Design

HP's greatest environmental impact is through our customers' use of our products and services. Our goal is to improve customers' lives and work by providing simple, valuable and trusted experiences with technology. We integrate environmental considerations into our business strategy because this results in better products.

Since 1992, HP has focused on specific environmental issues through our Design for Environment (DfE) program. DfE is an engineering perspective in which the environmentally related characteristics of a product, process or facility are optimized. Together, HP's product stewards and product designers identify, prioritize and recommend environmental improvements through a company-wide DfE program. The DfE program has 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 and/or recycle.

These priorities are achieved by:

- Placing environmental stewards on every design team to identify design changes that may reduce environmental impact throughout the product's life cycle.
- Eliminating the use of polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE) flame-retardants where applicable.
- Reducing the number and types of materials used, and standardizing on the types of plastic resins used.



- Using molded-in colors and finishes instead of paint, coatings or plating whenever possible.
- Helping customers reduce energy consumption with HP's printing, imaging and computing products.
- Increasing the use of pre-and post-consumer recycled materials in product packaging.
- Minimizing customer waste burdens by using fewer product or packaging materials overall.
- Designing for disassembly and recyclability by implementing solutions such as the ISO 11469 plastics labeling standard, minimizing the number of fasteners and the number of tools necessary for disassembly.

Examples of the way HP designs HP LaserJet and HP Inkjet products to minimize environmental impact by reducing or eliminating hazardous materials, using fewer resources, reducing energy consumption and designing for recyclability are highlighted in **Attachment 3, Print Product Environmental Attributes**.

HP MPS—Reaching Business and Sustainability Goals

Environmental responsibility and business profitability are not mutually exclusive. By finding the right solutions, Region 4 ESC can meet both demands.

An optimized imaging and printing environment can deliver benefits across Participating Agencies. Energy- and paper-saving technologies can help reduce environmental impact and costs. Improved management can increase reliability and boost productivity. And convenient recycling ensures the responsible disposal of unwanted hardware and supplies.

HP MPS offers end-to-end services and solutions to transform Participating Agencies' print environments. Participating Agencies can better meet environmental goals and even lower operating and information technology (IT) overhead costs by as much as 30%.¹ HP's comprehensive and scalable suite of MPS solutions includes:

- **Assessment Services**—Uncover hidden costs and identify opportunities for improvement.
- **Financial and Procurement Services**—Receive assistance for planning, acquiring, and retiring equipment
- **Transition and Implementation Services**—Build the new print environment.
- **Management and Support Services**—Improve return on investment through ongoing monitoring and support.
- **Document and Workflow Services**—Get better business outcomes by relying on proven technology, solutions, and services.

¹ Estimated energy and paper savings based on analysis of select HP MPS customers' imaging and printing operations using data gathered on devices and paper consumption, and comparing with post-MPS actuals or projections.



Save Energy and Cut Costs

A typical office environment can have a printer on almost every desk, along with fax machines, copiers, and other single-use devices throughout—many old or outdated. HP MPS helps assess print needs, placing the right type and number of devices in the right locations. Capabilities include:

- Energy-saving Technologies and Products—Reduce energy use with features that automatically shut off HP devices when not in use and instantly turn them on when needed. Choose ENERGY STAR® qualified HP hardware products that deliver even more energy savings.
- Multi-use Devices—Handle all printing, scanning, copying, and faxing needs at once when consolidating current hardware into fewer, more energy-efficient HP multifunction printers (MFP).
- Intuitive Print Management Tools—Enable IT managers to centrally schedule sleep and wake-up modes across an entire print fleet, reducing fleet-wide energy consumption.

Proof Point: HP offers one of the most comprehensive lineups of ENERGY STAR and EPEAT (Electronic Product Environment Assessment Tool) qualified MFPs in the industry. Models that meet the most recent ENERGY STAR requirements are 40% more energy efficient on average than standard MFPs.²

Cut Paper Waste and Boost Productivity

Efficiency is about more than just energy—it's also about how Participating Agencies manage information. Paper-based workflows are often the norm in a typical office but unclear printing or workflow-management policies can lead to wasted paper and multiple single-sided, unclaimed, or poor-quality print jobs. HP MPS can help Participating Agencies revamp their print strategies by streamlining workflows and improving employee print habits through:

- Digital Transformation—Capture, manage, and send documents digitally, improving workflow while reducing paper waste.
- Automatic Two-Sided Printing—Print on both sides of a page to reduce paper waste by an estimated 25% or more.
- User-Authenticated Printing—Reduce unclaimed print jobs and misprints by 10% to 30% with pull- and PIN-printing solutions that enable users to claim jobs stored on networked printers.
- HP Smart Print—Cut paper use by 55% by printing only the web content needed.³

Proof Point: In 2011, at least 40% of HP-branded paper was Forest Stewardship Council (FSC®) certified and/ or contained at least 30% postconsumer waste.

² Energy reduction of 40% as listed on the ENERGY STAR official website: www.energystar.gov.

³ Requires the most current versions of Microsoft® Internet Explorer® and Mozilla® Firefox®. An independent study commissioned by HP compared paper consumption using HP Smart Print with paper consumption using a web browser's print command. Microsoft Internet Explorer users can save up to 55% on paper (tested on Internet Explorer 9), and Mozilla Firefox users can save up to 15% on paper (tested on version 3.6.19).



Easy Recycling

Even businesses that actively encourage recycling can face some common problems—such as inconsistent processes, erratic employee participation, and no plan for responsible hardware recycling. With HP MPS, Participating Agencies get convenient, responsible recycling, with assurance that their printing activities are supporting their broader sustainability objectives.

- Designed for the environment—Choose products specifically designed to reduce environmental impact. HP's Design for Environment program develops hardware and print cartridges to be easily recyclable.
- HP Asset Recovery Services—Make it easy to remove, reuse, and recycle old equipment—including non-HP products—using HP's recovery, trade-in, and donation services.
- Standardized recycling policies—Work with HP experts to craft a specific recycling policy. HP's trusted programs can ensure easy, responsible, and consistent recycling.
- HP Planet Partners program—When purchasing Original HP supplies, Participating Agencies can be certain they are recycled responsibly. HP has long been an IT industry leader in product reuse and recycling, and publishes recycling program guidelines and results.

Proof Point: HP has produced more than 1.5 billion HP LaserJet and ink cartridges that contain content from our groundbreaking “closed-loop” plastics recycling process, as cartridges and parts are reduced to raw materials that can be used to make new cartridges and other metal and plastic products.

Vendor Certifications (if applicable)

29. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Offeror to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Response:

Registration – Licenses

HP is registered to do business in all 50 U.S. states plus the District of Columbia. In most states, HP registers with the secretary of state's office. In addition, HP has business licenses in certain jurisdictions depending on state laws. Generally, the secretary of state registration numbers are publicly available information.

State of Texas Certificates of Good Standing

HP's Certificate of Fact issued by the Secretary of State is included as **Attachment 4, HP Texas Secretary of State Certificate of Fact** and our Franchise Tax Account Status is included as **Attachment 5, HP Texas Franchise Tax Account Status**. Such certificates for other states are available upon request.



ISO Certification

HP Inc. operates a Quality Management System that complies with the requirements of BS EN ISO 9001:2008, as summarized below.

- HP Inc. AMS ISO 9001 certificate
- No: FM 639901
- Registered by: BSI, The British Standards Institution
- Scope: Design, development, marketing, procurement, sales order fulfillment, supply chain management, and support of printers, personal computers, mobile devices, and accessories.

HP complies with ISO 14001 standard requirements and holds the certificate, which covers the worldwide manufacturing of computing and imaging products and related operations.

HP's ISO 9001:2008 and ISO 14001 certificates are included as **Attachment 6, HP ISO Certificates**.

M/WBE, HUB, DVBE, Small and Disadvantaged Business Certifications

HP Inc. is not an M/WBE, HUB, DVBE, or small and disadvantaged business.

Service Certifications

HP does not issue certifications to HP badged employee technicians. Our technicians complete required training as assigned, which is managed internally and customized to the individual employee.

As the manufacturer, HP directly employs the technicians in question, and, by virtue of that employment, they are considered HP certified.

HP Authorized Service Providers (as applicable)

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 interacting with HP customers.



Tab 4 – Product / Services (Appendix B)

It is the intention of Region 4 Education Service Center (ESC) to establish a contract with vendor(s) for Managed Print Solutions (MPS). Awarded vendor(s) shall perform covered services under the terms of this RFP and the contract terms and conditions. Vendor(s) shall assist Region 4 ESC and/or TCPN participants with making a determination of its individual needs, as stated below in the document.

Region 4 ESC is seeking a service provider that has the depth, breadth and quality of resources necessary to complete all phases of MPS. Vendors specializing in one or more of the managed print solution services may clearly indicate and propose on those items only. In addition, Region 4 ESC also requests any value add commodity or service that could be provided under this contract. Region 4 ESC and/or TCPN participants are seeking contractors who possess licenses in their states, where required to provide and perform the work as outlined in this document.

Managed Print Solutions is the management, service and support of the entire client enterprise and output infrastructure of printed materials. This would include all devices whether customer owned, leased through a third party, or directly with the manufacturers leasing company. The leases could be coterminous or non-coterminous. It would also include devices that were manufactured by the new supplier, as well as devices that were manufactured by third parties. MPS takes into consideration attributes such as the current infrastructure, all hardware, all existing leases, support, supplies, software tools and the clients operational management model. MPS also reviews the client's technology usage patterns and user needs, as well as governmental compliance and client focused concerns such as security, document management, and environmental sustainability. The advantage of this approach is having a methodology, process, and template of how to manage an entire fleet end to end.

The ultimate goal for MPS is to provide the client with a solution that improves the print process and reduces the expense of printed material. The client will drive the complexity of the solution required with a staged approach to implementation.

Proposers, at a minimum, should address the following components of MPS in their proposal.

I. Products, Services and Solutions

- Provide a description of the range of products covered by your organization's MPS offering.

Response:

HP proposes the full breath of HP-branded print products along with the ability to purchase third party products such as Troy if approved by Region 4 ESC to add to the contract, for transactional purchases as detailed in **Attachment 7, HP Print Product Selection Guide**.

HP MPS invoices for service, supplies, and support on an all-inclusive cost per page basis. HP MPS is a true pay-for-print model, meaning you only pay for pages you print. There are no minimums or overage charges. HP's all-inclusive cost per page pricing includes:

- High-quality OEM toner
- Toner delivery
- Preventative maintenance at every visit
- Account management
- Customer Business Reviews



- Insightful reporting including analytics
- Ongoing fleet assessment and optimization
- Remote device monitoring
- Predictive toner replacement
- Empty cartridge return and recycling
- OEM maintenance kits (including parts and labor)
- OEM parts and labor for all repairs
- Supply cost burden and management
- Warranty management
- Consulting
- Training
- On-site response times ranging from 2 hours to Next Business Day, based on HP MPS delivery model:
 - **HP Premium:** HP Premium service offers priority, 2-hour onsite response for supplies and service requests and includes ink/toner installation services conducted by HP Authorized Service Technicians (an extra fee applies to this service).
 - **HP Priority:** HP Priority service includes a 4-hour onsite response for service incidents and supplies shipments for customer installation.
 - **HP Advantage:** HP Advantage is available in the majority of U.S. metropolitan areas. This service level offers next-business-day (NBD) response for service incidents. Supplies are shipped for customer installation.
 - **HP Extended Reach:** HP Extended Reach is offered to provide onsite service response in areas where geographic proximity to HP Authorized Service Technicians is limited. Service timing is determined by location. All efforts will be made to deliver service by the next business day, although it may take longer. HP ships supplies for customer installation.

For a complete list of devices that can be placed on a HP MPS agreement, please see HP's cost proposal in **Tab 6, Appendix C**.

In addition, HP has a robust MPS solutions portfolio of both proprietary and third party offerings to meet your current and future needs:

- **HP JetAdvantage Management Solutions**
 - HP JetAdvantage Insights
 - HP Universal Print Driver
 - HP Web JetAdmin
- **HP JetAdvantage Security Solutions**
 - HP Access Control
 - HP JetAdvantage Security Manager
 - HP JetAdvantage Secure Print
 - HP Security Advisory Services
- **HP JetAdvantage Mobile Print Solutions**
 - HP ePrint Enterprise
- **HP Workflow Solutions**
 - HP Embedded Capture
 - HP Capture and Route



- **HP JetAdvantage Partners**

- Troy
- PaperCut
- Kofax
- Highland Software
- Nuance

- Proposer should describe their ability to manage an onsite print center for eligible entities, if desired.

Response:

HP is able to manage the HP devices onsite in an eligible entity's print shop. Print shop units on program will receive the same quality service as other devices managed by HP MPS. In addition, HP is able to designate certain devices as "mission critical," which will be given priority as long as it does not require HP to miss our SLA commitments to other customers. There is no charge for this designation, and print shop units may qualify for this level of service. The procuring entity will be responsible to manage and employ any print shop necessary staff. HP and/or HP's partners may be able to provide onsite staff to a procuring entity upon further negotiation, deal by deal.

- Describe your organization's capacity to broaden the scope of the contract as new technology, products, or services become available for MPS.

Response:

The HP MPS methodology offers the components and considerations that can optimize Participating Agencies' print environments. Organizations looking for help in managing their imaging and printing environment will find that the HP MPS methodology and agreement is flexible enough to adapt to their unique requirements—initially and over time.

Because the contract is made at the account level, a Participating Agency will sign a single agreement at the start of the contract and may then choose to add, move, or remove individual printer engines from the service, support, and toner contract at-will. This includes both existing printers and replacement devices in the future.

The contract acts as an umbrella service and supply agreement for all relevant devices in the print environment and allows the scope of HP device management to expand or contract as business needs and realities change.

- State your organization's delivery timeframes, by phase, from assessment through implementation of managed print solutions.

Response:

Implementation Plan Outline

Day 1: Contract for MPS services is signed by Client and HP. This is defined as Day One.

Day 2: Schedule meeting for operational teams from Partner, HP, and Client within seven (7) business days of a fully executed contract:

- Each operational team should have representation from the following:
 - Project Manager (Client, HP, Partner)
 - Account Manager (HP, Partner)
 - IT lead/manager (Client)
 - Project Sponsor (Client)
 - Project Stakeholders (Partner, Client)



Day 7: Initial Implementation project meeting is held, and details of the environment are discussed:

- Precise locations to be implemented (Client)
 - Contacts for each location to be entitled for service
- Device make/model in scope for services (from Contract)
- Onsite requirements for technicians (Client)
 - Defined by location
- FMAudit installation (HP, Client)
 - If not already installed
- Other discussion items

Day 14: With information from the above meeting, HP will create/define a draft implementation plan and submit for review by Client:

- Plan will include entitlement procedures, dates, etc.

Day 17: Client will complete review of plan

Day 18: Plan is approved, or recommended changes made by Client

Day 20: HP resubmits project plan (if necessary)

Day 21: Plan approved

Date TBD: Implementation of plan begins

- List all methods of ordering provided.

Response:

Managed Print Services

HP's Managed Print Services model allows end users to request services and supplies using one of the three methods located on the printer sticker:

1. Toll-free HP MPS service request line: 1-800-745-2025
2. 24/7 E-mail: cmps-us-dispatch@hp.com
3. 24/7 web portal: <https://www.hp.com/go/mpsservice>

Purchases of HP Branded Print Products

1. Online purchases at www.hp.com/buy/nationalipamps (available 24/7)
2. Faxing a Purchase Order to 1/800-825-2329
3. Emailing a Purchase Order to psorderprocessing@hp.com

- Provide an overview of the technology that is utilized in your MPS offering.

Response:

The largest component of our MPS offering from a technological perspective is the use of FMAudit, a data collection agent, to track usage for billing and reports.

FMAudit

HP utilizes the Web-based print monitoring utility, FMAudit, for usage tracking, analytics, and reporting outside the client firewall. FMAudit functions as a data collection agent and tracks page count and device utilization on all network-attached printers and MFPs.



This monitoring utility integrates with our proprietary service system for integrated service and utilization reporting and forms the basis of our billing and Customer Business Review report.

System Requirements

FMAudit has very minimal system requirements. FMAudit Central is a web-based portal, and FMAudit Onsite has a web-based local console interface.

Due to the .NET controls that are used by FMAudit, browser compatibility is an issue. Microsoft's Internet Explorer is the recommended browser (v7.0+) for use with FMAudit products. Certain controls do not display properly (or at all) in Firefox, Google Chrome, or Safari. For best results, please use Internet Explorer when downloading and installing/configuring FMAudit Onsite.

Printers, copiers and MFPs must have SNMP protocol (Port 161) enabled for discovery and extraction of information. The SNMP protocol is a standard part of the Transmission Control Protocol/Internet Protocol (TCP/IP) suite. By default, the "public" SNMP community name is used, but may be modified in the FMAudit applications to support custom environment settings.

Location on the network

The network location is at your discretion, and can be on the server (HP recommendation) or any workstation.

- Provide your backorder policy.

Response:

In the event that products ordered through HP cannot be fulfilled within a quoted order cycle timeframe, your HP Customer Services Representative (CSR) will notify the designated customer contact. The CSR will provide the anticipated delivery timeframe and will also have visibility to the availability of other configurations in the event the customer wishes to order a different product because the anticipated timeframe is not acceptable.

II. Assessment Phase

- Describe in detail your organization's assessment process and how it is scalable to meet the needs of the eligible entities.

Response:

Entitlement Process

HP's Entitlement Process is a data collection and device identification process to help HP support your devices. HP gathers information about the devices and current page counts. We verify devices are in a supportable state. The Entitlement Process enables us to verify an inventory list in relation to the contract for device management. HP works closely with you through the Entitlement Process to manage communication and outcomes.

Device Health Check

After contract signing, and before we initiate HP MPS, HP Authorized Service Technicians perform an onsite health check of each device on the HP MPS contract. Devices are checked for print quality and performance. Parts showing extreme wear are replaced, and broken devices are brought back to life when desired. Supplies are checked and replaced



if significantly low. Parts and supplies replaced during a Device Health Check are billed on your first MPS invoice at our standard rates.

Stickers

At the completion of the health check exercise, each device receives a printer sticker containing a unique identification number for tracking in our service delivery system. The identification number is loaded into our database, along with instructions for technicians to locate the device. Over time, a service history is connected to this number. The printer sticker instructs end-users how to request service and supplies.



- Respondents are encouraged to provide actual examples of a public-sector customer assessment and how it was used.

Response:

Onsite Assessment

HP is able to assess the total fleet environment through multiple methods. To begin services, HP conducts an onsite assessment to catalog and identify all devices to be supported as a part of the entitlement process described in the preceding bullet. The most complete and effective way to achieve a fully optimized state is through an onsite fleet optimization performed by HP Print Architect professionals. This onsite service can be offered free of charge under a HP MPS agreement.

HP offers three approaches to a HP MPS Optimization Project.

- Paper-based analysis, resulting in change recommendations and device specific analysis
- Sample onsite optimization, which may be recommended at the initiation of a large project, resulting in an overall proof of concept
- Onsite walk-through, resulting in deliverables and maps

Table 7. Optimization Summary Sample from Current HP MPS Client

Category	Current State	Future State	% Improvement
What is Changing:			
Devices (Total)	179	64	64%
Printers	118	27	77%
MFPs/Copiers/Fax	61	37	39%
User to Device Ratio	2.5 : 1	6.6 : 1	62%
Devices 5 Years Old or Older	78%	5%	94%
Unique Device Models	112	19	83%
Unique Manufacturers	19	2	95%
Unique Toner Cartridges	183+	40	78%
Service Providers	12	1	92%

- List any charges for assessment, if any. Charges should be listed as separate rates with hourly labor charges for each component.



Response:

HP's proposed rates include the cost of providing the initial on-boarding assessment. No additional charge will be applied for this service. During the assessment process, supplies are checked and replaced if significantly low. Parts and supplies replaced during the on-boarding process are billed on your first MPS invoice at our standard rates.

III. Implementation Phase

- Describe in detail your implementation program plan.

Response:

For large-scope projects such as the implementation of an HP Managed Print Services program and hardware installation, success is determined by the amount of appropriate planning that takes place early in the engagement. One of the most important components of planning is the clear definition of the roles assumed by HP and by the Client. HP's transition and installation includes the following elements:

Planning

- Assignment of an experienced HP project manager and Client project stakeholder to oversee the implementation effort

Communication

- Preparation of employees for the transition, addressing concerns and providing sufficient training around the scope of hardware and process changes
- Collaboration with the Client to develop internal communication plan to keep users informed of changes prior to implementation

Structure

- Clear and agreed upon definition of the roles and responsibilities that will be assumed by both HP and the Client

Dialogue

- Status meetings with action logs to ensure identified issues are documented, have assigned owners for resolution (HP, Client, or joint ownership), and monitored progress to closure
- Ongoing, regular communications from HP to the Client so that correct expectations are set and roles and responsibilities are clear for every step in the transition process

Our implementation teams are typically led by a HP Project Manager that owns the implementation project with the client.

These project leads are supported by additional installation technicians that are deployed as required to accomplish the project objectives and timelines. Typically, the number of additional technicians will vary based on the number of floors/facilities that are planned for concurrent deployments.

The HP MPS project implementation team will be supported in the back office by an HP Logistics Transition team. The Logistics Transition team handles hardware and accessory tracking, transportation, and any other logistical challenges that arise during the implementation process.



- Provide your organization's experience of implementing MPS with public sector agencies. Respondents are encouraged to provide a detailed case study of where your organization has implemented MPS with a public-sector agency.

Response:

HP has helped public sector customers in government and education achieve the highest possible levels of MPS delivery for more than 70 years. HP has a robust sales and support organization dedicated to U.S. public sector customers.

Bellevue College

Increasing staff productivity, streamlining costs with HP MPS

Bellevue College, located near Seattle, Washington, uses HP Managed Print Services to manage and maintain over 500 on-campus multifunction printers to improve user productivity, leverage its IT staff, and gain cost savings.



A few years ago, the BC IT staff had a time-consuming task on their hands—managing more than 500 multifunction printers. These printers had been purchased as students or staff made requests and were placed throughout the campus without much thought for support requirements. Printer buying decisions were decentralized and there was no way to manage them or discover the true costs associated with their daily operation. Imagine changing cartridges, fixing paper jams, and supporting all these devices, as well as managing the print needs of 27,000 students, faculty and administrative personnel. It was a difficult challenge with little management, oversight, or consolidation of efforts.

Work in Progress

With the HP MPS solution now in place, HP provides regular business reviews with print environment data to help identify areas for ongoing improvement. Now under consideration is a print volume policy that would limit print job sizes for devices around campus. When a print job exceeds the limit, the project would be directed to a high-volume printing center for faster and more economical printing. The statistics also revealed that the printer-to-user ratio is high and there are opportunities to consolidate devices with additional workgroup printers. With facts in hand, Beard can continue to improve the print infrastructure and drive efficiencies for the college.

“Our goal is to reduce our printing costs by up to 25%,” states Beard. “We’ve already seen significant savings in personnel time and leveraged productivity, as well as dramatically increased user satisfaction. The trust level is so high that we are looking forward to hearing the HP MPS recommendations for future improvement in technology and process.”

Customer Outcome

- Centralized and simplified print management
- Improved reliability
- Helped reduce costs of print infrastructure
- Removed burden from IT staff so they could focus on business-critical projects
- Proactively reduce printer problems and reduce down time
- Improve document work flow
- Dramatically improved end-user satisfaction and productivity
- Streamlined and simplified device and supplies management

“It’s like we hired 13 new full-time IT staff. Now we’re able to be proactive ourselves on the many mission-critical initiatives we were hired to accomplish, instead of running all over campus fixing printers.”

- Russ Beard, Vice President of Information Technology Services, Bellevue College



- List any charges for implementation, if any. Charges should be either event (one time) based or hourly with a statement of work.

Response:

HP's proposed rates include implementation and on-boarding. No additional charge will be applied for this service. Parts and supplies replaced during the on-boarding process are billed on your first MPS invoice at our standard rates.

IV. Training for Client

- Describe in detail the types of trainings your organization typically provides to customers.

Response:

Walk-Around Training

HP leverages our installation technicians who are equipment experts to complete training. Numbers will vary based on the deployment timeline. As devices are installed and configured, the installation technicians conduct informal walk-around training that covers the key features and benefits as well as performance capabilities of the new device including basic copier, fax, printer, and scanner features, as applicable. This is a high-level overview training designed to provide a basic understanding of the device functionality such as how and where to load consumables, how to clear paper jams, how to access toner cartridges for changing, and simple front-panel tutorials.

End-User Project Orientation

Job aids include step-by-step instructions on the use of the common functionality of each device. Job aids can also include web addresses for additional information on each device and contact information for customer service related issues. Job aids are distributed to end users and posted at each device. HP also supplies an electronic copy of the job aids. Job-aids can be found under the Manuals section for each HP printing and imaging device in the Business Support Center. Copy, fax, print, and scan job aids, as well as control-panel posters are available for download from the HP Business Support Center website on <http://www.hp.com>.

HP Rich Media Training

Easy to access video clips, animations, audio and other training materials are available for many HP printer and multifunction products on the CSR Services Media Library. Product tours, setup and configuration information, technical support, and other product-related visuals and audios are posted to assist end-users and are available for use at their convenience.

1. Does proposer offer on-site trainings?

Response:

Yes. Please see the description of "Walk-Around Training" above.

2. Does proposer offer web based trainings?

Response:

Yes. Please see the description of "HP Rich Media Training" above.



3. Does proposer offer one-on-one trainings?

Response:

Yes, one on one trainings can be offered. Participating Agencies can contact their HP MPS Account Manager for details and to set appointments.

- List any charges for initial or on-going training, if any.

Response:

The training options detailed above are included in the proposed support rates. Additional formal training options, including HP Virtual Rooms and onsite classroom training courses, are fee-based and custom quoted at the time of request.

- If your company uses an alternative methodology for pricing training, please provide.

Response:

Initial and self-help tools and training are included. Optional fee-based trainings are available and will be quoted upon request.

V. Fleet Management

- Include all cost options for on-site full-time, part-time, first service responder, consumables, etc.

Response:

HP's service network focuses on managing to client-specific Service Level Agreements (SLA). We have found that the best way to provide consistent results in delivering quality and timely service to our customers is by utilizing a regionally staffed service infrastructure, with stocked service vans and a proprietary dispatch system, to meet response SLAs for each client within a region. It has been our experience that staffing onsite personnel increases costs and lowers responsiveness, specifically when multiple service tickets are requested for the same client within condensed timeframes.

However, HP is able to provide onsite personnel if circumstances dictate this option as the best solution. Onsite personnel costs are quoted by instance according to the needs and extent of expected services. Custom quotes for onsite personnel will be provided to Participating Agencies on a case-by-case basis.

All consumables and supplies, as well as account management and onsite service calls, are covered under the proposed Cost Per Page (CPP) support rates. A complete list of services included in HP's CPP support rates is given in response to Tab 4, subsection I (Products, Services and Solutions), above.

- In addition, list separate costs, if any, to manage legacy installed devices from other manufacturers such as installing, moving, adding, changing and disposing of contracted devices.

Response:

HP's MPS team specializes in managing printer fleets in their current state, without costly hardware replacements. Unlike other vendors, HP services most major brands of imaging devices throughout the term of useful service and as long as HP can procure replacement parts at a reasonable cost, which is often much longer than the stated end-of-life as noted by a manufacturer. In particular, HP's devices are high-quality and known for their reliability and longevity. Our "manage-as-is" approach saves clients precious capital funds and keeps the cost of change to a minimum as they implement and manage a MPS program.



HP provides device moves within the same location free of charge. For moves between locations and device disposals, HP will provide a custom quote. When removing a device, HP will assist clients in using the HP Planet Partner program to dispose of the equipment in an environmentally sound and compliant manner.

- Do you offer trade in pricing for owned equipment?

Response:

Yes. Custom quotes are generated according to the devices in consideration, and the value is applied 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.

- Management of legacy devices does not include parts, labor or supplies.

Response:

HP understands and will provide parts, labor or supplies as mutually agreed in a statement of work with the procuring entity.

- Define how your technologies will guarantee document security and privacy.

Response:

HP Security Overview

Secure Printing

Today, organizations have strong security policies in place to secure computing network end points, but many have overlooked their print infrastructure. Integrating printing and imaging security needs into a larger IT security strategy has never been more important. Critical gaps can occur at multiple points, creating risks around devices, data, documents, content management, and cloud and mobile performance.

Figure 8. To stay ahead of the next big threat, work with a security leader who provides end-to-end printing security with innovative hardware, fine-tuned solutions, and a robust set of services.



HP Hardware Security

Defend your network with the world's most secure printers. New HP LaserJets with JetIntelligence deliver the industry's deepest printer security. These devices provide printer self-healing features to strengthen your organization's security.

- **HP Sure Start:** Improve how you validate the integrity of a BIOS code. To ensure your devices are safeguarded from attack, this feature works behind the scenes when devices power on. If the BIOS code is compromised, this feature self-heals, reboots the devices, and loads a safe "golden copy" of the BIOS code.
- **Whitelisting:** Ensure firmware is an authentic, known-good code that is digitally signed by HP. During startup, this feature conducts a firmware check. If an anomaly is detected, the device self-heals, reboots to a secure, offline state, and then sends a notice to IT to reload the firmware.
- **Run-time intrusion detection:** Monitor and detect anomalies while devices are operational and connected to the network. During complex firmware and memory operations, this feature constantly checks operations, and in the event of an intrusion, the device self-heals and automatically reboots in a safe state.

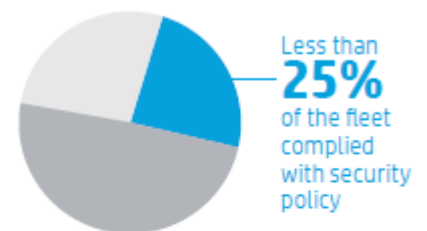
Security Solutions

HP JetAdvantage Security Manager

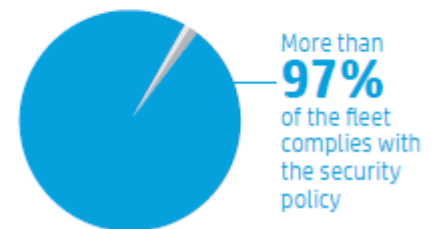
HP JetAdvantage Security Manager is an industry first in security management. Buyers Laboratory calls it "trailblazing." With a simple, intuitive, and efficient process, this solution minimizes the time and effort it takes to monitor fleet-wide security. HP JetAdvantage Security Manager is the only proactive security and compliance tool in the industry.

HP JetAdvantage Security Manager enables an effective, policy-based approach to securing HP enterprise imaging and printing devices. Print administrators and corporate security officers can streamline the process to securely deploy and monitor devices by applying a single security policy across the fleet. Actively maintain and verify compliance with your defined security policies by using HP JetAdvantage Security Manager automated monitoring and risk-based reporting.

Before HP Security Manager



After HP Security Manager



HP Access Control

The HP Access Control Secure Printing Solution delivers powerful authentication, authorization, and activity-log capabilities to prevent fraudulent use, protect data privacy, and enhance fleet management. HP secure access solutions include the following:

Authentication and Authorization

(For Job Release via PIN, Badge Readers, etc.)

- Choose from a range of authentication methods, such as personal identification number (PIN) code, proximity card, or smart card.



- Integrate with many smart card operating systems including ActiveIdentity, Gemalto, Oberthur, and other government card environments.
- Restrict unauthorized users from devices, while giving administrators the ability to track copying and digital-sending functions by employee.
- Prevent malicious anonymous e-mail sent from MFP devices by pre-populating the “from” and/or “to” fields based on the user’s ID or a pre-determined destination.
- Integrate with existing user directories such as Active Directory and Lightweight Directory Access Protocol (LDAP).

Pull Print/Secure Print/Follow Me Printing

- Facilitate convenience printing by allowing users to retrieve print jobs when and where they want on any enabled device within your corporate network.
 - Achieve greater security and compliance by encrypting and storing print jobs until authorized users are ready to retrieve their documents.
 - Boost environmental sustainability efforts by reducing unclaimed pages at the device.
 - Reduce “print and sprint” by providing confidentiality on print jobs sent to shared devices as the individuals must authenticate before their jobs are printed.
- Define how meter reads are conducted.

Response:

The Web-based print monitoring utility FMAudit will function as a data collection agent and will track page count and device utilization on all network-attached printers and MFPs.

- Define how service calls are placed. Does your equipment have built in remote/automated diagnostics capabilities?

Response:

HP’s standard service request process enables end-users to contact HP directly. Service request lines are open Monday through Friday, 6:00 a.m. to 6:00 p.m. MST. The toll-free HP MPS service request line is 800-745-2025. Employees can also request service via our 24/7 Web portal: <http://www.hp.com/go/mpsservice> or e-mail cmps-us-dispatch@hp.com at any time to schedule service or to request the status on an open service issue.

VI. Administration

- Describe any continual process improvements that your organization puts in place for customers.

Response:

HP manages continual process improvements throughout the term of the agreement through the effective use of Customer Business Reviews (CBR). These meetings uncover hidden costs of printing and discuss process improvements to continually drive refinement of the client fleet.

Active management of a printer fleet, over time, requires both HP and Participating Agencies to be engaged participants in the improvement process. As HP and our clients review the specific challenges and dynamics of their environment together, HP approaches improvement using a three-phase approach.



- **Optimize:** Audit, consolidate, and right-size the fleet (retire legacy printers) in order to balance the printing fleet, eliminate currently owned print devices, and move pages to MFPs where possible.
 - **Manage:** Regularly review the service history, utilization, and performance history of devices to recommend retiring, relocating, or replacing devices where appropriate through the HP CBR process.
 - **Improve:** Evaluate available software tools and new output technology through the HP CBR process to facilitate decision making regarding the installed printer fleet and to look at ways to reduce page volumes or drive down costs where possible.
- Detail any innovative ways that your organization helps eliminate unnecessary printing; reduce carbon footprint usage, waste, etc.

Response:

HP MPS not only helps clients print more effectively, but also contributes significantly to sustainability initiatives such as waste reduction and energy reduction.

For example, HP's MPS helped Merck reduce its print output by 40% and reduce its paper use by several million pages per month by increasing duplex rates. HP's industry-leading portfolio of Energy Star® and EPEAT registered printers maximize energy savings while still providing print speeds that end users desire.

With Instant-on fusing, our devices go to sleep mode at "1 WATT." HP print devices consume less power than their counterparts. Many HP devices also feature HP Auto-On/Auto-Off technology, which conserves more energy and helps reduce environmental impact by automatically turning devices on when you need them and off when you do not.

HP Carbon Footprint Calculator

The free online HP Carbon Footprint Calculator⁴ helps Region 4 ESC understand and identify steps to reduce the environmental impact and cost of their computing and printing. The data is based on energy assessments specific to Region 4 ESC's country or even state—and includes information for 146 countries.

The calculator allows users to either review individual products or compare one product against another to understand potential energy savings. For printers, it is possible to evaluate a whole fleet.

Region 4 ESC can compare individual current and legacy HP products. The calculator shows the estimated energy use and cost, and the associated greenhouse gas (GHG) emissions. Sliders on the screen allow Region 4 ESC comparing printers to vary factors, such as pages printed per year and the lifetime of the equipment, and immediately see the estimated effect on energy use and other factors. PC users can input alternative power supplies, graphics cards, and processors.

⁴ The Carbon Footprint Calculator generates estimates of energy consumption during use of a PC, monitor, or printer, emissions of carbon dioxide equivalent (CO₂e) from production of that electricity, and CO₂e emissions from production of estimated volumes of paper consumed during printing (i.e., estimated CO₂e from electricity production and CO₂e from paper production). It is based on certain key assumptions and makes use of data and models generated by third parties. For more information visit: www.hp.com/carbonfootprint.



Printer Fleet Assessment

Region 4 ESC can work with HP to build a baseline estimate of their printing products' carbon footprint as a starting point for environmental improvements.

The assessment includes three simple steps:

1. Entering Region 4 ESC's country, region, or (in some cases) state.
2. Providing basic data about Region 4 ESC's organization and Region 4 ESC's printer fleet.
3. Defining Region 4 ESC's energy- and paper-saving practices, such as powering off equipment daily, the number of hours Region 4 ESC uses its printers each week, and printing on both sides of paper.

The calculator shows Region 4 ESC's current energy consumption and estimated GHG emissions, paper use, and annual cost. It then illustrates how HP business solutions can help Region 4 ESC reduce impact and save money. Alternatively, Region 4 ESC can opt for an advanced path that allows them to input the exact printers being used, resulting in more precise outputs that better reflect Region 4 ESC's current situation.

HP Print has the best eco credentials for print. We are using technology to reinvent color print to your business faster and in eco best in class features, including the use of digital print to eliminate additional steps in the print process. The improved architecture of Large, 3D, Business Print and Inkjet allows the paper to move instead of the print head; this allows faster printing, less expense, and lower energy use making the carbon footprint smaller. All are Energy Star, EPEAT and Blue Angel certified. HP publishes our complete carbon footprint and other environmental data annually at <http://www.hp.com/hpinfo/globalcitizenship/environment/index.html>.

- Describe your organizations process pertaining to a formalized quarterly business review with a public agency (such as; device utilization, fleet performance, cost saving opportunities, department/site usage, green spend, consumables monitoring report, etc.).

Response:

HP utilizes a Customer Business Review process to address ongoing management of our clients' print environments. During these meetings, the HP MPS Specialist will review utilization and trending reports with you, and make strategic recommendations for fleet and process improvements. CBR recommendations are intended to discover potential cost savings over the term of the contract.

VII. Service / Help Desk

- Describe in detail the process that shall be used to ensure adequate service representatives will be available. This should include fees and or hourly rates for service/help desk integration.

Response:

Some clients prefer to route all requests for service/supplies through their Help Desks. We can accommodate this request; however, we strongly recommend allowing end users to contact HP directly in order to experience the greatest time savings benefit of HP MPS. Service/Help Desk integration is typically managed through automated email handoffs between a Participating Agency's Help Desk system and HP's, and carries no additional charge.



HP has the financial strength and current service delivery infrastructure in place to scale service to the needs of our clients. Break-fix service will be provided primarily by HP employees in the major markets and will be supplemented with contractors in the HP Service Network in outlying geographies. HP will centrally manage and report on all service performance.

- Describe your organization's procedures for addressing and resolving customer problems and complaints; service, equipment, or billing. This should include timelines and escalation measures.

Response:

Region 4 ESC's assigned HP MPS Account Manager will serve as the primary contact and customer experience representative for all things related to the MPS program (other than for standard toner and support requests, which will be routed to our National Technical Service team). The HP Account Manager will be responsible for managing our overall business relationship with Region 4 ESC and making sure that appropriate HP resources are engaged as needed.

Escalation Path

HP has a simple, established and proven escalation path for services issues:

- Level 1: Account Manager
- Level 2: Field Service Manager
- Level 3: Director of Operations

Measuring Customer Satisfaction

HP's account managers can conduct customer satisfaction surveys using a variety of methods. Our primary method is Net Promoter Score (NPS), which is an industry standard.

- Provide the expected response time after initial service/help desk call to have a technician on site, if needed.

Response:

HP MPS is provided in four (4) different delivery models:

- **HP Premium:** HP Premium service offers priority, 2-hour onsite response for supplies and service requests and includes ink/toner installation services conducted by HP Authorized Service Technicians (an extra fee applies to this service).
- **HP Priority:** HP Priority service includes a 4-hour onsite response for service incidents and supplies shipments for customer installation.
- **HP Advantage:** HP Advantage is available in the majority of U.S. metropolitan areas. This service level offers next-business-day (NBD) response for service incidents. Supplies are shipped for customer installation.
- **HP Extended Reach:** HP Extended Reach is offered to provide onsite service response in areas where geographic proximity to HP Authorized Service Technicians is limited. Service timing is determined by location. All efforts will be made to deliver service by the next business day, although it may take longer. HP ships supplies for customer installation.

- List the type of reporting your organization can provide end-users on service/help desk calls.



Response:

The Document Environment Review, provided during CBR meetings or on demand as requested by the client, will report on HP service statistics over the last six months. This includes a summary of the types of services delivered, follow-ups, escalations, and First-time Fix Rates.

- Does your organization provide well defined service level agreements to customers? If so, please provide an example of a service level agreement that you have provided to a public-sector entity.

Response:

Yes, HP MPS is provided in four different delivery models, each with corresponding SLA commitments to the client.

- **HP Premium:** HP Premium service offers priority, 2-hour onsite response for supplies and service requests and includes ink/toner installation services conducted by HP Authorized Service Technicians (an extra fee applies to this service).
- **HP Priority:** HP Priority service includes a 4-hour onsite response for service incidents and supplies shipments for customer installation.
- **HP Advantage:** HP Advantage is available in the majority of U.S. metropolitan areas. This service level offers next-business-day (NBD) response for service incidents. Supplies are shipped for customer installation.
- **HP Extended Reach:** HP Extended Reach is offered to provide onsite service response in areas where geographic proximity to HP Authorized Service Technicians is limited. Service timing is determined by location. All efforts will be made to deliver service by the next business day, although it may take longer. HP ships supplies for customer installation.

- State any restocking or return fees.

Response:

HP is providing a goodwill right to return or exchange unused products within 30 days from receipt of the product purchased. HP does not charge a restocking or handling fee for product returned within 30 days. It is at HP's sole discretion to accept return of products after 30 days. If a product return is accepted after 30 days, a restocking fee may apply.

- List the cost, if any, of any software technology that can be used in association with your service desk.

Response:

The HP Service Desk System can support data imports from additional software technology and products that are powered off of a SQL database and provide structured .csv reporting. Custom data import integration requires approval and, if approved, is typically provided free of charge.

Examples of additional supported technology include HP Web Jetadmin 10.x exports and FMAudit exports. Data imports from these systems are provided free of charge.

- Include the cost for an outright purchase, monthly lease, or per device monthly fees.

Response:

Please see Tab 6 for HP's cost proposal.



- Provide your organizations customer service statistics or survey results concerning the quality of services provided.

Response:

Our customer service statistics are measured in two categories: First-time Fix Rate and Customer Retention Rate. Our average First-time Fix Rate is 89% and our Customer Retention Rate is 95%.

VIII. Consultant/Professional Services

- Hourly labor charge for each service offered

Response:

HP's consultative and professional services are included in our proposed Cost Per Page rates. Services include, but are not limited to, the following:

- High-quality OEM Toner
- Remote Device Monitoring
- Toner Delivery
- Predictive Toner Replacement
- Fast Onsite Response Times
- Empty Cartridge Return and Recycling
- Preventative Maintenance at Every Visit
- OEM Maintenance Kits
- Account Management and Consulting
- OEM Parts and Labor for all Repairs
- Customer Business Reviews
- Supply Cost Burden and Management
- Insightful Reporting including Analytics
- Warranty Management
- Ongoing Fleet Assessment and Optimization
- Training

- Describe the service offered and the final output

Response:

HP is proposing our MPS offering as outlined in this proposal. HP will consult on an ongoing basis with Participating Agencies and advise them on how to reduce their print spend, optimize their environment and manage their equipment. As new equipment or upgrades are necessary, HP will advise Participating Agencies on which equipment best suits their needs.

The final output is a lower print spend and an efficient workforce.

IX. Maintenance (Break/Fix)

- List all options for types of break/fix service associated with installed printers, including but not limited to:
 1. Parts and labor annual maintenance (supplies purchased separately).

Response:

HP does not currently offer this option through MPS programs. However, parts, labor, preventative maintenance and supplies fulfillment are all included in the proposed rates.



2. Parts and labor monthly maintenance (supplies purchased separately).

Response:

HP does not currently offer this option through MPS programs. However, parts, labor, preventative maintenance and supplies fulfillment are all included in the proposed rates.

3. Maintenance programs which allow for supplies to be charged on a per copy rate.

Response:

Maintenance programs are included in our proposed rates, charged as a cost per page (copy).

4. Include pricing program that includes parts/labor for maintenance and supplies per click

Response:

HP's proposed Cost Per Page rates include parts and labor, as well as consumable supplies such as toner and ink according to the signed SOW.

5. Indicate pricing program that includes parts/labor for maintenance, supplies and the lease price per click.

Response:

HP does not currently offer this option.

- Detail how you would formulate a charge per copy for toner.

Response:

CPPs are formulated off of historical use by model in relation to costs associated with services. Pricing methodology is considered HP trade secret/confidential.

- Detail how your organization is able to provide remote monitoring of all print devices for use in the management of consumable, break/fix, technical support and the improvements of efficiencies for supplies and/or cost reductions.

Response:

FMAudit

Proactive device monitoring is primarily administered through FMAudit, the designated HP data collection agent. Automated service dispatch based on the data collected through FMAudit is comprised of preventative maintenance tasks that include proactive cleanings, toner, or service part replacement. Technicians may also schedule a "call back" as a proactive follow-up to any issues noted during a service visit.

HP Web Jetadmin

Within the client's network, HP Web Jetadmin provides a variety of alerting options standard to a fleet management utility. The alerts include administrator notification on paper jams, error events, maintenance related problems, and interval and/or threshold notifications.

- List how you will configure pricing for future printer models by other manufacturers.

Response:

Rates for future Multi-Vendor devices are based off the efficiency of the device and the costs associated with servicing the device model.



- If meter collection is performed by vendor on-site, list the monthly or hourly rate.

Response:

Meter collections may be performed as an automated task and/or collected onsite. Meter collection is included in our provided rates and carries no additional charge.

- If meter collection is performed through software, list monthly charge or purchase price, if any, per asset.

Response:

Meter collection is included in our provided rates and carries no additional charge.

X. Other Management Print Services

- For additional products or services that fall within the scope of this contract, vendor may include a separate description of the product or service, along with the proposed pricing.

Response:

Device Optimization

HP will meet with Participating Agencies to discuss optimization goals and objectives. We will take into consideration your organization's culture, end-user needs and any other preferences you state. This customized approach sets HP apart from our competition. HP utilizes existing devices as much as feasible based on your budget and goals.

Optimization considerations may include:

- **Retain** – When devices are operating on an effective cost per page and usage volume and device capabilities are aligned, HP will recommend the devices remain as-is.
- **Replace** – HP will recommend replacing devices when they have reached the end of their useful life, or if they are operating on a high cost per page.
- **Remove** – HP often finds clients have more devices than needed. We will recommend devices to be removed based on cost, performance and usage, with consideration for end-user productivity and needs.
- **Reposition** – Print needs change over time and sometimes simply repositioning devices or moving page volumes to another device can significantly lower print costs.
- **Consolidate** – HP will review your fleet and provide consolidation recommendations to improve end-user productivity and satisfaction.

Optimization Recommendation Types

HP provides two types of optimization recommendations as part of our MPS contract.

- **1:1 Optimization**

This optimization project is based on device types and volumes only. In this type of optimization, we can make device replacement recommendations, but we cannot make device consolidation recommendations. HP delivers a proposed 1:1 hardware replacement/reposition recommendation, a list of recommended devices for purchase, and a cost savings analysis.



- **Onsite Optimization**

HP can provide an onsite optimization analyst to work within predefined print policies to architect an optimization solution utilizing floor plans, interviews, workflow, and cost data. Onsite optimizations enable consolidation, cost savings and workflow improvements. Onsite optimizations that include onsite mapping are considered as requested and qualified, and are treated as separate projects requiring a signed statement of work. HP's statement of work will outline specific deliverables. A fee may apply for this service.

Optimization Approaches

- **Paper-based analysis** resulting in change recommendations and device specific analysis
- **Sample onsite optimization** may be recommended at the initiation of a large project to provide overall proof of concept
- **Onsite walk-through** resulting in deliverables and maps

Deliverables of Onsite Optimization

Following the team's work, a timely and accurate Optimization Project report is delivered and includes:

1. Existing device inventory, visually displayed on maps showing recommendations for device locations.
2. Associated page volumes and costs for each device.
3. Documentation of known challenges and goals.
4. Strategy and recommendations for optimization, incorporating existing and new devices (when applicable).
5. The cost and efficiency benefits of implementing an optimized managed print solution.



MPS Solutions

Fleet Management represents just a fraction of your total addressable costs in managing a print environment. The remaining costs live inside of business processes, and significant cost-saving opportunities exist by implementing solutions. We have many proprietary workflow solutions to offer you as part of your MPS program, and a robust solutions portfolio to meet your current and future needs.

Security

HP Access Control

Enhance security, help reduce costs, and improve productivity in the print environment with the suite of HP Access Control (HPAC) Printing Solutions. HPAC enables you to receive print authentication, authorization, accounting, auditing, and secure pull-printing capabilities that are scalable across your organization. Designed to be modular and integrate easily with HP devices, HPAC enables you to choose the specific solutions that are right for you.



PaperCut

PaperCut MF is a simple, low-cost software application allowing you to take control and manage your devices. Eliminate waste, encourage responsible behavior and make users or departments accountable for their usage. PaperCut MF includes embedded software that runs on your copier/MFP to enable tracking, control and secure print release directly from the device's panel.

JetAdvantage Security Manager

JetAdvantage Security Manager enables an effective, policy-based approach to securing HP enterprise imaging and printing devices. Print administrators and corporate security officers can streamline the process to securely deploy and monitor devices by applying a single security policy across the fleet. JetAdvantage Security Manager utilizes HP Instant-on Security and actively maintains and verifies compliance by reporting against defined security policies.

Workflow

HP Capture and Route

The HP Capture and Route solution is a cost-effective way to digitize and distribute documents faster than ever before. Using your existing MFPs, scanners, or digital senders, you can easily convert paper documents into a variety of digital formats quickly, and route the information with the touch of a button.

HP Embedded Capture

Paper-based processes can burden employee productivity and lead to rising business costs. With the HP Embedded Capture solution, clients can make scanning and routing as convenient as pressing a button to boost efficiencies and help reduce costs.

Mobility

HP ePrint Enterprise

HP's "inside the firewall" solution for secure mobile/cloud printing, HP ePrint Enterprise software suite immediately enables every HP device, old or new, to receive and print jobs that were sent to the printers and MFPs wirelessly, through e-mail-ready mobile devices such as phones, tablets, and the Apple iPad. This solution is compatible with any PCL 5 compliant printer and supports a mixed OEM environment.

- Include software or licensing costs or components of any services provided.

Response:

Please see HP's cost proposal in Tab 6.



Tab 5 – References

Provide a minimum of ten (10) customer references for product and/or services of similar scope dating within the past three (3) years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

Entity Name
Contact Name and Title
City and State
Phone Number
Years Serviced
Description of Services
Annual Volume

Response:

Additional information on select references is included in **Attachment 8, Case Studies**. Annual volume is each customer’s confidential information and is not available for public disclosure.

References	
Reference #1	
Entity Name	University of Wisconsin, Oshkosh
Contact Name and Title	Laura Knaapen, Information Technology, Director
City and State	Oshkosh, WI
Phone Number	920-424-2368
Years Serviced	3
Description of Services	MPS, including all warranty services, toner/ink, proactive printer health care, optimization reports, quarterly business reviews
Reference #2	
Entity Name	Madison Area Technical College (Madison College)
Contact Name and Title	Paul Thomas, Director of Technical Services
City and State	Madison, WI
Phone Number	608-243-4500
Years Serviced	3
Description of Services	MPS, including all warranty services, toner/ink, proactive printer health care, optimization reports, quarterly business reviews
Reference #3	
Entity Name	Rialto Unified School District
Contact Name and Title	Dan Distrola, Director of Purchasing
City and State	Rialto, CA
Phone Number	909.873.4326
Years Serviced	2.5
Description of Services	Managed Print Services



Reference #4	
Entity Name	Pasadena Unified School District
Contact Name and Title	Tendaji Jamal, Chief Technology Officer
City and State	Pasadena, CA
Phone Number	626-396-3600
Years Serviced	4
Description of Services	Managed Print Services
Reference #5	
Entity Name	Silver Valley Unified School District
Contact Name and Title	Robert Saffel, Coordinator, Technology Services
City and State	Yermo, CA
Phone Number	760-254-1350
Years Serviced	4
Description of Services	Managed Print Services
Reference #6	
Entity Name	Kennewick School District
Contact Name and Title	Ron Cone, Executive Director IT
City and State	Kennewick, WA
Phone Number	509-222-5173
Years Serviced	3
Description of Services	Managed Print Services
Reference #7	
Entity Name	Renton School District
Contact Name and Title	Ricardo Garmendia, Manager Customer Service Print Shop/Mail Room
City and State	Renton, WA
Phone Number	425-204-2444
Years Serviced	7
Description of Services	Managed Print Services
Reference #8	
Entity Name	Bellevue College
Contact Name and Title	Russ Beard, VP of Information Technology
City and State	Bellevue, WA
Phone Number	425-564-4201
Years Serviced	3
Description of Services	Managed Print Services



Reference #9	
Entity Name	ABC Alabama Beverage Control, State of Alabama
Contact Name and Title	H.M. Gipson, Director
City and State	Montgomery, AL
Phone Number	334-260-5434
Years Serviced	2
Description of Services	HP MPS toner/supplies and service 24/7, mix of HP priority, advantage and extended reach service
Reference #10	
Entity Name	City of Cerritos
Contact Name and Title	Aaron Benjamin, Information Technology Manager
City and State	Cerritos, CA
Phone Number	562-916-1370
Years Serviced	4
Description of Services	Managed Print Services
Reference #11	
Entity Name	State of South Dakota – Bureau of Information Technology (BIT)
Contact Name and Title	Deb Dufour, Support Services Manager
City and State	Pierre, South Dakota
Phone Number	605-773-6334
Years Serviced	1
Description of Services	Managed Print Services
Reference #12	
Entity Name	Black Hills State University
Contact Name and Title	Fred Nelson, Director
City and State	Spearfish, South Dakota
Phone Number	605-642-6580
Years Serviced	1.5
Description of Services	Managed Print Services
Reference #13	
Entity Name	PIMA Community College
Contact Name and Title	Michael Tulino, Customer Support Manager
City and State	Tucson, AZ
Phone Number	520-206-4882
Years Serviced	2
Description of Services	Managed Print Services



Reference #14	
Entity Name	University of Utah
Contact Name and Title	Randy Zimmerman, Director, Fleet Services
City and State	Salt Lake City, UT
Phone Number	801-581-7270
Years Serviced	1
Description of Services	Managed Print Services
Reference #15	
Entity Name	Northern State University
Contact Name and Title	Debbi Bumpous, CIO
City and State	Aberdeen, SD
Phone Number	605-626-3394
Years Serviced	3
Description of Services	Managed Print Services
Reference #16	
Entity Name	San Jacinto Unified School District
Contact Name and Title	Richard Kurylowicz, Accounting Supervisor
City and State	San Jacinto, CA
Phone Number	951-929-7700
Years Serviced	4
Description of Services	Managed Print Services



Tab 6 – Pricing (Appendix C)

Electronic Price Lists

- Offerors shall provide a price in the format of a percentage discount off a verifiable price index. Offerors may submit discounts for various manufacturers. Discounts will remain firm and will include all charges that may be incurred in fulfilling requirement(s).

Response:

HP has proposed discounts covering product purchases that remain firm for the life of the contract, and are based on a discount off of HP's US Commercial list. Standard shipping and handling is included in the quoted price, except applicable tax that may apply or other required fees that a State may require by law. HP's price list is published at https://government.hp.com/content_detail.aspx?contentid=1678. Please see **Appendix C – Attachment 1, Discount Schedule** and **Appendix C – Attachment 2, Price List**.

The ceiling pricing (not to exceed pricing) for Managed Print Services is included in **Appendix C – Attachment 3, MPS Pricing**.

- Offerors are encouraged to offer additional discounts for one time delivery of large single orders to Region 4 ESC and member agencies. Region 4 ESC and or member agencies should seek, to negotiate additional price concessions based on quantity purchases of any products offered under the Contract. Members shall document their files accordingly.

Response:

HP has read and acknowledges. HP volume pricing is the same aggressive pricing that a Participating Agency would obtain by issuing its own competitive bid. By using this contract, HP will also encourage Participating Agencies to save more with HP by contacting HP for volume pricing for their specific products or services available under the contract.

- Offerors must submit products, services, warranties, etc. in price list.

Response:

HP branded products available for purchase and MPS specific product SKUs, including general part numbers and available services and uplifted or extended warranties, are available and included on the electronic price list. Custom price per page/image/click MPS pricing will be made available to a Participating Agency via a Statement of Work (SOW).

HP has provided an electronic copy of the price list in **Appendix C – Attachment 2, Price List**. Discounts for product purchase are included in **Appendix C – Attachment 1, Discount Schedule**, and the ceiling pricing (not to exceed) for MPS in **Appendix C – Attachment 3, MPS Pricing**.

- Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from a particular offeror and the pricing per item.

Response:

HP has read and acknowledges.

- Services such as installation, delivery, tech support, training, and other services must be priced or listed as free in order to be offered on the contract. Unlisted services will not be accepted.



Response:

HP general part number services are included in the electronic price list, along with a discount listing by category. MPS Services are included in “not to exceed” per copy/image/click discount as outlined in **Appendix C – Attachment 3, MPS Pricing**.

- Electronic price lists must contain the following: (if applicable)
 - Manufacturer part #
 - Vendor part # (if different from manufacturer part #)
 - Description
 - Manufacturer’s Suggested List Price and Net Price
 - Net price to Region 4 ESC (including freight)

Response:

HP has read and acknowledges, and has provided the electronic price list in **Appendix C – Attachment 2, Price List**. Percentage discounts for purchases from this price list are included in **Appendix C – Attachment 1**.

Ceiling pricing (not to exceed pricing) for MPS is included in **Appendix C – Attachment 3**.

- Media submitted for price list must include the respondents’ company name, name of the solicitation, and date on Flash Drive (i.e. Pin or Jump Drives).

Response:

HP has read and acknowledges.

- **Please submit price lists and/or catalogs in excel or delimited format only.**

Response:

HP has read and acknowledges.

Not to Exceed Pricing

- All pricing submitted shall be “minimum discount ceiling” or “not-to-exceed” pricing. Region 4 ESC requests pricing be submitted as not to exceed for any participating entity.

Response:

HP has read and acknowledges that the discounts provided for product purchases in **Appendix C Attachment 2, Discount Schedule** are the ceiling discounts, and that the per copy/image/click discount in **Appendix C Attachment 3, MPS Pricing** provides “not to exceed” pricing for MPS services for eligible Participating Agencies utilizing an awarded and executed contract.

HP’s submitted rates are provided as not-to-exceed pricing.

- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.

Response:

HP has read and acknowledges.

- Offeror must allow for lower pricing to be available for similar product and service purchases.



Response:

HP agrees to provide volume pricing to Participating Agencies for their specific needs and requirements for products and services.

Pricing for MPS services is based on a specific environment unique to that customer and therefore not similar to another entity's environment.

Volume product pricing is also created based on factors specific to a customer or group of customers, such as customer-identified solutions, particular transaction(s) for certain products and/or services, volume, geographical area, personnel, delivery requirements, service level agreements, timing, and other material terms, conditions, and requirements.

Provide pricing based on your standard pricing model:

- License Fees
- Discount schedule
- Hardware Unit Prices, if any
- Installation Costs
- Maintenance Costs
- Training
- Additional Costs

Response:

HP is providing a guaranteed discount off of HP's U.S. Commercial List Price, outlined in **Appendix C Attachment 2, Discount Schedule**, for hardware unit prices, Care Packs for installation, uplifted and extended warranty/maintenance and training costs.

MPS per copy/image/click "not to exceed" pricing is outlined in **Appendix C Attachment 3, MPS Pricing**. HP's cost per page pricing includes but is not limited to the following.

- High-quality OEM Toner
- Toner Delivery
- Preventative Maintenance at Every Visit
- Account Management
- Customer Business Reviews
- Insightful Reporting including Analytics
- Ongoing Fleet Assessment and Optimization
- Remote Device Monitoring
- Predictive Toner Replacement
- Empty Cartridge Return and Recycling
- OEM Maintenance Kits (including parts and labor)
- OEM Parts and Labor for all Repairs
- Supply Cost Burden and Management
- Warranty Management
- Consulting
- Training



Appendix C Attachments

HP's proposed discount percentages off list price and HP's proposed MPS pricing are provided on the following pages. HP's U.S. Commercial Price List is included with the electronic copies of this response on USB flash drives, as requested.



Redacted - Confidential/Trade Secret Content

Tab 7 – Value Add (Appendix G)

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract for participating agencies. Your marketing plan and salesforce training plan as detailed in Appendix F will also be taken into account when evaluating your company's value add score.

Any additional products or services offered in this section will only be considered by Region 4 ESC if auditable pricing is offered for them in Appendix C. Any products or services for which pricing is not offered will not be considered a part of any contract awarded as a result of this RFP.

All products or services offered in this section are subject to the same requirements as products offered in Appendix B. Respondents must provide detailed descriptions of any additional products and services being offered as a part of their proposal, and Region 4 ESC reserves the right to reject any value add products or services which it deems to be unrelated to the scope of this RFP.

Response:

Assessing your print environment and choosing new products to procure a managed print solution requires the careful consideration of several key factors, including price, stability, performance, manageability and reliability. HP's response describes our ability to meet Participating Agencies' requirements with products that incorporate leadership technologies and are backed by world-class support services and strong alliances. HP's history of developing and supporting superior, reliable products is demonstrated by our rapid growth and recognition in the personal computer industry.

Creating a complete imaging and printing security strategy requires coordinated protection of devices, data, and documents, plus comprehensive security monitoring and management solutions. HP printers are designed to work together with management solutions to help reduce risk, improve compliance, and protect your network from end to end. HP's product offering as seen in **Attachment 7, HP Printer Selection Guide** includes the value of HP Security, noted in **Attachment 1, HP Printer Security**. (Not all features and solutions are available on every HP device)

Benefits of Choosing HP

- Dedicated HP Public Sector MPS sales professionals and product technical specialists for pre- and post-sales support
- Timely and accurate quotes
- Quality product and aggressive/opportunity-based pricing (competitive bids, etc.)
- Timely deliveries with accurate invoicing
- Accurate contract reporting and timely fee payments
- Excellent support and technical services
- Dedicated website supporting the contract



Benefits of Choosing HP MPS

HP Hardware Security

New HP LaserJet printers with JetIntelligence deliver the industry's deepest printer security and provide printer self-healing features to strengthen your organization's security.

- **HP Sure Start:** Improve how you validate the integrity of a BIOS code. To ensure your devices are safeguarded from attack, this feature works behind the scenes when devices power on. If the BIOS code is compromised, this feature self-heals, reboots the devices, and loads a safe "golden copy" of the BIOS code.
- **Whitelisting:** Ensure firmware is an authentic, known-good code that's digitally signed by HP. During startup, this feature conducts a firmware check. If an anomaly is detected, the device self-heals, reboots to a secure, offline state, and then sends a notice to IT to reload the firmware.
- **Run-time intrusion detection:** Monitor and detect anomalies while devices are operational and connected to the network. During complex firmware and memory operations, this feature constantly checks operations, and in the event of an intrusion, the device self-heals and automatically reboots in a safe state.

Web Jetadmin

HP will include Web Jetadmin, the award-winning HP print management system for distributed print environments, as a free value-added solution. HP will implement, configure, and train clients on HP Web Jetadmin 10.X remote fleet management software.

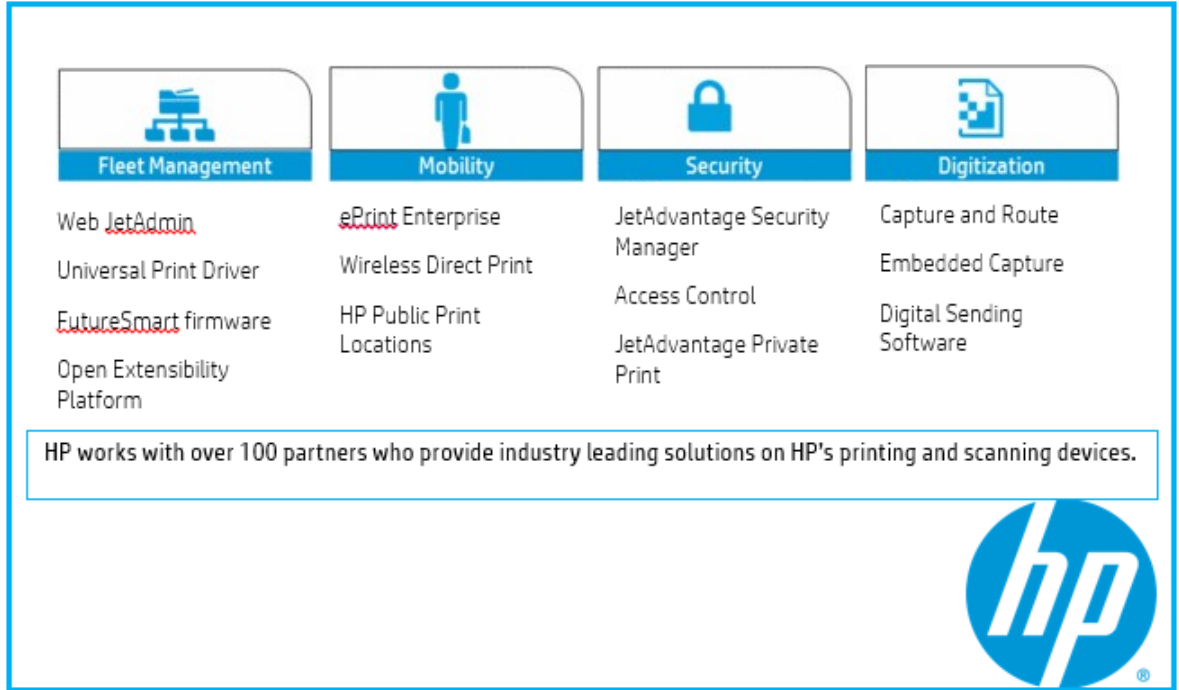
HP JetAdvantage Insights

HP JetAdvantage Insights is a multi-vendor print management platform in the cloud that gives you a complete view of your organization's print environment, on demand. HP is able to include this solution to MPS contracts at a 6% increase to the per page support rate. HP JetAdvantage Insights gives you clarity and control. It reveals the true cost of your printing and provides the decision support you need to reduce costs and improve end-user convenience. Highlights include:

- **Print analytics and User Insights** - Track pages & costs by user, app, location, color, duplex; track actual print metrics against targets; trending and device utilization
- **View entire print environment** - network printers; locally attached printers
- **Multi-vendor support** - all known printers are detected (>35k); consistent features across all models



Figure 9. Available Solutions through HP MPS



JetAdvantage Security Manager

HP JetAdvantage Security Manager offers a simple, intuitive process for securing your fleet. Efficiently deploy and monitor devices by applying a single security policy across the fleet, and secure new HP devices as soon as they are added to your network with HP Instant-on Security. Actively maintain and verify compliance with your defined security policies using HP Security Manager's automated monitoring and risk-based reporting. Rely on the automatic deployment and updating of identity certificates that strengthen information security while significantly reducing administrative overhead



HP's Sustainability Initiatives

HP is committed to conducting business in a manner that delivers leading environmental, health and safety (EHS) performance. This position is consistent with HP's commitment to corporate citizenship, social responsibility, and sustainability. HP's goals are to provide products and services that are environmentally sound throughout their lifecycles and to conduct our operations in an environmentally responsible manner. HP is working to reduce solid waste by developing environmentally responsible packaging, including using more recycled content. HP is reducing fossil fuel use by encouraging environmentally sound shipping practices. Service parts and toner cartridges are collected by end-users or HP technicians and returned to HP part centers for recycling. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill.



Marketing Plan

Upon complete contract execution, HP will implement the following:

1. Review by both parties of Press Release managed by Region 4 ESC
2. Announcement of new contract through potential social media option
3. Internal Announcement to all sales and partners nationwide
4. Schedule a joint calls with Region 4 ESC and the sales teams
5. Attend the local Region 4 ESC Regional Events
6. Invite Region 4 ESC to attend HP local road show events
7. Finalize the current draft for co-branded collateral piece
8. Promote the value and benefits of the contract at trade show events
9. Create a dedicated contract site as seen at www.hp.com/buy/nationalipamps
 - Includes co-branded logos
 - Products available for purchase
 - Contact information for MPS services
 - Posting copies of solicitation, contracts and amendments
 - Ordering instructions
 - Partner listings
 - HP U.S. Commercial Price list for auditing purposes
 - Other links - warranty look up, quick specs, sustainability/environmental, etc.
 - Sales and escalation contact information

HP plans to promote the contract through internal and external communications as approved by Region 4 ESC. The goal of marketing the contract is not only to communicate the value proposition, benefits, and the Region 4 ESC and HP story, but also to emphasize HP's flexibility in delivering the requirements of the agencies for Print and MPS for overall savings.

To ensure a harmonized and effective marketing plan execution, HP will collaborate with Region 4 ESC to 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 after award.

Public Relations

HP will provide public relations support to promote the contract. HP will collaborate with Region 4 ESC on a press release, after approval, announcing the contract award to HP. Once a press release is written and approved by Region 4 ESC, HP will review and mutually agree on distribution. All marketing materials will be provided for review, modification and approval prior to distribution.

Advertising

HP will drive contract awareness and product/service promotions under the contract through HP web banners on www.hp.com/buy/nationalipamps. Promoting the contract value proposition and product/ service promotions through web banners provides an opportunity to reach a large audience of Participating Agencies. 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 Participating Agencies (as allowed) throughout the contract term. These email promotions will provide the most current ongoing promotions. The email newsletter will provide an opportunity to focus on the success of the contract and promote upcoming contract promotion specials.



As required under the contract, all marketing materials will be provided for review, modification and approval prior to distribution. Communication will not be released without approval in writing.

Web Presence

A contract website will be developed with the same landing page redirect URL named www.hp.com/buy/nationalipamps providing customers extensive information on the contract, including advertising banners.

Marketing Events and More

HP will continue to participate in the annual and regional Region 4 ESC events, plus the annual NIGP conference and other Region 4 ESC marketing events annually.

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 designated contract contact to make them aware of these events or schedule additional seminar events or Webinars.

Training

HP training of its sales force will include the following:

- Contract announcement sent by the assigned Contract Sales Manager via email to all HP State and Local Government and Education Inside and Field sales teams, including order management. The announcement will contain a contract summary to include, but not be limited to, contract number, scope, effective dates, products and services, and pricing, with a training deck in PowerPoint.
- Internal training for HP Public Sector Sales (Conference Calls, In-Person at Sales Centers) for both Inside and Outside Sales
- Key contract information and links located on the HP provided on-line catalog/ordering website with access directly or through the hp.com website for Public Sector Customers (<http://government.hp.com/index.aspx>)
- Joint sales call with Region 4 ESC and each District as done under the current contract



Tab 8 – Required Documents

Additional Required Documents (Appendix H)

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.

Response:

HP has read and acknowledges.

Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.

Response:

Based upon the definition of “public work,” pursuant to N.J.S.A. § 34:11-56.26 (5), the Prevailing Wage Act does not appear to apply to the purchase of goods and services – only to public works contracts. As a result, we understand the Act does apply to the Managed Print Solutions contract resultant from this RFP.

Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26

Response:

Based upon the definition of “public work,” pursuant to N.J.S.A. § 34:11-56.26 (5), the Public Works Contractor Registration Act does not appear to apply to the purchase of goods and services – only to public works contracts. As a result, we understand the Act does apply to the Managed Print Solutions contract resultant from this RFP.

Bid and Performance Security, as required by the applicable municipal or state statutes.

Response:

HP has read and acknowledges.



Appendix H:

ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Clean Air and Water Act
- DOC #2 Debarment Notice
- DOC #3 Lobbying Certification
- DOC #4 Contractors Requirements
- DOC #5 Antitrust Certification Statements
- DOC #6 Implementation HB 1295 (Certificate of Interested Parties)
- DOC #7 EDGAR Certifications

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- DOC #8 Ownership Disclosure Form
- DOC #9 Non-Collusion Affidavit
- DOC #10 Affirmative Action Affidavit
- DOC #11 Political Contribution Disclosure Form
- DOC #12 Stockholder Disclosure Certification
- DOC #13 Certificate of Non-Involvement in Prohibited Activities in Iran
- DOC #14 New Jersey Business Registration Certificate

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.

Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.

Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26

Bid and Performance Security, as required by the applicable municipal or state statutes.

ATTACHMENTS FOR VENDORS INTENDING TO DO BUSINESS IN HAWAII:

Attachment A: Participating Addendum

DOC #1

Clean Air and Water Act

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: HP Inc.

Title of Authorized Representative: Contract Administrator

Mailing Address: 11445 Compaq Center Drive W., Houston, Texas 77070

Signature: 

DOC #2

Debarment Notice

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: HP Inc.

Title of Authorized Representative: Contract Administrator

Mailing Address: 11445 Compaq Center Drive W., Houston, Texas 77070


Signature: 

LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.



Signature of Offeror

7-11-17

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 4 ESC Participating entities in which work is being performed.

Fingerprint and Background Checks **

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.



Signature of Offeror

7-11-17

Date

****Please see attached HP clarification.**

Fingerprint and Background Checks

HP Clarification: Background check information and the results are considered personal and confidential information of HP and its employees. Use of the background check personal and confidential information shall be limited to the business purposes set out in this section and this Agreement, the information will not be shared with other parties, it will be reasonably safeguarded based on the nature of the information, and that it will be immediately destroyed when no longer needed.

Furthermore, the school district or Participating Entity will be required to sign HP's Personal Data Protection Agreement prior to any contractor employee submitting information to complete the school district's or Participating Entity's mandatory background check process.

HP is prohibited from requiring its employees to participate in a school district's or Participating Entity's background check process as a condition of employment. HP employees must volunteer to participate in such background check processes. As a result, HP cannot be held liable for any scheduling delays caused by the mandatory background check process.

DOC #5

ANTITRUST CERTIFICATION STATEMENTS (Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Vendor HP Inc.

Address 11445 Compaq Center Drive W.
Houston, Texas 77070

Phone 281-927-8498

Fax N/A

Offeror 

 Signature

Deborah Kaiser

 Printed Name

Contract Administrator

 Position with Company

Authorizing Official


 Signature

Deborah Kaiser

 Printed Name

Contract Administrator and Authorized Signator

 Position with Company

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

HP Inc.
Palo Alto, CA United States

Certificate Number:
2017-225708

Date Filed:
06/19/2017

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 4 Education Service Center / The Cooperative Purchasing Network

Date Acknowledged:

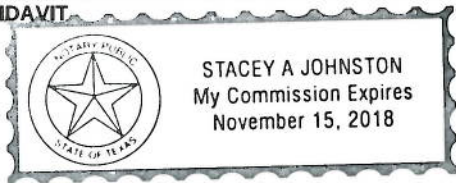
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

Solicitation Number 17-14
Managed Print Solutions

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Neri, Antonio	Palo Alto, CA United States	X	
	Lesjak, Catherine	Palo Alto, CA United States	X	
	Weisler, Dion	Palo Alto, CA United States	X	
	Whitman, Margaret	Palo Alto, CA United States	X	

5 Check only if there is NO Interested Party.

6 AFFIDAVIT



I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

[Handwritten Signature]

Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said Authorized Agent, this the 14th day of July, 2017, to certify which, witness my hand and seal of office.

Signature of officer administering oath

Printed name of officer administering oath

Title of officer administering oath

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when REGION 4 EDUCATION SERVICE CENTER expends federal funds during the term of an award for all contracts and subgrants for construction or repair, Vendor will be in compliance with all applicable Davis-Bacon Act provisions.

Does Vendor agree? YES ** DK Initials of Authorized Representative of Vendor
** see End Note #2

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when REGION 4 EDUCATION SERVICE CENTER expends federal funds, Vendor certifies that Vendor will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process.

Does Vendor agree? YES ** DK Initials of Authorized Representative of Vendor
** see End Note #3

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process, the vendor agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does Vendor agree? YES ** DK Initials of Authorized Representative of Vendor
** see End Note #4

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Pursuant to Federal Rule (G) above, when federal funds are expended by REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER member resulting from this procurement process, the vendor agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does Vendor agree? YES OK Initials of Authorized Representative of Vendor

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process, the vendor certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

Does Vendor agree? YES** OK Initials of Authorized Representative of Vendor
**see End Note #5

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term and after the awarded term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process, the vendor certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C.

1352). The undersigned further certifies that:

- (1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does Vendor agree? YES** OK Initials of Authorized Representative of Vendor
**see End Note #6

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by REGION 4 EDUCATION SERVICE CENTER for any contract resulting from this procurement process, Vendor certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The Vendor further certifies that Vendor will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does Vendor agree? YES OK Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When REGION 4 EDUCATION SERVICE CENTER expends federal funds for any contract resulting from this procurement process, Vendor certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does Vendor agree? YES OK Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

Vendor certifies that Vendor is in compliance with all applicable provisions of the Buy America Act. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does Vendor agree? YES** OK Initials of Authorized Representative of Vendor

** see End Note #7

CERTIFICATION OF ACCESS TO RECORDS - 2 C.F.R. § 200.336

Vendor agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Vendor's personnel for the purpose of interview and discussion relating to such documents.

Does Vendor agree? YES OK Initials of Authorized Representative of Vendor

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTS

Vendor agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does Vendor agree? YES OK Initials of Authorized Representative of Vendor

Vendor agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that vendor certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.


Vendor's Name: HP Inc.

Address, City, State, and Zip Code: 11445 Compaq Center Drive W., Houston, Texas 77070

Phone Number: 281-927-8498 Fax Number: N/A

Printed Name and Title of Authorized Representative: Deborah Kaiser, Contract Administrator

Email Address: deborah.kaiser@hp.com

Signature of Authorized Representative:  Date: 7-11-17

**** HP END NOTES:**

****1:** HP agrees to this certification, subject to the following clarification: HP understands that Region 4 ESC may terminate the agreement for cause if Vendor fails to meet and material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. Additionally, Vendor will be compensated for work performed and goods accepted by Region 4 ESC as of the termination date if the contract is terminated by Region 4 ESC for cause or convenience.

****2:** Since the RFP does not include the performance of construction work, this section (D) does not apply. However, HP agrees that it will not knowingly or willingly engage in the prohibited conduct addressed in the Anti-Kickback Acts.

****3:** Since the RFP does not include the performance of construction work, this section (E) does not apply. However, HP agrees that it will not knowingly or willingly engage in the prohibited conduct addressed in the Contract Work Hours and Safety Standards Act.

****4:** Since a contract award of the RFP does not meet the definition of "funding agreement" under 37 CFR §401.2(a), HP understands this section (F) does not apply.

****5:** HP certifies to the best of its knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

****6:** HP agrees to this certification, subject to the following clarification: HP believes that all contracts or purchase orders entered into for the production and delivery of the contract products and services, as proposed, are not "subcontracts" within the meaning of paragraph (3) of the Certificate Regarding Lobbying, as cited in 49 CFR Part 20. HP enters into such subcontracts or purchase orders for products or services used in our commercial business operations and it would not be feasible or economical to account for them separately in the performance of this contract. Nevertheless, HP will obtain a signed certification regarding lobbying from each subcontractor who provides services directly in support of the anticipated contract where such subcontract exceeds \$100,000, if required by Region 4 ESC.

****7:** HP certifies that it complies with the requirements of 49 U.S.C. 5323(j), as it qualifies for a waiver of the requirement pursuant to 49 U.S.C. 5323(j)(2), as amended, and the applicable regulations in 49 CFR 661.7 (See Appendix A - General Waivers).

**OWNERSHIP DISCLOSURE FORM
(N.J.S. 52:25-24.2)**

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the offeror shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: HP Inc.

Street: 11445 Compaq Center Drive W.

City, State, Zip Code: Houston, Texas 77070

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____, a partner in _____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I Deborah Kaiser, an authorized representative of HP Inc., a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
NONE**		

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

7-11-17
Date

DKaiser Contract Administrator
Authorized Signature and Title

** As of December 31, 2016.

NON-COLLUSION AFFIDAVIT

Company Name: HP Inc.

Street: 11445 Compaq Center Drive W.

City, State, Zip Code: Houston, Texas 77070

State of ~~New Jersey~~ Texas

County of Harris

I, Deborah Kaiser of the City of Houston
Name City

in the County of Harris, State of Texas
of full age, being duly sworn according to law on my oath depose and say that:

I am the Contracts Administrator of the firm of HP Inc.
Title Company Name

the offeror making the Proposal for the goods, services or public work specified under the attached proposal, and that I executed the said proposal with full authority to do so; that said offeror has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that Region 4 ESC / New Jersey relies upon the truth of the statements contained in said proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

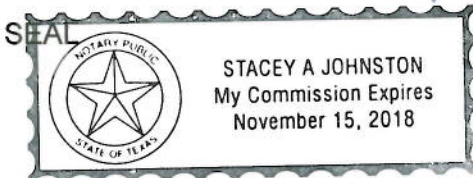
I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

HP Inc.
Company Name

Deborah Kaiser Contract Administrator
Authorized Signature & Title
Deborah Kaiser, Contracts Administrator

Subscribed and sworn before me
this 10 day of July, 2017

Notary Public of _____
My commission expires 11/15/18, 2018



**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name: HP Inc.

Street: 11445 Compaq Center Drive W.

City, State, Zip Code: Houston, Texas 77070

Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

- 1. A photo copy of their Federal Letter of Affirmative Action Plan Approval _____
- OR
- 2. A photo copy of their Certificate of Employee Information Report X (attached)
- OR
- 3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the _____ N/A
- B. Approved Federal or New Jersey Plan – certificate enclosed N/A

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

7-11-17
Date

Okarian Contract Administrator
Authorized Signature and Title

Certification 457

CERTIFICATE OF EMPLOYEE INFORMATION REPORT RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-JUL-2015** to **15-JUL-2018**



HEWLETT PACKARD COMPANY
3000 HANOVER STREET
PALO ALTO CA 94304

Robert A. Romano

Robert A. Romano,
Acting State Treasurer

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the

statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



Signature of Procurement Agent Contract Administrator

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (www.nj.gov/dca/lgs/lfn/lfnmenu.shtml):*

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at www.nj.gov/dca/lgs/p2p.* They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used “as-is”, subject to edits as described herein.
 - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

* Updated link from Addendum 2: http://www.nj.gov/dca/divisions/dlgs/resources/poli_docs/polit_contrib_disc_form.doc

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

NOTE: This section does not apply to Board of Education contracts.

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

**List of Agencies with Elected Officials Required for Political Contribution
Disclosure
N.J.S.A. 19:44A-20.26**

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD
FROM [WWW.NJ.GOV/DCA/LGS/P2P](http://www.nj.gov/dca/lgs/p2p) A COUNTY-BASED,
CUSTOMIZABLE FORM.**

* http://www.nj.gov/dca/divisions/dlgs/resources/poli_docs/polit_contrib_disc_form.doc
(updated link from Addendum 2)

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned. OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- Partnership, Corporation, Sole Proprietorship, Limited Partnership, Limited Liability Corporation, Limited Liability Partnership, Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Table with 3 rows and 2 columns for Name and Home Address.

Notary Public section with signature, commission expiration date, and affiant information (Stacey A Johnston, Deborah Kaiser).

STATE OF NEW JERSEY -- DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number: _____

Bidder/ Offeror: _____

PART 1: CERTIFICATION
BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.gov/dora/procurement/procurement/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. **Failure to complete the certification will render a bidder's proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____	Relationship to Bidder/Offeror _____
Description of Activities _____ _____	
Duration of Engagement _____	Anticipated Cessation Date _____
Bidder/Offeror Contact Name _____	Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Nicole L. Hadley

Signature: Nicole L. Hadley

Title: Contract Administrator

Date: 1-3-2018



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: HP INC.
Trade Name:
Address: 1501 PAGE MILL ROAD
PALO ALTO, CA 94304-1112
Certificate Number: 0095799
Effective Date: September 07, 2000
Date of Issuance: August 29, 2017

For Office Use Only:
20170829122434229

ATTACHMENT A

PARTICIPATING ADDENDUM

(hereinafter "Addendum")

For

REGION 4 EDUCATION SERVICE CENTER (MANAGED PRINT SOLUTIONS)

VENDOR CONTRACT NO. R###

(hereinafter "Vendor Contract")

Between

HP Inc. ~~Insert Contractor Name~~

(hereinafter "Contractor")

and

State of Hawaii

(hereinafter "Participating State")

State of Hawaii, State Procurement Office (SPO) Price List Contract No. (add PL No.##)

This Addendum will add the State of Hawaii as a Participating State to purchase from the Region 4 Education Service Center ("Region 4 ESC") Vendor Contract R### with ~~{HP Inc. insert contractor~~ ("Vendor Contract").

1. Scope:

This Addendum covers Region 4 ESC Managed Print Solutions led in partnership with the Cooperative Purchasing Network ("TCPN") for use by itself, the State of Hawaii and all its state and local government entities, and non-profit organizations (herein "Participating Agencies").

2. Participation:

All jurisdictions located within the State of Hawaii, which have obtained prior written approval of its respective Chief Procurement Officer, will be allowed to purchase from the Vendor Contract. Private nonprofit health or human services organizations with current purchase of service contracts governed by Hawaii Revised Statutes (HRS) chapter 103F are eligible to participate in the State Procurement Officer price/vendor list contracts upon mutual agreement between the Contractor and the non-profit. (Each such participating jurisdiction and participating nonprofit is hereinafter referred to as a "Participating Agency.") Issues of interpretation and eligibility for participation are to be determined solely by the Administrator, State Procurement Office.

3. Changes: ~~(Replace with specific changes or statements that no changes are required)~~

A. Usage Reports. Contractor shall submit a quarterly gross sales report (including zero dollar sales) in EXCEL, via email to the contact person listed in the Participating Addendum, Paragraph 6 (or as amended) in accordance with the following schedule (or as requested and mutually agreed by the parties):

<u>Quarter Ending</u>	<u>Report Due</u>
March 31	April 30
June 30	July 31
September 30	October 31
December 31	January 31

The report shall identify each transaction and include the following information:

Department/Agency Name
Date of Purchase
Product/Service Description

Quantity
Unit of Measure
Item No. Part Number (if applicable)
MSRP List Price
Contract Price

The quarterly report shall also include any adjustment from prior periods (i.e. exchanges and/or return).

- B. The validity of this Addendum, any of its terms or provisions, as well as the rights and duties of the parties to this Addendum, shall be governed by the laws of the State of Hawaii, excluding rules as to choice and conflict of law. ~~A copy of the Attorney General's General Conditions, which is made a part of this Addendum, can be found at <http://spo.hawaii.gov/wp-content/uploads/2014/02/103D-General-Conditions.pdf>.~~ Any action at law or in equity to enforce or interpret the provisions of this Addendum shall be brought in a court of competent jurisdiction in Honolulu, Hawaii.
- C. Inspection of Facilities. Pursuant to HRS §103D-316, the State of Hawaii, at reasonable times, may inspect the part of the plant or place of business of the Contractor or any subcontractor that is related to the performance of the Vendor Contract and this Addendum. The State of Hawaii agrees that it shall not be permitted access to any areas involved in research and development or that contain confidential, proprietary, or trade secret documents/information. All inspections shall be conducted during normal working hours, accompanied by duly authorized agents or employees of Contractor, with reasonable written notice, and in a manner to minimize disruption to Contractor's business.
- D. Campaign Contributions. The Contractor is notified of the applicability of HRS §11-355, which prohibits campaign contributions from Contractor during the term of the Addendum if the Contractor is paid with funds appropriated by the Hawaii State Legislature.
- E. Purchase by State of Hawaii government entities under this Vendor Contract is not mandatory. This Addendum is secondary and non-exclusive.
- F. The State of Hawaii's purchasing card (pCard) is required to be used by State of Hawaii's Participating State's executive departments/agencies, (excluding the Department of Education, the Hawaii Health Systems Corporation, the Office of Hawaiian Affairs, and the University of Hawaii) for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order. Purchasing cards shall only be accepted for payment at the time of order placement.

Contractor shall forward original invoice(s) directly to the ordering agency. General excise tax shall not be applied to the delivery charge.

Pursuant to HRS §103-10, Hawaii and any agency of the State of Hawaii or any county, shall have thirty (30) calendar days after receipt of invoice or satisfactory delivery of goods to make payment by methods other than pCards. Any interest for delinquent payment shall be as allowed by HRS §103-10.

- G. Pursuant to HRS §103D-310(c), if Contractor is doing business in Hawaii, Contractor is required to comply with all laws governing entities doing business in the State, including the following HRS chapters.
 - 1. Chapter 237, General Excise Tax Law;
 - 2. Chapter 383, Hawaii Employment Security Law;
 - 3. Chapter 386, Workers' Compensation;
 - 4. Chapter 392, Temporary Disability Insurance;
 - 5. Chapter 393, Prepaid Health Care Act; and

A Certificate of Good Standing is required for entities doing business in the State.

The Hawaii Compliance Express (HCE) is utilized for verification of compliance. The SPO will conduct periodic checks to confirm Contractor's compliance on HCE throughout the term of the Addendum.

Alternatively, Contractors not utilizing HCE to demonstrate compliance shall provide paper certificates to the SPO as instructed below. All certificates must be valid on the date it is received by the SPO. All applications for applicable clearances are the responsibility of the Contractor.

HRS Chapter 237 tax clearance requirement. Pursuant to Section 103D-328, HRS, Contractor shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate.

The Tax Clearance Application, Form A-6, and its completion and filing instructions, are available on the DOTAX website: <http://tax.hawaii.gov/forms/>.

HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) requirements. Pursuant to Section 103D-310(c) Contractor shall be required to submit a certificate of compliance issued by the Hawaii State Department of Labor and Industrial Relations (DLIR). The certificate is valid for six (6) months from the date of issue. A photocopy of the certificate is acceptable to the SPO.

The DLIR Form LIR#27 Application for Certificate of Compliance with Section 3-122-112, HAR, and its filing instructions are available on the DLIR website: <http://labor.hawaii.gov/forms/>.

Compliance with Section 103D-310(c), HRS, for an entity doing business in the State. Contractor shall be required to submit a Certificate of Good Standing (COGS) issued by the State of Hawaii Department of Commerce and Consumer Affairs (DCCA) – Business Registration Division (BREG). The Certificate is valid for six (6) months from date of issue. A photocopy of the certificate is acceptable to the SPO.

To obtain the Certificate, the Offeror must be registered with the BREG. A sole proprietorship is not required to register with the BREG and is therefore not required to submit the certificate.

For more information regarding online business registration and the COGS is available at <http://cca.hawaii.gov/breg/>.

H. Effective Date and Contract Period. This Addendum is effective upon the date of execution by the State of Hawaii and shall continue for the term set forth in the Vendor Contract.

4. Licensing

Offerors (Bidders) and Contractors must be properly licensed and capable of performing the Work as described in the RFP (IFB), at the time of submission of the Proposal (Bid), in accordance with the Professional and Vocational licensing laws of the state. Contractors under Participating Addendums must maintain any and all required licenses through the duration of the contract and Participating Addendum.

5. Lease Agreements:

Leasing is authorized by this Addendum.

6. Primary Contact:

The primary contact individuals for this Addendum are as follows (or their named successors):

Participating State:

Name:

Address: State Procurement Office
1151 Punchbowl Street, Room 416
Honolulu, HI 96813

Telephone:

Fax:

E-Mail:

Contractor

Name:

Debra Lee, Public Sector Contract Management Director

Address:

442 Swan Blvd., Deerfield, IL 60015

Telephone:

847/537-0344 (Office); 847/922-2977 (Cell)

Fax:

847/572-1336

E-Mail:

debra.lee@hp.com

7. Subcontractors:

Subcontractors (Vendor Resellers) are allowed under this Addendum.

8. Freight Charges (unless otherwise stated in the vendor contract):

8.1 Prices proposed will be the delivered price to any state agency or political subdivision. All deliveries will be F.O.B destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damages will remain with Contractor until final inspection and acceptance when responsibility will pass to the Buyer except as to latent defects, fraud, and Contractor's warranty obligations, subject to paragraph 8.2. Any portion of a full order originally shipped without transportation charges (that failed to ship with the original order, thereby becoming back-ordered) will also be shipped without transportation charges

8.2 Buyer shall determine whether all products delivered meet Contractor's published specifications. Buyer shall make every effort to notify Contractor within five (5) business days following delivery, of its non-acceptance of a product. In the event Contractor has not been notified within five (5) business days from the product delivery date, the product will be deemed accepted on the sixth (6th) business day after product delivery. Further, with regard to defects discovered after acceptance, that affected products will be subject to remedy in accordance with the applicable warranty purchased for that product.

9. Purchase Order and Payment Instructions:

All purchase orders issued by Hawaii Agencies under this Addendum shall include the State of Hawaii contract number: SPO Price List Contract No. _____ and the Vendor TCPN Contract # R_____.

- Purchase Orders and Payments shall be made to HP Inc. (add contractor name) or its authorized subcontractors (Resellers), if any are approved by TCPN and the State of Hawaii.

10. Participating Entity as Individual Customer:

Each Hawaii Participating Agency shall be treated as an individual customer. Except to the extent

modified by this Addendum, each Hawaii Participating Agency will be responsible to follow the terms and conditions of the Vendor Contract; and will have the same rights and responsibilities for their purchases as Region 4 ESC has in the Vendor Contract. Each Hawaii Participating Agency will be responsible for its own charges, fees, and liabilities. Each Hawaii Participating Agency will have the same rights to any indemnity or to recover any costs allowed in the Vendor Contract for their purchases. The Contractor will apply the charges to each Hawaii Participating Agency individually.

11. Entire Contract:

This Addendum and the Vendor Contract set forth the entire agreement, and all the conditions, understandings, promises, warranties and representations among the parties with respect to this Addendum and the Vendor Contract, and supersedes any prior communications, representations or agreements whether, oral or written, with respect to the subject matter hereof.

Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum, and the Vendor Contract ~~the Master Agreement, and the Attorney General's General Conditions~~ that are included in any purchase order or other document shall be void. The terms and conditions of this Addendum, and the Vendor Contract, ~~and the Attorney General's General Conditions~~, shall govern in the case of any such inconsistent, contrary, or additional terms.

IN VIEW OF THE ABOVE, the parties execute this Addendum by their signatures, on the dates below.

Participating State: STATE OF HAWAII	Contractor: <u>HP INC.</u> Contractor
Signature:	Signature:
Name: SARAH ALLEN	Name:
Title: Administrator, SPO	Title:
Date:	Date:

APPROVED AS TO FORM:

Deputy Attorney General



**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

CERTIFICATE OF VENDOR COMPLIANCE

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs

Vendor Name: HP Inc

DBA/Trade Name: HP Computing and Printing

Issue Date: 06/23/2017

Status: Compliant

Hawaii Tax#: w20214266-01

New Hawaii Tax#:

FEIN/SSN#: XX-XXX1436

UI#: XXXXXX3673

DCCA FILE#: 19107

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
	Internal Revenue Service	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Compliant
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

Status Legend:

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards
Pending	The entity is compliant with DLIR requirement
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information

Acknowledgement & Acceptance of Region 4 ESC Open Records Policy (Page 4)



ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The following has been marked as trade secret or proprietary and exempt from disclosure under the Public Information Act: **HP Pricing - Tab 6, Appendix C.**

Pursuant to the Tex. Gov't Code Sections 552.101, 552.104, and 552.110, the information contained in HP's pricing, included as Tab 6, Appendix C, which is marked as "confidential," constitutes trade secrets and/or information that is confidential or proprietary, and is, therefore, exempt from release and disclosure under the Texas Public Information Act, Tex. Gov't Code Ann, Sections 552.001 - 552.353, which is also known as the "Texas Open Records Act."

Tab 6, Appendix C pricing in is considered trade secret information in that it: (1) 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; and (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. Controlling access to this information is key to reduce the potential use of an article of trade or a service having commercial value, and which gives its user an opportunity to obtain a business advantage over competitors who do not know or use it.

This pricing information is furnished in confidence with the understanding that it will only be used or disclosed for evaluation purposes, unless otherwise required by law or permitted by HP. The restriction does not limit Region 4 ESC's right to use or disclose this information if obtained from another source without restriction.

7-11-17
Date

Debbie Contract Administrator
Authorized Signature & Title

Tab 9 – HP’s Response to Remainder of RFP

Note (page 1 of RFP):

Note: Envelopes must be sealed, prominently marked with the RFP solicitation number, RFP title, RFP opening time/date and name of vendor. Electronic submissions of the RFP will not be accepted. **Submissions must be received by the Region 4 ESC office at: 7145 West Tidwell Road, Houston, TX 77092 no later than 2:00 pm CT, at which time the bid opening process shall commence. Proposals will be collected in a conference room to be determined by Region 4 ESC and opened and recorded publicly.** Any proposal received later than the specified time, whether delivered in person, courier or mailed, shall be disqualified.

Response:

HP has read and acknowledges.

Notice to Offeror (page 1 of RFP):

SUBMITTAL DEADLINE: Tuesday, July 18, 2017 @ 2:00 PM CT

Questions regarding this solicitation must be submitted in writing to Crystal Wallace, Purchasing Cooperative Specialist at questions@esc4.net or (713) 744-8189 no later than June 23, 2017 at 5pm CT. All questions and answers will be posted to both www.esc4.net and www.tcpn.org under **Solicitations**. Offerors are responsible for viewing either website to review all questions and answers prior to submitting proposals. Please note that oral communications concerning this RFP shall not be binding and shall in no way excuse the responsive Offeror of the obligations set forth in this proposal.

Response:

HP has read and acknowledges.

Attention Offerors (page 2 of RFP):

Submission of a proposal confers NO RIGHT on an Offeror to an award or to a subsequent contract. Region 4 ESC, in its sole discretion and for any reason or no reason, reserves the rights to reject any or all proposals, accept only a part of any proposal, accept the proposal deemed most advantageous to Region 4 ESC, and waive any technicalities. The issuance of this RFP does not obligate Region 4 ESC to make an award or negotiate or execute a contract. Region 4 ESC reserves the right to amend the terms and provisions of the RFP, negotiate with a proposer, add, delete, or modify the contract and/or the terms of any proposal submitted, extend the deadline for submission of proposals, ask for best and final offers, or withdraw the RFP entirely for any reason solely at Region 4 ESC’s discretion. An individual proposal may be rejected if it fails to meet any requirement of this RFP. Region 4 ESC may seek clarification from a proposer at any time, and failure to respond within a reasonable time frame is cause for rejection of a proposal.

Response:

HP has read and acknowledges.



Public Information Act (page 3 of RFP):

Please be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by the State of Texas.

Because contracts are awarded by a governmental entity, all responses submitted are subject to release as public information after contracts are executed. If an Offeror believes that its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy" form found on the next page of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 Education Service Center ("ESC") must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offerors are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Response:

Please refer to the Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy form included in Tab 8, as instructed.

A. Introduction

I. Background on Region 4 Education Service Center

Region 4 Education Service Center ("Region 4 ESC" herein "Lead Public Agency") on behalf of itself, the state of Hawaii and all its state and local government entities and all state, local governments, school districts, and higher education institutions in the United States of America, and other government agencies and non-profit organizations (herein "Participating Agencies") solicits proposals from qualified Offerors to enter into a Vendor Contract ("contract") for the goods or services solicited in this proposal.

Contracts are approved and awarded by a single governmental entity, Region 4 ESC, and are only available for use and benefit of all entities complying with state procurement laws and regulations (public and private schools, colleges and universities, cities, counties, non-profits, and all governmental entities). These types of contracts are commonly referred to as being "piggybackable".

Region 4 ESC's purchasing cooperative was established in 1997 as a means to increase their economic and operational efficiency. The purchasing cooperative has since evolved into a National Cooperative used to assist other government and public entities increase their economical and operational efficiency when procuring goods and services.

Response:

HP has read and acknowledges.



II. What is the role of The Cooperative Purchasing Network (“TCPN”)

The Cooperative Purchasing Network (“TCPN”) assists Region 4 ESC in helping other public agencies and non-profits reap the benefits of national leveraged pricing, with no cost to the member. TCPN leverages one of the largest pools of purchasing potential. This is accomplished by competitively soliciting proposals and awarding contracts for commonly purchased products and services. Through the TCPN solicitation process, Region 4 ESC awards contracts covering Facilities, Furniture, Office Supplies & Equipment, Security Systems, and Technology and other goods and services industries.

Response:

HP has read and acknowledges.

III. Purpose of TCPN

- Provide governmental and public entities opportunities for greater efficiency and economy in procuring goods and services.
- Take advantage of state-of-the-art purchasing procedures to ensure the most competitive contracts.
- Provide competitive price and bulk purchasing for multiple government or public entities that yields economic benefits unobtainable by the individual entity.
- Provide quick and efficient delivery of goods and services.
- Equalize purchasing power for smaller agencies that are unable to command the best contracts for themselves.
- Help in assisting with use of best business practices.

Response:

HP has read and acknowledges.

IV. Customer Service

- TCPN is dedicated to making our contracts successful for both our members and our awarded vendors.
- TCPN is committed to providing our members and awarded vendors with high quality service.
- TCPN has dedicated staff available to answer questions, offer guidance and help in any way possible.

Response:

HP has read and acknowledges.

B. Scope

It is the intention of Region 4 ESC to establish a contract with vendor(s) for Managed Print Solutions. Awarded vendor(s) shall perform covered services under the terms of this agreement. Offerors shall provide pricing based on a discount from a manufacturer’s price list or catalog, or fixed price, or a combination of both with indefinite quantities. Electronic Catalog and/or price lists must accompany the proposal. Include an electronic copy of the



catalog from which discount, or fixed price, is calculated. Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included.

Response:

HP has read and acknowledges. Please refer to HP's pricing included in Tab 6.

If Offeror has existing cooperative contracts in place, Offeror is requested to submit pricing equal or better than those in place.

Response:

HP respectfully requests the removal of this requirement. While we understand Region 4 ESC's interest in "most favored customer" pricing, we believe that the competitive process of this RFP will afford Participating Agencies the opportunity to secure the best prices currently available.

Experience has shown that no two contracts are truly alike and, therefore, direct price comparisons are not possible. As a Fortune 50 Company, HP has thousands of contracts throughout the U.S. and globally, which were established based on many unique and variable factors. These factors are specific to a customer or group of customers, which include, but are not limited to, customer-identified solutions, particular transaction(s) for certain products and/or services, volume, timing, geographical area, personnel, service level agreements, delivery requirements, and other material terms, conditions, and requirements.

Each service proposed is to be priced separately with all ineligible items identified. Services may be awarded to multiple vendors. Offerors may elect to limit their proposals to a single service within any category, or multiple services within any or all categories

Region 4 ESC is seeking a service provider that has the depth, breadth and quality of resources necessary to complete all phases of this contract. In addition, TCPN also requests any value add commodity or service that could be provided under this contract.

While this solicitation specifically covers Managed Print Solutions. Offerors are encouraged to submit an offering on any and all products or services available that they currently perform in their normal course of business.

Response:

HP has read and acknowledges.

C. Key Definitions

Days: means calendar days.

Lead agency: means the government entity advertising, soliciting, evaluating and awarding the contract. This definition also includes a public agency that meets the definition of a political subdivision, including a county, city, school district, state, public higher education or special district.

Lowest Pricing Available: means the overall lowest not-to-exceed price available for the specified goods or services at the time the vendor submits their proposal.

Procurement: means buying, purchasing, renting, leasing or otherwise acquiring any materials, services or construction. Procurement also includes all functions that pertain to the obtaining of any material, service, or construction, including description of requirements, selection and solicitation of sources, preparation and award of contract and all phases of contract administration.



Responsive Offeror: means a person, company, firm, corporation, partnership or other organization who submits a proposal which conforms in all material respects to the invitation for bids or request for proposals.

Solicitation: means an invitation for bids, a request for technical offers, a request for proposals, a request for quotations or any other invitation or request by which we invite a person to participate in a procurement.

Specifications: means any description of physical or functional characteristics, or of the nature of a material, service or construction of item. Specifications may include a description or any requirement for inspecting, testing or preparing a material, service or construction item for delivery.

Vendor: means any provider or seller of goods and/or services that has a contractual relationship with Region 4 or TCPN.

Response:

HP has read and acknowledges.

D. General Terms and Instructions to Offerors

I. Submission of Response

Unless otherwise specified in the solicitation, all submitted proposals must contain two (2) bound and signed original copies of the solicitation, and two (2) electronic copies on flash drives shall be provided. Please see format requirements below. Vendor must also submit two (2) electronic proposals (on USB drives) free of propriety information to be posted on Vendor information page if awarded a contract.

Only sealed responses will be accepted. Faxed or electronically transmitted responses will not be accepted. Sealed responses may be submitted on any or all items, unless stated otherwise. Proposal may be rejected for failure to comply with the requirements set forth in this proposal.

Deviations from any terms, conditions and/or specifications must be conspicuously noted in writing by the Offeror and shall be included with the response. (See Appendix D).

Response:

HP has read and acknowledges.

II. Proposal Format

Responses must be provided in a three-ring binder or report cover using 8.5 x 11 paper clearly identified with the name of the Offeror's company and the solicitation name and number on both the outside front cover and vertical spine. All forms are to be completed electronically.

Tabs should be used to separate the proposal into sections. Each tabulated section should contain both the section of the RFP referenced and the Offeror's response to that section. The following items identified must be included behind the tabs listed below. Offerors failing to organize in the manner listed may be considered non-responsive and may not be evaluated.

Response:

HP has read and acknowledges.



III. Binder Tabs

Tab 1 – Entire Vendor Contract and Signature Form (pgs. 1-15, Appendix A)

- General Terms and Conditions Acceptance Form (Appendix D)

Tab 2 – Questionnaire (Appendix E)

Tab 3 – Company Profile (Appendix F, excluding References section)

Tab 4 – Product / Services (Appendix B)

Tab 5 – References (Appendix F)

Tab 6 – Pricing (Appendix C)

Tab 7 – Value Add (Appendix G)

Tab 8 – Required Documents

- Additional Required Documents (Appendix H)
- Acknowledgement & Acceptance of Region 4 ESC Open Records Policy (Page 4).

Response:

HP has read and acknowledges.

IV. Mailing of Proposals

All bids and proposals submitted in response to the solicitation must be clearly identified as listed below with the solicitation number, title, name and address of the company responding. All packages must be clearly identified as listed below, sealed and delivered to the Region 4 ESC office no later than the submittal deadline assigned for this solicitation.

From _____

Company _____

Address _____

City, State, Zip _____

Solicitation Name and Number _____ Due Date and Time _____

Response:

HP has read and acknowledges.

V. Time for Receiving Proposals

Proposals received prior to the submittal deadline will be time- stamped upon receipt and kept secure and unopened. At the submittal deadline, Region 4 will begin the process of opening all bids publicly by collecting all proposals received before the deadline in the room designated for the bid opening. No proposals received after the submittal time and deadline will be considered. Late proposals will be returned to sender unopened.

Response:

HP has read and acknowledges.

VI. Inquiries and/or Discrepancies

Questions regarding this solicitation must be submitted in writing to Crystal Wallace, Purchasing Cooperative Specialist at questions@esc4.net or (713) 744-8189 no later than June 23, 2017. All questions and answers will be posted to both www.esc4.net and www.tcpn.org under Solicitations. Offerors are responsible for viewing either website to review all questions and answers prior to submitting proposals. Please note that oral



communications concerning this RFP shall not be binding and shall in no way excuse the responsive Offeror of the obligations set forth in this proposal.

Response:

HP has read and acknowledges.

VII. Restricted and Prohibited Communications with Region 4 ESC

During the period between the date Region 4 ESC issues this RFP and the selection of the vendor who is awarded a contract by Region 4 ESC, if any, Offerors shall restrict all contact with Region 4 ESC and direct all questions regarding this RFP, including questions regarding terms and conditions, only to the individual identified above in Section "Inquiries and/or Discrepancies" in the specified manner. Do not contact members of the Board of Directors, other employees of Region 4 ESC or any of Region 4 ESC's agents or administrators. Contact with any of these prohibited individuals after issuance of this RFP and before selection is made, may result in disqualification of the Offeror.

The communications prohibition shall terminate when the contract is recommended by the administration, considered by the Board of Directors at a noticed public meeting, and a contract has been awarded. In the event the Board of Directors refers the recommendation back to staff for reconsideration, the communications prohibition shall be re-imposed. Additionally, during the time period between the award by the Board of Directors and the execution of the contract, Offerors shall not engage in any prohibited communications as described in this section.

Prohibited communications includes direct contact, discussion, or promotion of any Offeror's response with any member of Region 4 ESC's Board of Directors or employees except for communications with Region 4 ESC's designated representative as set forth in this RFP and only in the course of inquiries, briefings, interviews, or presentations. This prohibition is intended to create a level playing field for all potential Offerors, assure that decisions are made in public, and to protect the integrity of the RFP process. Except as provided in the above stated exceptions, the following communications regarding a particular invitation for bids, requests for proposal, requests for qualifications, or other solicitation are prohibited:

- Communications between a potential vendor, service provider, bidder, offeror, lobbyist or consultant and any member of Region 4 ESC's Board of Directors;
- Communications between any director and any member of a selection or evaluation committee; and
- Communications between any director and administrator or employee. The communications prohibition shall not apply to the following:
- Communications with Region 4 ESC's purchasing agent specifically named and authorized to conduct and receive such communications under this RFP or upon the request of Region 4 ESC, with Region 4 ESC's legal counsel; and
- Presentations made to the Board of Directors during any duly noticed public meeting.

Nothing contained herein shall prohibit any person or entity from publicly addressing Region 4 ESC's Board of Directors during any duly noticed public meeting, in accordance with applicable Board policies, on a matter other than this RFP or in connection with a presentation requested by Region 4 ESC's representatives.



Response:

HP has read and acknowledges.

VIII. Calendar of Events (subject to change):

Event	Date:
Issue RFP	June 1, 2017
Pre-proposal Conference	June 21, 2017
Deadline for receipt of questions via email	June 23, 2017
Issue Addendum/a (if required)	To Be Determined
Proposal Due Date	July 18, 2017
Approval from Region 4 ESC	October 2017
Contract Effective Date	March 1, 2018

Response:

HP has read and acknowledges.

Conditions of Submitting Proposals

IX. Amendment of Proposal

A proposal may be amended up to the time of opening by submitting a sealed letter to the location indicated on the front page of this solicitation.

Response:

HP has read and acknowledges.

X. Withdrawal of Proposals

Withdrawal of proposals prior to the opening date will be permitted. Withdrawal of response will not be allowed for a period of 120 days following the opening. Pricing will remain firm for 120 days from submittal. However, consideration may be given in cases where Offeror advises that it made a clerical error that is substantially lower than it intended. In such case, Offeror must provide written notice of their desire to withdraw, along with supporting documents, within 3 business days of receiving the acceptance letter or of being requested by Region 4 ESC for clarification of the proposal, whichever is later. Any contracts entered into prior to Region 4 ESC receiving notice must be honored.

No Offeror should assume that their withdrawal request has been accepted unless, and until, they receive written acknowledgment and acceptance of their proposal withdrawal.

Response:

HP has read and acknowledges.

XI. Clarifications

Offeror may receive a written request to clarify, in writing, its proposal in order to determine whether a proposal should be considered for award. The process of clarification is not an opportunity for an Offeror to revise or modify its proposal, and any response by an Offeror



to a written request for clarification that attempts to revise or modify its proposal shall be given no effect. The purpose of the request for clarification will be solely made for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal, which may be corrected or waived in the leading agency's sole discretion.

Response:

HP has read and acknowledges.

XII. Non-Responsive Proposals

All proposals will be reviewed for responsiveness to the material requirements of the solicitation. A proposal that is not materially responsive shall not be eligible for further consideration for award of the contract, and the Offeror shall receive notice of the rejection of its proposal.

Response:

HP has read and acknowledges.

XIII. Negotiations

Region 4 ESC shall determine which responsive proposals are in the competitive range and/or are reasonably susceptible of being selected for award. Proposals not in the competitive range may not be further evaluated. Proposals in the competitive range shall be evaluated on the basis of price and the other evaluation criteria set forth in the solicitation. In the event that Region 4 ESC decides to conduct negotiations, notice shall be provided to each Offeror whose proposal is being considered for award, which notice may identify, in general terms, the elements or factors upon which Region 4 ESC intends to base its negotiations. Offerors will not be assisted, in any way, to bring their proposal up to the level of other proposals through discussions. During the course of negotiations, no Offeror's technical proposal or pricing shall be revealed to any other Offeror or to any other person who is not involved with the evaluation process. Region 4 ESC will also not indicate to Offeror a cost or price that it must meet to either obtain further consideration nor will it provide any information about other Offerors' proposals or prices.

Response:

HP has read and acknowledges.

XIV. Best and Final Offer

Region 4 ESC, in its sole discretion, may request all Offerors in the competitive range to submit a Best and Final Offer. Offerors must submit their Best and Final Offers in writing. If an Offeror does not respond to the request for a Best and Final Offer, that Offeror's most recent prior offer will be considered to be its Best and Final Offer.

Response:

HP has read and acknowledges.

XV. Specifications

When a solicitation contains a specification that states no substitutions, no deviation from this requirement will be permitted. Offeror must comply with the true intent of the specifications and drawings and not take advantage of any unintentional error or omission. In cases where no type and kind of product is specified, specifications have been



developed to indicate minimal standards as to the usage, materials, and contents based on the needs of the members.

References to manufacturer's specifications (Design Guides), when used by Region 4 ESC, are to be considered informative to give the Offeror information as to the general style, type and kind requested. Responses proposing goods, materials or equipment regularly produced by a reputable manufacturer shall be evaluated by Region 4 ESC which will, in its sole discretion, determine whether such proposed goods, materials or equipment are substantially equivalent to the Design Guides, considering quality, workmanship, economy of operation, and suitability for the purpose intended. Offerors should include all documentation required to evaluate whether or not their proposed goods, materials or equipment are substantially equivalent to the Design Guides.

Response:

HP has read and acknowledges.

XVI. Quality of Materials or Services

Offeror shall state the brand name and number of the materials being provided. If none is indicated then it is understood that the offeror is quoting on the exact brand name and number specified or mentioned in the solicitation.

However, unless specifically stated otherwise, comparable substitutions will be permitted in cases where the material is equal to that specified, considering quality, workmanship, economy of operation and suitability for the purpose intended.

Response:

HP has read and acknowledges.

XVII. Samples

Upon request, samples shall be furnished, free of cost, within seven (7) days after receiving notice of such request. By submitting the proposal Offeror certifies that all materials conform to all applicable requirements of this solicitation and of those required by law. Offeror agrees to bear the costs for laboratory testing, if results show that the sample does not comply with solicitation requirements.

Submissions may be rejected for failing to submit samples as requested.

Response:

HP proposes the following modifications as included in the Vendor Contract.

Upon request, samples shall be furnished, free of cost, within ~~seven (7)~~ thirty (30) days after receiving notice of such request. By submitting the proposal Offeror certifies that all materials conform to HP specifications ~~all applicable requirements of this solicitation and of those required by law.~~ Offeror ~~agrees to bear the costs for laboratory testing, if results show that the sample does not comply with solicitation requirements.~~ Submissions may be rejected for failing to submit samples as requested.

XVIII. Deviations and Exceptions

Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 4 ESC to award a manufacturer's complete line of products, when possible.



Response:

HP has read and acknowledges.

XIX. Formation of Contract

A response to this solicitation is an offer to contract with Region 4 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is awarded by Region 4 ESC. A contract is formed when Region 4 ESC's board signs the Vendor Contract Signature Form. The prospective vendor must submit a signed Vendor Signature Form with the response thus, eliminating the need for a formal signing process.

Response:

HP proposes the following modifications as included in the Vendor Contract.

A response to this solicitation is an offer to contract with Region 4 ESC based upon the terms, conditions, scope of work, and specifications, and the Vendor's RFP response, including any exceptions and additional terms and conditions contained in this request. A solicitation does not become a contract until it is awarded by Region 4 ESC. A contract is formed when Region 4 ESC's board signs the Vendor Contract Signature Form. The prospective vendor must submit a signed Vendor Signature Form with the response thus, eliminating the need for a formal signing process.

XX. Estimated Quantities

Region 4 ESC anticipates that a substantial number of participating members will enter into contracts resulting from this solicitation based on multiple surveys and usage of other contracts that may have included similar services, however, Region 4 ESC makes no guarantee or commitment of any kind concerning quantities or usage of contracts resulting from this solicitation. The volume for this contract is estimated to be up to and in excess of \$13 million a year. This information is provided solely as an aid to contract vendors in preparing proposals only. The successful Vendor(s) discount and pricing schedule shall apply regardless of the volume of business under the contract.

Response:

HP has read and acknowledges.

XXI. Multiple Awards

membership includes a large number of potential entities which may utilize this contract throughout the nation. In order to assure that any ensuing contract(s) will allow Region 4 ESC to fulfill current and future needs, Region 4 ESC reserves the right to award contract(s) to multiple vendors. The decision to award multiple contracts, award only one contract, or to make no awards rests solely with Region 4 ESC.

Response:

HP has read and acknowledges.

XXII. Non-Exclusive

Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for sole convenience and benefit of participating members. Region 4



ESC and participating entities reserve the right to obtain like goods and services from other sources.

Response:

HP has read and acknowledges.

Award Process

XXIII. Award or Rejection of Proposals

In accordance with applicable laws, rules, and regulations for public purchasing, award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to participating agencies, price and other factors considered. Region 4 ESC reserves the right to use a "Market Basket Survey" method, based on randomly selected criteria to determine the most advantageous response. To qualify for evaluation, a proposal must have been submitted on time, and satisfy all mandatory requirements identified in this solicitation. Proposals that are materially non-responsive will be rejected and the Offeror will be provided notice of such rejection.

Response:

HP has read and acknowledges.

XXIV. Evaluation Process

In evaluating the responses the following predetermined criteria is considered:

Products/Pricing (40 Points)

1. Scope and breadth of products available
2. All products and services available
3. Pricing for all available products and services
4. Pricing for warranties on all products and services
5. Ability of Customers to verify that they received contract pricing
6. Payment methods
7. Other factors relevant to this section as submitted by the proposer

Performance Capability (25 Points)

1. Ability to deliver products and services nationally
2. Response to emergency orders
3. Average Fill Rate
4. Average on time delivery rate
5. Shipping charges
6. Return and restocking policy and applicable fees
7. History of meeting the shipping and delivery timelines
8. Ability to meet service and warranty needs of members
9. Customer service/problem resolution
10. Invoicing process
11. Contract implementation/Customer transition
12. Financial condition of vendor
13. Website ease of use, availability, and capabilities related to ordering, returns and reporting
14. Offeror's safety record
15. Instructional materials



16. Other factors relevant to this section as submitted by the proposer

Qualification and Experience (25 Points)

1. Offeror's reputation in the marketplace
2. Reputation of products and services in the marketplace
3. Past relationship with Region 4 ESC and/or TCPN members
4. Experience and qualification of key employees
5. Location and number of sales persons who will work on this contract
6. Past experience working with the government sector
7. Exhibited understanding of cooperative purchasing
8. Past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors
9. Minimum of 10 customer references relating to the products and services within this RFP
10. Other factors relevant to this section as submitted by the proposer

Value Add (10 Points)

1. Marketing plan and capability
2. Sales force training
3. Other factors relevant to this section as submitted by the proposer

Response:

HP has read and acknowledges.

XXV. Competitive Range

It may be necessary to establish a competitive range. Factors from the predetermined criteria will be used to make this determination. Responses not in the competitive range are unacceptable and do not receive further award consideration.

Response:

HP has read and acknowledges.

XXVI. Evaluation

A committee will review and evaluate all responses and make a recommendation for award of contract(s). The recommendation for contract awards will be based on the predetermined criteria factors outlined in this solicitation, where each factor is assigned a point value based on its importance.

Response:

HP has read and acknowledges.

XXVII. Past Performance

An Offeror's performance and actions under previously awarded contracts are relevant in determining whether or not the Offeror is likely to provide quality goods and services to TCPN members; including the administrative aspects of performance; the Offeror's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Offeror's businesslike concern for the interests of the customer.



Response:

For more than four (4) years, HP Inc. (formerly Hewlett-Packard Company) has had a successful relationship with the TCPN and its members - and National IPA and its members providing quality goods and services to eligible members. HP has also has held other cooperative contracts with NASPO ValuePoint (formerly WSCA-NASPO) since 1999, E&I over ten years, GSA Schedule 70 for over 15 years, and MHEC since 2015, and MHEC participating under the WSCA-NASPO cooperative from 2009 to 2015. This shows our continued performance and ability to deliver product and services to procuring agencies/members utilizing these nationwide cooperative vehicles. HP has shown through the years that we have a history of meeting the shipping and delivery times and the ability to meet service and warranty needs of Participating Agencies.

To date, under HP's current Managed Print Solutions contract, over \$12M of products and managed print solutions has been ordered, delivered, installed, and is in use, meeting the delivery and service needs of members. Members have realized large savings, allowing them to manage their print environment through solutions that provide an overall savings. In responding to this RFP, HP commits to leverage our talents, resources and experience for the continued success of a Region 4 ESC Managed Print Solutions contract supporting Participating Agencies nationwide.

HP has an assigned sales team to support State and Local Government agencies and a dedicated Contract Sales Management team as the escalation point of contact for any item including emergency orders or requests. Customer Services is a priority at HP, which is why we provide customers purchasing or leasing products the ability to return product for any reason within 30 days from receipt after agency inspection even for Deficient on Arrival (DOA) products without restocking or other charges. All shipping and handling is provided for new product purchases and returns, including product in warranty return to depot.

Customer satisfaction is so important to HP that we implement periodic surveys specific to State and Local Government and Education customer experience. 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. HP will continue to survey Participating Agencies under the contract and, as a normal course of business, continue to conduct other customer satisfaction surveys for continuous process improvements.

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.

At its 2016 conference in San Francisco, Lithium – who provides the software that power HP's user forums – named HP the recipient of its **Total Community All-Star award**, which recognizes companies who map new territories in digital customer experiences and use the Lithium software to drive business.

"Every customer matters, every conversation counts," said Kriti Kapoor, global director, Social Customer Care, at HP. "Our goal in social customer care is to ensure that we leave no customer behind and that we are here as a team to engage and help resolve their technology and other relevant issues. We continue to look at innovative ways to improve our operations and extend our social footprint, with a focus on improving overall customer experience."



For additional information on this award, please visit: <https://newsblog.ext.hp.com/t5/HP-newsroom-blog/HP-named-best-in-social-customer-care/ba-p/98>.

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 feedback provides valuable insight into trends, information, and issues that HP can apply to improve product and process performance.

HP's longstanding commitment to quality and customer satisfaction has earned widespread recognition from customers, trade publications and industry associations. An acknowledged leader across the spectrum of IT products and services, HP's growth and success are based on the extraordinary loyalty of over one billion customers worldwide.

Industry analysts, media, resellers and customers have long recognized HP product and service excellence. HP wins hundreds of awards annually and is featured prominently in leading business and technical publications. The consistent high number of annual product awards is testimony to the breadth, quality and innovation of the HP technology portfolio.

Open Records Policy

XXVIII. Proprietary Information

Because contracts are awarded by a governmental entity, all responses submitted are subject to release as public information after contracts are executed. If an Offeror believes that its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledge and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Response:

Please refer to HP's "Acknowledge and Acceptance to Region 4 ESC's Open Record



Policy” form in Tab 8, in which we have identified that our pricing in Tab 6, Appendix C is exempt from disclosure, with detailed reasons substantiating the exemption.

Protest of Non-Award

XXIX. Protest Procedure

Any protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CT. No protest shall lie for a claim that the selected Vendor is not a responsible Offeror. Protests shall be filed with Robert Zingelmann and sent to the Region 4 ESC office at: 7145 West Tidwell Road, Houston, TX 77092. Protests shall include the following:

1. Name, address and telephone number of protester
2. Original signature of protester or its representative
3. Identification of the solicitation by RFP number
4. Detailed statement of legal and factual grounds including copies of relevant documents; and the form of relief requested.
5. Any protest review and action shall be considered final with no further formalities being considered.

Response:

HP has read and acknowledges.

Limitation of Liability

XXX. Waiver:

BY SUBMITTING A PROPOSAL, OFFER EXPRESSLY AGREES TO WAIVE ANY CLAIM IT HAS OR MAY HAVE AGAINST BOTH THE COOPERATIVE PURCHASING NETWORK AND REGION 4 EDUCATION SERVICE CENTER, ITS DIRECTORS, OFFICERS, ITS TRUSTEES, OR AGENTS ARISING OUT OF OR IN CONNECTION WITH (1) THE ADMINISTRATION, EVALUATION, RECOMMENDATION OF ANY PROPOSAL; (2) ANY REQUIREMENTS UNDER THE SOLICITATION, PROPOSAL PACKAGE, OR RELATED DOCUMENTS; (3) THE REJECTION OF ANY PROPOSAL OR ANY PART OF ANY PROPOSAL; AND/OR (4) THE AWARD OF A CONTRACT, IF ANY.

Response:

HP has read and acknowledges.

XXXI. NEITHER REGION 4 ESC NOR TCPN SHALL BE RESPONSIBLE OR LIABLE FOR ANY COSTS INCURRED BY PROPOSERS OR THE SELECTED VENDOR IN CONNECTION WITH RESPONDING TO THE RFP, PREPARING FOR ORAL PRESENTATIONS, PREPARING AND SUBMITTING A PROPOSAL, ENTERING OR NEGOTIATING THE TERMS OF A CONTRACT, OR ANY OTHER EXPENSES INCURRED BY A PROPOSER. THE PROPOSER OR SELECTED VENDOR IS WHOLLY RESPONSIBLE FOR ANY SUCH COSTS AND EXPENSES AND SHALL NOT BE REIMBURSED IN ANY MANNER BY REGION 4 ESC OR TCPN.

Response:

HP has read and acknowledges.



HP Attachments

Attachment 1, HP Printer Security

Attachment 2, Sample Report

Attachment 3, Print Product Environmental Attributes

Attachment 4, State of Texas Certificate of Fact

Attachment 5, Franchise Tax Account Status

Attachment 6, ISO Certificates

Attachment 7, Print Product Selection Guide

Attachment 8, Case Studies

Attachment 9, Additional Terms and Conditions

Attachment 10, HP Managed Print Services and Support Schedule



Solution overview



Sharpen your device, data, and document security

64%

of IT managers state their printers are likely infected with malware¹



73%

of CISOs expect a major security breach within a year²



\$7.7M

is the average annual cost of cyber crime³





Recognize hidden risks

IT is continually tasked with protecting confidential information, including employee identities and customer data, across multiple devices and environments. This need to support a broad range of people in different locations makes unanticipated IT security threats a constant challenge.

Although many IT departments rigorously apply security measures to individual computers and the business network, printing and imaging devices are often overlooked and left exposed. The security threats are real, and as printing and imaging devices become increasingly sophisticated, they offer greater opportunities for attackers to compromise the device or the entire network.

Understand potential costs

Even one security breach has the potential to be costly. If private information is jeopardized due to unsecured printing and imaging, the ramifications could include litigation, loss of licensing, identity theft, and a tarnished brand image or reputation.

A breach could also result in untold financial damage. Every year, millions of dollars are lost to private and corporate lawsuits, government fines, public relations disasters, industry violations, employee and customer identify theft, and stolen competitive information.

HP can help

It's time to develop and deploy an end-to-end imaging and printing security strategy. The embedded security features in HP Pro devices offer strong protection, while HP Enterprise devices with HP FutureSmart Firmware have the industry's deepest level of printer security.⁴ Combined with a broad portfolio of HP JetAdvantage solutions and services, HP can help give you the strategic foundation to assess, manage, and fortify security for:

- Imaging and printing fleets
- Data in transit and at rest
- Printed documents
- Cloud access
- Printing from mobile devices

Protect your printer from bootup to shutdown

Find out more

HP embedded security features
hp.com/go/PrintersThatProtect

HP Enterprise self-healing print security features

The latest generation of HP PageWide and LaserJet Enterprise printing devices are unique in the marketplace, because they offer three key technologies designed to thwart attackers' efforts and self-heal.⁴ These features automatically trigger a reboot in the event of an attack or anomaly.

After a reboot occurs, HP JetAdvantage Security Manager automatically assesses and, if necessary, remediates device security settings to comply with pre-established company policies.⁵ There's no need for IT to intervene. Administrators can be notified via Security Information and Event Management (SIEM) tools such as ArcSight.

- **HP Sure Start** works behind the scenes when printing and imaging devices power on—helping to safeguard your device from attack. HP Sure Start validates the integrity of the BIOS code at every boot cycle. If a compromised version is discovered, the device restarts using a safe, “golden copy” of the BIOS.
- **Whitelisting** helps ensure only authentic, known-good HP FutureSmart Firmware—digitally signed by HP—that has not been tampered with is loaded into memory. If an anomaly is detected, the device reboots to a secure, offline state. It then sends a notice to IT to reload the firmware.
- **Run-time intrusion detection** helps protect devices while they are operational and connected to the network—right when most attacks occur. This feature checks for anomalies during complex firmware and memory operations. In the event of an intrusion, the device automatically reboots.

With the investment protection that FutureSmart Firmware provides, you can add some of these embedded features to selected existing Enterprise printer models.⁴

HP Pro print security features

The latest HP Pro devices also include embedded features designed to protect from attack— included with the HP OfficeJet Pro 8730/8740, PageWide Pro 400/500 series, and LaserJet Pro M252, M277, and M400/M500 series.

- **Secure boot** validates the integrity of the boot code at every boot cycle. If the code has been compromised, the device is placed in recovery mode with limited functionality until HP genuine code can be reinstalled.
- **Firmware integrity validation** validates firmware updates prior to being loaded. During the device startup process, if the code signature is not validated as genuine HP, the device reboots to a secure recovery state and waits for a valid firmware update. Notification of invalid firmware code is displayed via a control panel message.
- **Run-time code integrity** prevents intruders from introducing malicious code while the printer is running. All run-time code memory is write-protected and all data memory is rendered non-executable.

IT can use HP JetAdvantage Security Manager to remediate device security settings to comply with company policies.⁵

How does it work?

The embedded security features address three primary steps in the cycle of an HP device.

If attacked, Enterprise devices can reboot and self-heal.

HP JetAdvantage Security Manager completes the check cycle.

Check printer settings

HP JetAdvantage Security Manager checks and fixes any affected device security settings.

Protect memory

Protects operations while device is running.



Load BIOS/boot code

Prevents the execution of malicious code during bootup by ensuring only HP-signed, genuine code is loaded.

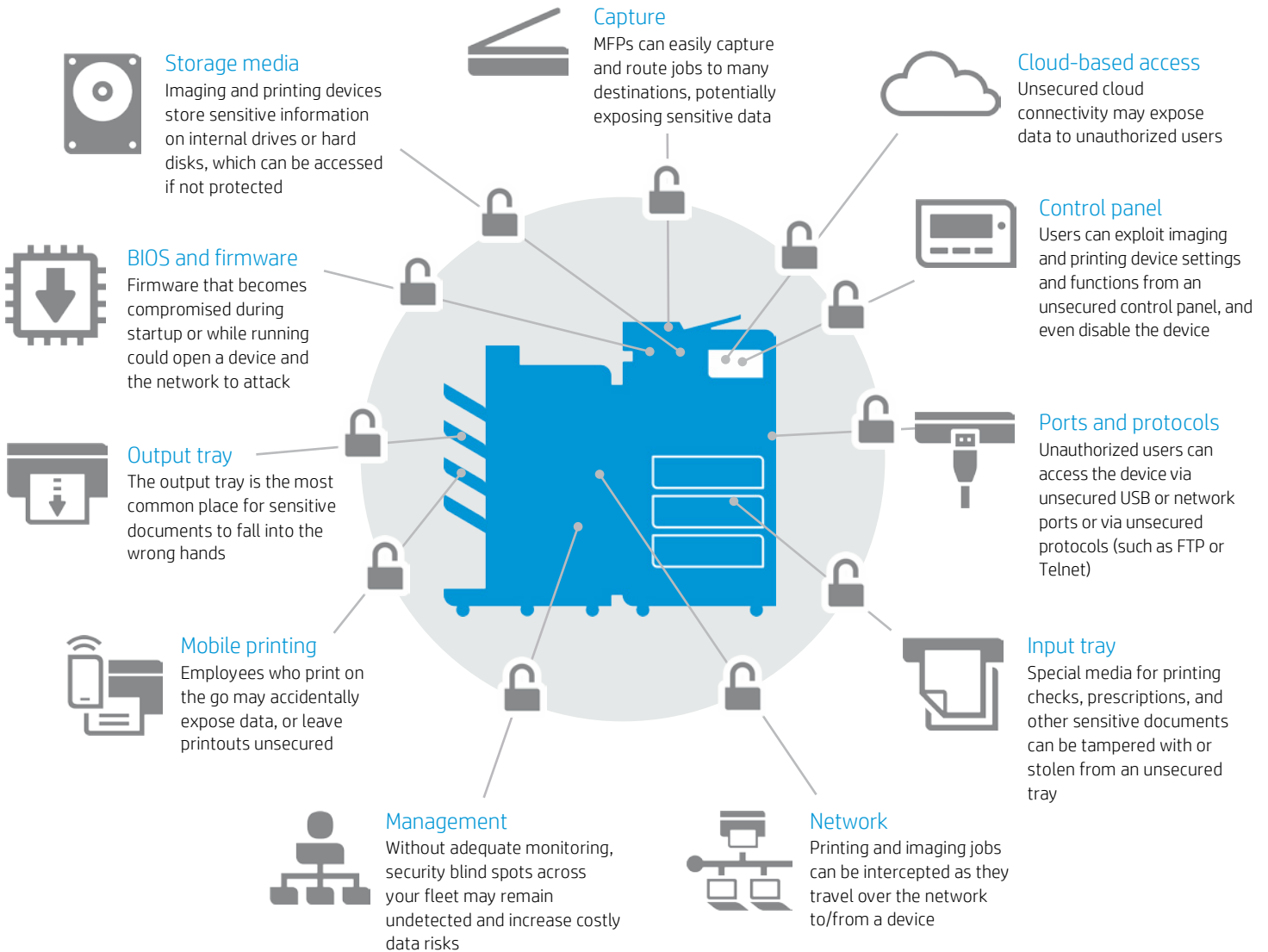
Check firmware

Validates the firmware as genuine HP code at device startup.

Mind the security gap

Critical gaps can occur at multiple points within your imaging and printing environment. Once you understand these vulnerabilities, you can more easily reduce the risks.

Figure 1. Imaging and printing vulnerability points



Defend your imaging and printing environment

Even when you understand the vulnerabilities, creating a complete imaging and printing security strategy can be complicated. It requires coordinated protection of devices, data, and documents, plus comprehensive security monitoring and management solutions.

HP printers are designed to work together with management solutions to help reduce risk, improve compliance, and protect your network from end to end. (Not all features and solutions are available on every HP device).⁶



Find out more

HP Access Control Secure Authentication
hp.com/go/hpac

Protect the device

Embedded features and add-on solutions can help you defend your printers and reinforce simple but effective security habits.⁶

Count on embedded security features to help protect from attack

Multi-level, built-in features help protect your printer against complex security threats from bootup to shutdown. HP Enterprise devices can self-heal in the event of an attack, with HP Sure Start to securely boot the device, whitelisting to validate the integrity of the firmware code, and run-time intrusion detection that continually guards against attacks.⁴ In HP Pro devices, secure boot validates the boot code, firmware integrity validation ensures firmware updates are authentic, and run-time code integrity prevents intruders from introducing malicious code while the printer is running.

Physically secure your devices

Protect each device from theft and tampering by using a lock that requires a physical key for removal. Disable physical ports to prevent unauthorized access or use.

Secure code

Choose devices certified as compliant with internationally recognized security standards. Ensure device updates are code signed to confirm authenticity and integrity of the code.

Control access

Require authentication for access to device settings and functions to reduce potential security breaches. Enable administrative access controls, as well as user access controls such as PIN or LDAP authentication, smart cards, or biometric solutions.

Restore control, reinforce security, and reduce costs using HP Access Control Secure Authentication. This solution offers advanced authentication options, including touch-to-authenticate with NFC-enabled mobile devices.





Find out more

HP Universal Print Driver featuring Secure Encrypted Print
hp.com/go/upd

HP Web Jetadmin
hp.com/go/wja

HP JetAdvantage Workflow Solutions
hp.com/go/documentmanagement

Protect the data

Stored or in transit, your data requires constant protection. Here are some essential steps to help ensure safe arrivals and usage.⁶

Authenticate users

Ensure that only authorized employees can access data on your printing and imaging device by using PINs, LDAP authentication, proximity cards, smart cards, or biometric access control solutions.

Secure keys, credentials, and certificates

For an extra level of security, the optional HP Trusted Platform Module (TPM) accessory can be added to the device to strengthen protection of encrypted credentials and data by automatically sealing device encryption keys to the TPM. It provides secure device identity by generating and protecting certificate private keys.

Encrypt print jobs to protect data in transit

Make print jobs virtually impossible to read if intercepted. Protect your network and documents with a variety of encryption options.

For added security, choose end-to-end Secure Encrypted Print. HP Universal Print Driver provides true symmetric AES256 print job encryption and decryption from the client to the page based on a user-defined password using FIPS 140 validated cryptographic libraries from Microsoft®.

Encrypt data in storage

Any sensitive data stored on the internal drive or hard disk is potentially vulnerable. HP devices come with built-in encryption to help protect sensitive business information.

Remove sensitive data

Storing data about completed jobs on your devices creates unnecessary risk of exposure. Use built-in device capabilities to securely overwrite stored data, and safely remove sensitive information. This is especially important when disposing of devices or returning leased equipment. HP Custom Recycling Services can ensure data is eliminated from hard drives before responsibly recycling old products.

Protect management data

Device management data that travels over the network between the device and HP Web Jetadmin and other management tools can also be protected. All connections to the device Embedded Web Server administration interface can be securely encrypted.

Secure capture and route

Ensure scans are protected with document encryption features or encrypted email. Control where users are able to route scans and monitor content for information governance. HP also offers a rich portfolio of HP JetAdvantage Workflow Solutions that provide advanced capture and route capabilities with enterprise level security.

Safeguard cloud content and access

Secure access and retrieval of documents for printing via the cloud requires specialized tools that extend document protection beyond your physical network. Look for a security solution that enforces user authentication and data access control regardless of where data travels and how it printed.



Find out more

HP JetAdvantage Private Print
hpjetadvantage.com/ondemand

HP Access Control Secure Pull Printing
hp.com/go/hpac

HP JetAdvantage Connect
hp.com/go/JetAdvantageConnect

HP Access Control
hp.com/go/hpac

HP ePrint Enterprise
hp.com/go/ePrintEnterprise

HP and TROY Secure Document Printing
hp.com/go/HPandTROY



Hewlett-Packard Company
NFC/WiFi Direct

Outstanding Achievement in Innovation

Buyers Laboratory, LLC gave HP an Outstanding Achievement in Innovation award for its use of NFC/Wi-Fi Direct to bring security and simplicity to mobile printing.

Protect documents

Integrate smart hardware and software solutions with your larger IT security plan to protect the thousands of documents printed organization-wide every day.⁶

Activate secure pull printing

Pull printing stores print jobs on a protected server, in the cloud, or on your PC. Users identify themselves with a PIN or other verification method at their chosen print location to pull and print their jobs. These security measures also eliminate unclaimed prints, which can reduce cost and waste.

- *HP JetAdvantage Private Print*—With HP's cloud-based solution you get the advantages of pull print, without the complexity. It is simple to set up and does not require a server, installation, or maintenance.⁷
- *HP Access Control Secure Pull Printing*—This optional robust server-based solution offers multiple forms of authentication including badge release, as well as enterprise level security, management, and scalability.

Enable secure mobile printing

Help employees stay productive with effortless HP mobile printing from their smartphones, tablets, and notebooks—while maintaining security policies and managing printer access. With HP's wireless direct printing or NFC touch-to-print, employees can print from their mobile devices without connecting to your network, using a secure peer-to-peer connection.

If you're looking to deploy mobile printing across a printer fleet, HP offers server-based solutions that provide secure pull-printing, as well as advanced management and reporting capabilities.

- *HP JetAdvantage Connect* offers intuitive, reliable mobile printing designed for business. Help save time and money by seamlessly leveraging existing IT network tools and policies to manage mobile printing.⁸ Users can securely print from a variety of smartphones and tablets—where and when they need to—with similar ease of printing as from a PC.
- *HP Access Control* leverages existing email infrastructure, allowing mobile users to email a print job to their print queue, and then pull it from any solution-enabled printer or MFP. Protect network print devices with authentication features, including Mobile Release.
- *HP ePrint Enterprise* allows users to print from their mobile device to company-networked printers. It offers guest printing, MDM integration, multi-vendor device support, email send functionality, and PIN printing.⁹ The solution scales to meet the demands of any enterprise.

Protect sensitive media with secure input trays

Equip your printers and MFPs with input trays that can be secured to prevent theft of special paper used for printing checks, prescriptions, or other sensitive documents.

Prevent tampering and alteration

Anti-counterfeiting solutions include using security toner that stains the paper if subjected to chemical tampering, adding variable data watermarks to printed pages, and incorporating machine-readable codes that track and audit individual documents. Embed anti-fraud features—including custom signatures, company logos, and security fonts—in sensitive printed documents such as prescriptions, birth certificates, or transcripts.



HP JetAdvantage Security Manager
Secure your HP printing fleet with the solution
Buyers Laboratory (BLI) calls trailblazing.⁵
hp.com/go/securitymanager

HP ArcSight Printer Integration
hp.com/go/printsecurity

Monitor and manage printing environments

Security monitoring and management solutions can help you identify vulnerabilities and establish a unified, policy-based approach to protecting data, strengthening compliance, and reducing risk.⁶

Set fleet-wide security settings, and establish access and usage policies

Centralized management allows you to apply a single security policy fleet-wide to prevent protection gaps. Choose from built-in options or added software applications to establish access and usage policies for groups and individuals.

HP JetAdvantage Security Manager is the most comprehensive printing security solution in the market, offering an effective, policy-based approach to securing printing and imaging devices.⁵ Reduce cost and resources to maintain fleet security by using automated monitoring and HP Instant-on Security, which automatically adds and configures new devices. HP Security Manager also provides efficient fleet management of unique identify certificates.

Monitor for risks and maintain compliance

Get all the details at a glance with software or services that let you track compliance to your security policies and audit usage. Accurate data allows you to zero in on vulnerabilities and unnecessary usage. Reports can also help you build a business case to update security measures that reduce risk and control costs.

Get real-time monitoring of the security posture of HP FutureSmart imaging and printing devices with the industry-leading Security Information and Event Management (SIEM) tool, HP ArcSight Printer Integration. IT security can easily view printer endpoints as part of the broader IT ecosystem and can take corrective actions.

Get help from the experts

HP Printing Security Advisory Services. We'll work with you to engage stakeholders, assess the current state of your security, develop a cohesive security strategy, and recommend solutions to protect your business.

HP Managed Print Services. We can do it all—deliver a full-service, no-hassle solution, or develop a customized strategy to help resolve the imaging and printing security areas you specify.

HP Financial Services (HPFS). When you implement an HP security solution to protect your business, we can offer flexible leasing and financing options to help you invest in the latest products and services. HPFS also protects data by wiping or destroying the disk drives on returned devices.

Take the next step

Contact your HP sales representative for more information about HP security features, solutions and services that can set you on the path of greater protection and peace of mind.

Learn more

hp.com/go/printsecurity

¹ Ponemon Institute, "Annual Global IT Security Benchmark Tracking Study," March 2015.

² Help Net Security, "Why enterprise security priorities don't address the most serious threats," July 2015.

³ Ponemon Institute, "2015 Global Cost of Cyber Crime Study," October 2015.

⁴ Based on HP review of 2015 published embedded security features of competitive in-class printers. Only HP offers a combination of security features for integrity checking down to the BIOS with self-healing capabilities. A FutureSmart service pack update may be required to activate security features. Some features will be made available as a HP FutureSmart service pack update on selected existing Enterprise printer models. For list of compatible products, see hp.com/go/LJCompatibility. For more information, visit hp.com/go/printersecurityclaims.

⁵ HP JetAdvantage Security Manager must be purchased separately. To learn more, please visit hp.com/go/securitymanager. Competitive claim based on HP internal research on competitor offerings (Device Security Comparison, January 2015) and Solutions Report on HP JetAdvantage Security Manager 2.1 from Buyers Laboratory LLC, February 2015.

⁶ Solutions may not be supported in all HP devices; solutions may require additional purchase.

⁷ HP JetAdvantage Private Print is available at no charge and requires that the printer be connected to the Internet with web services enabled. Not available in all countries. For more information, see hpjetadvantage.com/ondemand.

⁸ HP JetAdvantage Connect works with leading mobile devices. A one-time plug-in must be installed for devices running Android™, Google Chrome™, and Microsoft® operating systems. For details and a list of supported operating systems, see hp.com/go/JetAdvantageConnect.

⁹ HP ePrint Enterprise requires HP ePrint Enterprise server software. App-based option requires Internet- and email-capable BlackBerry® smartphone OS 4.5 or newer, iPhone® 3G or newer, iPad® and iPod touch® (2nd gen) devices running iOS 4.2 or later, or Android devices running version 2.1 or newer, with separately purchased wireless Internet service and the HP ePrint Enterprise app. Email-based option requires any email-capable device and authorized email address. Solution works with PCL5/6, PCL3, and PCL3GUI printers (HP and non-HP).

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Attachment 3, Print Product Environmental Attributes

HP designs HP LaserJet and HP Inkjet products to minimize environmental impact by reducing or eliminating hazardous materials, using fewer resources, reducing energy consumption and designing for recyclability. Examples are highlighted below.

LaserJet Printers

Environmental Certification

- Most HP LaserJet models are ENERGY STAR® qualified
- Many HP LaserJet models are Blue Angel qualified

Reduction of Hazardous Materials

- Plastics in the case parts have no halogenated flame retardants
- No use of Polyvinyl Chloride (PVC) except for cables
- No use of polybrominated biphenyls (PBB), polybrominated biphenyl ethers (PBDE) also known as polybrominated biphenyl oxides (PBDO)
- No use of ozone-depleting substances in product manufacturing

Resource Conservation

- Manuals are printed on elementary chlorine free (EFC) bleached virgin or recycled paper or recorded on digital media
- Econo-Mode on LaserJet printers saves toner. Up to 30 percent more pages printed per toner cartridge by using Econo-Mode
- Duplex option allows printing on both sides of the paper
- N-up printing capability (multiple pages printed on 1 page)
- HP printers are suited for recycled paper qualified according to the EN 12281:2002

Power Consumption

- Most LaserJet models are ENERGY STAR® qualified
- Instant-On Fusing technology reduces preheating times which saves energy
- Sleep mode found on some models allows an unused printer to consume less energy
- Low-melt toner reduces the amount of energy needed to print

Printer Emissions

- A design objective for LaserJet printer systems operating under expected high-use conditions is to ensure volatile organic compounds, ozone, and particle airborne emissions are well within generally-accepted indoor air-quality guidelines and significantly below occupational exposure limits.

Design for Recycling

- Marking plastic parts weighing more than 25 grams according to ISO 11469 international standards for easier sorting
- Eliminating glues and adhesives from product construction where feasible
- Using common fasteners
- Including snap-in features



Inkjet Printers

Environmental Certifications

- Most inkjet models are ENERGY STAR® qualified
- Several Inkjet models are Blue Angel qualified

Reduction of Hazardous Materials

- Plastics greater than 25 grams have no halogenated flame retardants
- No use of Polyvinyl Chloride (PVC) except for cables
- No use of polybrominated biphenyls (PBB), polybrominated biphenyl ethers (PBDEs) also known as polybrominated biphenyl oxides (PBDOs)
- No use of ozone-depleting substances in product manufacturing

Resource Conservation

- Automatic or manual duplex capability (printing on both sides of a page) reduces paper usage and the resulting demands on natural resources
- HP printers are suited for the use of recycled paper qualified according to the EN 12281:2002
- Manuals are printed on elementary chlorine free (EFC) bleached virgin or recycled paper, or recorded on digital media
- Econo-Mode option on inkjet printers saves ink

Power consumption

- Most inkjet models are ENERGY STAR® qualified
- HP has the only Blue Angel certified inkjet printers in the world. Blue Angel certified inkjet printers must consume less than 2W in off mode

Printer emissions

- Inkjet printers are designed to have ozone and volatile organic compounds (VOC) emissions significantly below limits prescribed in standards for indoor air quality

Design for Recycling

- Marking plastic parts weighing more than 25 grams according to ISO 11469 international standards for easier sorting
- Eliminating glues and adhesives from product construction wherever feasible
- Using common fasteners
- Including snap-in features

Printing and Imaging Systems Product Design

For additional information on HP Design for Environment policies, practices, and products, please visit the HP website: <http://www.hp.com/hpinfo/globalcitizenship/environment/>.



HP Auto-On/Auto-Off and Instant-on Technology

An industry first, HP Auto-On/Auto-Off Technology automatically turns off the device to help Participating Agencies conserve energy. The U.S. Environmental Protection Agency estimates that customers waste up to 66 percent of energy related to equipment use by leaving devices on during nights and weekends.

The Auto-On feature turns the printer to full power when a user sends a print job, pushes the power button, or opens a paper tray. After the printer has been idle for a period of time, the Auto-Off feature turns the device off. High-end HP devices turned off using HP Auto-Off Technology consume up to 26 times less energy than most printers and multifunction products on the market in traditional sleep mode, helping users save money and reduce energy use and associated greenhouse gas emissions.

HP LaserJet products with Instant-on Technology use an innovative, quick-heating fuser system that warms rapidly and cools quickly. This, coupled with energy-efficient toner, helps users consume less printing-related energy, compared with using printers that don't have this technology.

Considering that HP ships two PCs and two printers every second, the savings add up. HP estimates that for monochrome LaserJet products alone, Instant-on Technology helped customers collectively avoid 1.3 million tonnes of carbon dioxide equivalent emissions in 2009, equivalent to removing more than 240,000 cars from the road for one year.

HP Smart Print

HP Smart Print is a free tool that helps save paper and ink by printing only the web content needed.¹

Rather than print an entire webpage with its accompanying ads and superfluous content, HP Smart Print selects the area it thinks the user wants to print. The user can easily resize the selection if it's not exactly what is wanted. By printing just the selection the user chooses, HP Smart Print can help reduce paper waste by up to 55 percent.²

To help even more, the HP Smart Print application works on any printer, not just HP printers.

HP Color LaserJet CM4540 MFP

This ENERGY STAR® qualified multifunction powerhouse does not just combine printing, scanning, copying, and faxing into one package. It also has HP Auto-On/Auto-Off Technology, for energy savings of up to 50 percent.³ A built-in image-preview function avoids waste from printing mistakes, and HP FutureSmart Firmware allows Participating Agencies to easily update and extend capabilities, lowering the cost of future replacement.

¹ Requires the most current versions of Microsoft® Internet Explorer® and Mozilla® Firefox®.

² An independent study commissioned by HP compared paper consumption using HP Smart Print with paper consumption using a web browser's print command. Microsoft Internet Explorer users can save up to 55% on paper (tested on Internet Explorer 9) and Mozilla Firefox users can save up to 15% on paper (tested on version 3.6.19).

³ HP Auto-Off capabilities subject to printer and settings. Compares energy consumption of HP LaserJets with HP Auto-Off Technology with top competing models based on market share as of September 2010. Energy consumption based on HP internal testing using the ENERGY STAR® program's typical electricity consumption (TEC) method or TEC value found at www.energystar.gov and www.eu-energystar.org using greatest TEC value reported. Actual power usage may vary.



HP Officejet Pro X551dw Printer

As the world's fastest desktop printer⁴, the HP Officejet Pro X551dw delivers professional-quality color at up to twice the speed⁵ and half the cost per page of color lasers⁶, using HP PageWide Technology. Designed for high volumes up to 4,200 pages a month, it helps workgroups thrive with proactive manageability tools.

This ePrinter saves up to 50% on paper with automatic two-sided printing, and maintains efficiency at breakthrough speeds. ENERGY STAR® qualified, it uses up to 50% less energy less than color lasers⁷, and up to 50% less cartridge and packaging material by weight compared with color lasers⁸.

HP ENVY120 e-All-in-One

Aside from being Low-Halogen,⁹ the HP ENVY120 e-All-in-One is packed with cutting-edge features, including wireless, web-connected printing, a high-resolution touchscreen, and automatic two-sided printing—to help reduce paper use by up to 50 percent. Plus, this multifunction device uses less than 1 watt of energy while in off mode.

The HP ENVY120 e-All-in-One is ENERGY STAR® qualified and uses Original HP ink cartridges made with up to 70 percent postconsumer recycled plastic from the HP "closed loop" ink cartridge recycling program. This helps reduce consumption of fossil fuels and energy expended in the extraction, transport, and processing of virgin materials.

Participating Agencies can use the customizable one-touch apps included with the HP ENVY120 e-All-in-One to access the Web for everyday printing needs. Share and print from multiple PCs, and stay connected using integrated wireless networking. Participating Agencies can print from across town or across the room using HP ePrint.¹⁰

⁴ Based on published fastest print speeds for the HP X551dw and X576dw models compared to laser and inkjet color desktop MFPs < \$1000 USD and printers < \$800 USD validated by WirthConsulting.org Jan. 2013.

⁵ Comparison based on manufacturers' published specifications of fastest available color mode (as of March 2012) and includes color laser MFPs < \$1,000 USD and color laser printers < \$800 USD as of March 2012, based on market share as reported by IDC as of Q1 2012 and HP internal testing of printer in fastest available color mode (sample 4-page category documents tested from ISO 24734). For more information, see www.hp.com/go/printerspeeds.

⁶ Cost per page (CPP) claim is based on the majority of color laser MFPs < \$1000 USD and color laser printers < \$800 USD as of March 2012, based on market share as reported by IDC as of Q1 2012. ISO yield is based on continuous printing in default mode. CPP comparisons for laser supplies are based on published specifications of the manufacturers' highest-capacity cartridges. For details, see www.hp.com/go/officejet. CPP based on HP 970XL/971XL ink cartridges' estimated street price. For more information, see www.hp.com/go/learnaboutsupplies.

⁷ Majority of color laser printers < \$800 USD and color laser MFPs < \$1000 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.

⁸ 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 < \$1000 USD and color laser printers < \$800 USD as of October 2012. Tested by Buyers Lab Inc. For details, see www.hp.com/go/officejet.

⁹ Based on compliance with industry iNEMI Position Statement on the Definition of "Low-Halogen" Electronics. Printers sold in Korea and China have power cords that may not be iNEMI-compliant. USB cable, required in limited geographic areas, may not be iNEMI-compliant.

¹⁰ Requires a wireless access point and an Internet connection to the printer. Apps availability varies by region and agreements. Services may require registration. For details, <http://www.hp.com/go/ePrintCenter>.



HP LaserJet Pro P1102 Printer

Other printers use power and cost money by staying on continuously, even when there is no printing activity. The HP LaserJet Pro P1102 Printer is the world's most energy-efficient laser printer.¹¹ It features HP Auto-On/Auto-Off Technology that simply turns the printer on when needed and off when not. Participating Agencies saves energy and money, with a total annual energy expense of a little more than \$1 USD.

The HP LaserJet Pro P1102 Printer sets a new standard for laser printers by offering a 65 percent energy savings over the previous generation of HP LaserJet printers and nearly twice the energy efficiency of its nearest competitor.

HP Officejet Pro 8600 e-All-in-One series

This award-winning ENERGY STAR® qualified multifunction series offers several features to reduce paper waste, including automatic two-sided printing and copying, a junk fax blocker,¹² and the ability to fax to a network folder or email and scan to a computer.

Buyers Laboratory Inc. (BLI) recognized the HP Officejet Pro 8600 e-All-in-One series with its award for Outstanding Achievement in Energy Efficiency. In fact, the HP Officejet Pro 8600 e-All-in-One series uses up to 50 percent less energy than color laser printers in its class.¹³

Help reduce the environmental impact of every page a Participating Agency prints. Use up to 70 percent less supplies and packaging by weight compared with color laser printers.¹⁴

HP T300 Color Inkjet Web Press

The HP T300 Color Inkjet Web Press can help reduce the environmental impact of printing books, direct mail material, and other types of commercial printing. HP thermal inkjet technology delivers excellent print quality and productivity while decreasing waste, paper use, and cost.

Digital on-demand printing using the Web Press can reduce much of the waste typical in offset printing. For every \$1 spent on printing, \$5-8 is spent other costs including warehousing, distribution, and inventory obsolescence. Each process has an associated energy use and emissions footprint, and each can be reduced through producing marketing collateral on demand. Using conventional offset printing, an estimated 30 percent of material is thrown away once it's printed due to out-of-date information.

The Web Press avoids paper waste in the setup and changeover of print jobs. Printers can produce materials as needed rather than printing large volumes with significant overruns, storage, and waste costs. This decreases climate impact as well, since paper use is the leading contributor to greenhouse gas emissions from the commercial printing process.

¹¹ Energy consumed based on competitive TEC measurement results found at www.energystar.gov, www.eu-energystar.org, and manufacturers' published data sheets for single-function mono and color laser printers as of January 2012. Individual product configuration and usage will affect power consumption.

¹² Requires caller ID service, not included. Price and service contract must be negotiated separately. Junk fax blocker available only in areas with caller ID services

¹³ Compared with the majority of color laser AiOs less than \$600 USD, March 2011, OJ Pro with highest capacity cartridges. Energy use based on HP testing. For details, see www.hp.com/go/officejet.

¹⁴ Compared with the majority of color laser printers less than \$300 USD, March 2011. Calculation compares weight of supplies and cartridge packaging needed for the same amount of pages based on ISO yield and continuous printing.



The Web Press also uses components designed to have a reduced environmental impact, including HP water-based pigment inks and a specially engineered HP Bonding Agent. These nonflammable materials emit very low levels of volatile organic compounds and contain no detected hazardous air pollutants.¹⁵ Inkjet printing deposits colorant directly on the surface of the paper, without the need for electrostatic charging, and therefore avoids creating ozone and potential ozone-management issues. The ink and bonding agent drums are also recyclable. These advantages can help customers improve the working environment for printing operation employees, reduce the environmental impact of printing, and help to address the storage, handling, and waste disposal challenges often associated with traditional offset printing.

Minimizing overruns of books, magazines, and newspapers through digital printing services could reduce 114 to 251 MM tonnes CO₂e. This includes a rough estimate of the embedded carbon and energy use of the printers as well as the paper production. At the low end, this is comparable to the Smart 2020 report's estimate for global implementation of automated lighting systems, and at the high end almost as great as the same report's estimate for a large scale shift to telecommuting.

HP Photosmart ML2000D Minilab Printer

The HP Photosmart ML2000D Minilab is one of the first commercially available dry inkjet minilabs capable of producing traditional single-sided photo prints as well as double-sided photo book pages and calendars.

HP Retail Publishing Solutions include dry printing systems for commercial photo processing that reduce the environmental impact of standard photo printing. While a typical silver-halide system can discharge significant amounts of chemicals and water, HP Photosmart Microlab and Minilab printers are self-contained units that do not require a water source or drains, eliminating the overflow of developer, fixer, and wash water to municipal and private waste-treatment facilities.

During a 2010 life cycle assessment, conducted by Four Elements Consulting and commissioned by HP, HP Minilab and Microlab printers outperformed silver-halide systems in the majority of impact categories, including two areas of particular importance: carbon footprint and total energy use. The assessment revealed that HP Minilab printers used three times less electricity than comparable silver-halide systems.¹⁶ In addition, the carbon footprint of HP Minilab printers was up to 30% smaller than that of silver-halide systems.¹⁷ A retailer using an HP Minilab printer instead of a silver-halide system could, over a typical operating period, reduce greenhouse gas emissions by the equivalent of 73 barrels of oil.¹⁸

Plus, HP Retail Publishing Solutions supplies can easily be recycled after use, and HP provides free shipping materials and postage.

¹⁵ The inks were tested for hazardous air pollutants per U.S. Environmental Protection Agency Method 311 (testing conducted in 2008) and none were detected. HAPs are air pollutants that are not covered by ambient air quality standards but which, as defined in the Clean Air Act, may present a threat of adverse human health effects or adverse environmental effects.

¹⁶ Based on a 2010 life cycle assessment (LCA) performed by Four Elements Consulting and commissioned by HP. The study compared the impact of using HP ML1000D, HP ML2000D, and HP Microlab pm2000e printers with the impact of using Fuji Frontier 370 and Noritsu QSS-3502 printers to produce 450,000 4 x 6-inch photos a year in North America. For details, see www.hp.com/go/rps.

¹⁷ Compared with the average carbon footprint of the Fuji 370 and Noritsu 3502 when printing 450,000 4 x 6-inch photos a year.

¹⁸ Assumes a typical operating period is nine years at a volume of 450,000 4 x 6-inch photos per year. Calculated with the EPA Greenhouse Gas Equivalencies Calculator. For details, see www.epa.gov/cleanenergy/energy-resources/calculator.html.





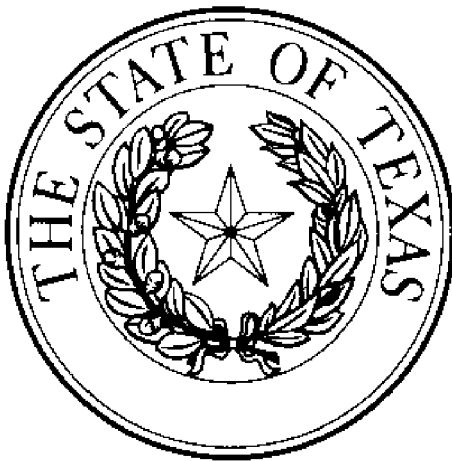
Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Certificate of Assumed Business Name for HP Inc., authorized under the name HP Computing and Printing Inc. (file number 12093906), a DELAWARE, USA, Foreign For-Profit Corporation, was filed in this office on May 05, 1998.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on June 21, 2017.



A handwritten signature in black ink, appearing to read "R. Pablos", written in a cursive style.

Rolando B. Pablos
Secretary of State



Franchise Tax Account Status

As of : 07/03/2017 15:49:23

This Page is Not Sufficient for Filings with the Secretary of State

HP INC. DBA HP COMPUTING AND PRINTING INC.	
Texas Taxpayer Number	19410814362
Mailing Address	5400 LEGACY DR STE MSH14C53 PLANO, TX 75024-3105
Right to Transact Business in Texas	ACTIVE
State of Formation	DE
Effective SOS Registration Date	05/05/1998
Texas SOS File Number	0012093906
Registered Agent Name	CT CORPORATION SYSTEM
Registered Office Street Address	1999 BRYAN ST., STE. 900 DALLAS, TX 75201



By Royal Charter

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

HP Inc.
11445 Compaq Center Drive, Bldg. CCM03
Houston
Texas
77070
USA

Holds Certificate No:

FM 639901

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

Design, development, marketing, procurement, sales order fulfillment, supply chain management, and support of printers, personal computers, mobile devices, and accessories.

For and on behalf of BSI:

Reg Blake, VP Regulatory Affairs, BSI Group America Inc.

Original Registration Date: 10/27/2015

Effective Date: 10/27/2015

Latest Revision Date: 05/06/2016

Expiry Date: 09/14/2018

Page: 1 of 3



...making excellence a habit.™

Certificate No: **FM 639901**

Location	Registered Activities
HP Inc. 11445 Compaq Center Drive, Bldg. CCM03 Houston Texas 77070 USA	Design, development, marketing, procurement, sales order fulfillment, supply chain management, and support of printers, personal computers, mobile devices, and accessories
HP - HPI Bentonville AR 2601 SE J. Street Bentonville Arkansas 72712 USA	Perform various integration, networking and deployment services for both internal and external customers. Provide customized solution to meet the individual needs of our customers and insure that the proper solution is implemented.
HP - HPI Boise 11311 Chinden Boulevard Boise Idaho 83714 USA	Quality Organization, Supplier Management and Supply Chain processes for Monochrome, Color LaserJet Printers, Pagewidth Arrays and Scanners.
HP - HPI Ottawa Canada 2855 Swansea Crescent Ottawa Ontario K1G 3L6 Canada	Perform various integration, networking and deployment services for both internal and external customers. Provide customized solution to meet the individual needs of our customers and insure that the proper solution is implemented.
HP Inc. Computing & Printing Mexico Av. Vasco de Quiroga 2999 Peña Blanca Santa Fe México/D.F, Del. Álvaro Obregón Distrito Federal 01210 Mexico	Sales and support services for imaging, printing, and personal computing products as well as its support channel processes.
HP Inc. Computing and Printing Global Services Mexico S. de R.L. de C.V. Camino al ITESO 8270 Col. El Mante Zapopan Jalisco 45609 Mexico	Supply chain processes for personal computers, digital imaging and printing equipment, and other related HP products, accessories and consumables.

Original Registration Date: 10/27/2015

Latest Revision Date: 05/06/2016

Effective Date: 10/27/2015

Expiry Date: 09/14/2018

Page: 2 of 3

Certificate No: **FM 639901**

Location

HP- HPI Shanghai
No 690 Bi Bo Road
Pudong
Shanghai
201203
China

Registered Activities

Linked to LaserJet Boise by business and quality manual.



Original Registration Date: 10/27/2015

Latest Revision Date: 05/06/2016

Effective Date: 10/27/2015

Expiry Date: 09/14/2018

Page: 3 of 3

BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

SEE APPENDIX FOR ADDITIONAL CERTIFIED LOCATIONS

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Scope of certification

Worldwide manufacturing of computing and imaging products and related operations

Certification cycle start date: **22 July 2015**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **21 July 2018**

Original certification date: **23 July 2012**

Certificate no.: **US008063-2**

Revision date: **02 November 2015**

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom
Local Office: 390 Benmar Drive, Houston, Texas, USA



008

Further clarifications regarding the scope of this certificate and the applicability of the Management System requirements may be obtained by consulting the organization.
To check this certificate validity, please call **+(800) 937-9311**.

BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

APPENDIX I TO CERTIFICATE NUMBER: US008063-2

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Additional Certified Locations

Site Name	Address	Site Specific Scope
Palo Alto, CA	HQ : 1501 Page Mill Rd., Palo Alto, CA 94304	HP Global Environment, Health & Safety, including administration of Company-wide EMS activities.
Corvallis	1070 NE Circle Blvd., Corvallis, Oregon, USA 97330	Inkjet/piezo printhead and pen production, testing and facilities support operations
San Diego	16399 West Bernardo Drive San Diego, California, USA 92127	Ink jet printhead and pen production, testing and facilities support operations.
Houston	11445 Compaq Center Drive, Houston, Texas, USA 77070	Manufacturing of computing and storage products, and facilities support operations.
Puerto Rico	Highway 110 North KM 5.1, Aguadilla, Puerto Rico 00605	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.
Brasil - Mfg	Hewlett-Packard Computadores, Ltda. Rodovia SP 340 Campinas Mogi Mirim, KM 118.5 Campinas - Site Nortel, Campinas SP Brasil	Manufacturing, Warehousing and Supply Chain Management for servers, storage, networking products and solutions; and facilities support operations.

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom
Local Office: 390 Benmar Drive, Houston, Texas, USA



BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

APPENDIX II TO CERTIFICATE NUMBER: US008063-2

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Additional Certified Locations

Site Name	Address	Site Specific Scope
Brasil - Ops	HPS - Av. Tambore 74, Barueri, SP 06460-000	Brazil TS, PPS, Sales & Supply Chain Offices, Back Offices & facilities support operations.
Dublin	Liffey Park Technology Campus, Barnhall, Leixlip, Kildare, Ireland	Final assembly and print head manufacture of ink jet cartridges, and facilities support operations.
Barcelona	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.
Indigo Digital	Haleshem 5, Kiryat Gat Israel 82000	Manufacturing of digital presses and imaging products, and facilities support operations.

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom

Local Office: 390 Benmar Drive, Houston, Texas, USA



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BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

APPENDIX III TO CERTIFICATE NUMBER: US008063-2

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Additional Certified Locations

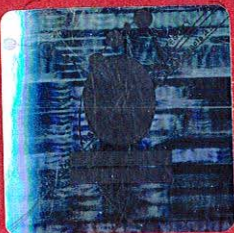
Site Name	Address	Site Specific Scope
Scitex Israel	Hashita 10 South Industrial Park, Caesarea, Israel Haleshem 5, Kiryat Gat Israel 82000 (900)	Manufacturing of Long Format Digital Printing Machines, and manufacturing of solvent and UV Based Inks
South Africa	12 Autumn Street, Rivonia, Sandton 2128, South Africa	Sales, installation and support services of information technology products.
EMAP/PSDA	452 Alexandra Road, Singapore, 119961	The management of manufacturing, planning and distribution of computer and network products/solutions, and facilities support operations.

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom
Local Office: 390 Benmar Drive, Houston, Texas, USA



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BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

APPENDIX IV TO CERTIFICATE NUMBER: US008063-2

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Additional Certified Locations

Site Name	Address	Site Specific Scope
Singapore and Indigo	1150 Depot Road, Singapore 109673	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.
	138 Depot Road, Singapore 109683	
	438A Alexandra Road, Alexandra Technopark Blk A, Singapore 119967	
	4 Tuas West Avenue, Singapore 638429	

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom
Local Office: 390 Benmar Drive, Houston, Texas, USA



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BUREAU VERITAS
Certification



HP Inc.

HQ: 1501 PAGE MILL RD.
PALO ALTO, CA 94304 USA

APPENDIX V TO CERTIFICATE NUMBER: US008063-2

Bureau Veritas Certification Holding SAS – UK Branch 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 detailed below.

ISO 14001:2004

Additional Certified Locations

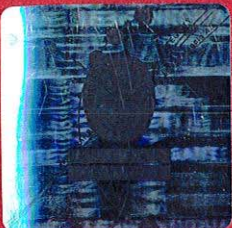
Site Name	Address	Site Specific Scope
Akishima	3927-7 Hajjima-cho, Akishima-Shi Tokyo Japan, 196-0002	Manufacturing, integration and distribution of computer products, and facilities support operations.
Shanghai	No. 2727 Jinke Rd., Zhanghiang High-Tech Park Shanghai 201206, China	Management of the manufacture and distribution of personal computers and servers, and facilities support operations.
Chongqing	No. 22 Xiyuan Yi Road, Xiyong Town, Shapingba District Chongqing, P. R. China	Management of the manufacture and distribution of personal computers and servers, and facilities support operations.
India	Plot No. 9-11A & 35-37A, Sector-V, Integrated Industrial Estate, Pantnagar(SIDCUL), Rudrapur-263153	Manufacturing of computer systems, and facilities support operations.

Signed on behalf of BVCH SAS - UK Branch

Certification body address: 66 Prescot Street, London, E1 8HG, United Kingdom
Local Office: 390 Benmar Drive, Houston, Texas, USA



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HP Printer Selection Guide



U.S. and Canada Version
Spring to Summer 2017

The guide provides US pricing. For Canadian pricing contact your HP Sales Representative



HP PageWide Pro MFP 772dw Printer and HP LaserJet Enterprise 990X Print Cartridges shown

HP Color LaserJet Enterprise MFP M681 Printer and HP LaserJet Enterprise 657X Print Cartridges shown

What's inside

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HP Printer Trade-In and Save Program (Ends December 31, 2017)



Upgrade to the world's most secure printers¹ and MFPs—now for less.

New enterprise HP LaserJets with JetIntelligence provide the industry's deepest level of printer security.¹ For a limited time, you can purchase an eligible HP MFP or printer and help reduce your risk of a printer security attack—and get up to \$500 cash back with the trade-in of any eligible used printer.²

Act now. Offer valid June 15 – December 31st, 2017. **Offer valid in the U.S. ONLY.**

It's easier than you think

In just four simple steps, you can earn cash back when you exchange your old eligible printer for a new HP device.



Step 1

Purchase a new qualifying HP LaserJet or PageWide device.



Step 2

Submit your claim for trade-in at hp.com/go/tradeinandsave



Step 3

Pack your old eligible trade-in product for free shipping



Step 4

Claim your savings

Program overview

The HP Trade In and Save 2016 program offer is only available thru December 31, 2017. Take advantage of these savings on a variety of new HP printers and MFPs—designed for security, productivity, and total cost of ownership.

Recycling with HP

HP will recycle your returned products, minimizing the impact on the environment, through HP-approved recycling facilities. HP ensures that returned products are recycled in an environmentally friendly way, processing them to recover valuable plastics and metals for new products and diverting millions of tons of waste from landfills.⁴

Trade in and Save

For a limited time, when you purchase an eligible HP printer or MFP and return your old ink or laser desktop printer, you can get up to \$500 cash back.² Please see hp.com/go/tradeinandsave for a full list of qualified trade-in products. Returning a non-HP product? You may be eligible for an additional rebate based on the product traded-in. Need supplies? Get a \$15 rebate when you purchase an Original HP ink or toner cartridge for your new printer, at the time of your printer purchase.² Promotion runs June 15, 2016 thru December 31, 2017 and is valid in the U.S. only (limited availability in Hawaii and Alaska).

For more information, including frequently asked questions and terms and conditions, go to www.hp.com/go/tradeinandsave

¹ Most secure printers claim¹ applies to HP Enterprise-class devices introduced beginning in 2015 and is based on HP review of 2016 published embedded security features of competitive in-class printers. Only HP offers a combination of security features for integrity checking down to the BIOS with self-healing capabilities. A FutureSmart service pack update may be required to activate security features. For a list of compatible products, visit: <http://h20195.www2.hp.com/V2/GetDocument.aspx?docname=4AA6-1178ENW>. For more information, visit: hp.com/go/printersecurityclaims

² Offer valid till December 31, 2017, and is only available on select printing and imaging products and varies in amounts and timing. Cash back allowance is in the form of a check. Additional restrictions apply. For qualifying purchase and trade-in products and terms and conditions, including recycling details, visit hp.com/go/tradeinandsave

³ Ponemon Institute – Annual Global IT Security Benchmark Tracking Study, 2017

⁴ HP Planet Partners program availability varies. See hp.com/recycle

HP Trade-In Program



Trade any product, any brand

The HP Trade-In Program is a simple, seamless way for HP customers to upgrade to HP products and get paid the current fair market value for their aging technology. Spanning every product category, the program has the added benefit of eliminating the hassles—and in most cases, the costs—of old technology disposal by simplifying the shipping process.

Trade products in any of these categories:

- Desktops
- Notebooks
- Monitors
- Printers
- Plotters
- Copiers and Multifunction devices
- Digital cameras
- Cell Phones
- Projectors
- Tablet PCs
- Workstations

Additional features

Promotions. Beyond the ongoing program, we also offer enhanced, time-sensitive promotions as further incentive to upgrade to HP technology. Custom quote process. Because the HP Trade-In Program allows you to trade any quantity, we have created a custom quote process to help manage the Trade-In process for our large corporate customers whose needs include quantities in excess of 50 units and extended rollouts that may span multiple locations.

Business partner friendly

HP business partners can also leverage the program to help their customers upgrade to new HP products.

HP Trade-In Program for Government

With the HP Trade-In Program, Federal, State and Local Government agencies can:

- Help reduce the cost of new HP products
- Take advantage of market Trade-In values of aging technology
- Safely dispose of aging hardware by utilizing HP's award-winning environmentally-sound programs

The HP Trade-In Program

- Complies with the General Service Administration's (GSA) Federal Property Management Regulations
- Provides Department of Defense (DOD) 5220.22M Forensic Data Scrub upon request
- Includes EPA/DEP approved recycling options
- Leverages best practices in asset management from both the commercial and government markets

Donate – (for U.S. only)

Option for donating used IT assets.

- Online tool gives instant tax deduction value quotes
- Donated products are placed with deserving recipients
- Certain products categories apply

This program is made possible through a partnership with the National Cristina Foundation.

HP Color LaserJet MFPs



HP Color LaserJet Pro MFP M177fw

This affordable HP Color LaserJet Pro MFP brings vibrant color printing in-house, and boosts productivity with Ethernet connectivity. Enable easy printing at work, home, or on the go with mobile printing features.¹

HP Color LaserJet Pro MFP M277dw

You'd never expect this much performance from such a small package. This loaded MFP combined with Original HP Toner cartridges with JetIntelligence provides more pages and the tools you need to get the job done.

HP Color LaserJet MFP M477 Series

Unmatched print, scan, copy, and fax performance plus robust, comprehensive security for how you work. This color MFP finishes key tasks faster and guards against threats.³ Original HP Toner cartridges with JetIntelligence provide more pages.²

HP LaserJet Pro 500 Color MFP M570dn

Finish jobs faster, produce high-quality documents, and make scanning and sharing simple. Get set up and connected quickly. Send quick commands from an intuitive color touchscreen. Easily conserve resources and recycle used cartridges.

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax, Web	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed⁴	Up to 17 ppm black (letter), 4 ppm color (letter)	Up to 19 ppm black (letter), 19 ppm color (letter)	Up to 28 ppm black (letter), 28 ppm color (letter)	Up to 31 ppm black (letter), 31 ppm color (letter)
HP ePrint mobile printing	Yes	Yes	Yes	Yes
Two-sided printing	Manual (driver support provided)	Automatic (standard)	M477fnw: Manual (driver support provided); M477fdn/fdw: Automatic (standard)	Automatic (standard)
Fax memory	Up to 500 pages	Up to 400 pages	Up to 400 pages	Up to 250 pages
ADF capacity	35 sheets	50 sheets	50 sheets	50 sheets
Copier zoom range	25 to 400%	25 to 400%	25 to 400%	25 to 400%
Copy speed, max⁵	Up to 17 cpm black (letter), 4 cpm color (letter)	Up to 19 cpm black (letter), 19 cpm color (letter)	Up to 28 cpm black (letter), 28 cpm color (letter)	Up to 31 cpm black (letter), 31 cpm color (letter)
Scan resolution, optical	Up to 1200 dpi	Up to 300 x 300 dpi (color and mono ADF); up to 300 x 300 dpi, 600 x 600 dpi, 1200 x 1200 dpi (Flatbed)	Up to 1200 x 1200 dpi	Up to 300 x 300 dpi (color and mono, ADF); Up to 1200 x 1200 dpi (mono, flatbed)
Connectivity, std	Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100Base-TX network port; Wireless 802.11b/g/n	Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100/1000 Base-TX network port; Host USB	Hi-Speed USB 2.0 port; built-in Gigabit Ethernet 10/100/1000 Base-TX network port; Easy-access USB	1 Hi-Speed USB 2.0; 1 Host USB; 1 Fast Ethernet
Duty cycle, monthly	Up to 20,000 pages	Up to 30,000 pages	Up to 50,000 pages	Up to 75,000 pages
Recom monthly volume	Up to 250 to 950 pages	Up to 250 to 2,500 pages	Up to 750 to 4,000 pages	Up to 1,500 to 4,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited warranty	1-year exchange warranty	1-year limited warranty	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁶	MFP M177fw (CZ165A): \$349	MFP M277dw (B3Q11A): \$429	MFP M477fnw (CF377A): \$529 MFP M477fdn (CF378A): \$579 MFP M477fdw (CF379A): \$629	500 color MFP M570dn (CZ271A): \$999
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UQ223E, 3yr-UQ224E, 4yr-UQ225E	Business Priority Support with Next Business Day Exchange 2yr-UQ223E, 3yr-UQ224E, 4yr-UQ225E	Next Business Day 3yr-U8TP0E Network Installation Service U9JT2E	Next Business Day Onsite 3yr-U6Y78E Network Installation Service U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 130A Toner Cartridges: Black CF350A Cyan CF351A Yellow CF352A Magenta CF353A	HP 201A Toner Cartridges with JetIntelligence: Black CF400A Cyan CF401A Yellow CF402A Magenta CF403A HP 201X High Yield Toner Cartridges with JetIntelligence: Black CF400X Cyan CF401X Yellow CF402X Magenta CF403X	HP 410A Toner Cartridges with JetIntelligence: Black CF410A Cyan CF411A Yellow CF412A Magenta CF413A HP 401X High Yield Toner Cartridges with JetIntelligence: Black CF410X Cyan CF411X Yellow CF412X Magenta CF413X	HP 507A Color Toner Cartridges: Black CE400A Cyan CE401A Yellow CE402A Magenta CE403A HP 507X High Yield Black Toner Cartridge CE400X
HP LaserJet font solutions	Not applicable	Not applicable	Not applicable	Not applicable
Accessories Note: For Long Life Consumables please review https://salescentral.com	1200w NFC/Wireless Mobile Print Accessory E5K46A	USB Cable 2.0 (a-b) 3 meter C6520A	550-sheet Paper Feeder v222w 16GB Mini USB Drive CF404A POR81AA	Printer Cabinet 500-sheet Paper and Heavy Media Tray CF085A CF084A

¹ Local printing requires smartphone or tablet and printer to be on the same network or have a direct wireless connection to the printer. Wireless performance is dependent on physical environment and distance from the access point. Wireless operations are compatible with 2.4 GHz operations only. Remote printing requires an Internet connection to an HP web-connected printer. App or software may also be required. Wireless broadband use requires separately purchased service contract for smartphone or tablet. Check with service provider for coverage and availability in your area.

² Based on cartridge yields for HP 305X compared with HP 410X Original HP LaserJet Toner Cartridges.

³ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print and copy speed completed 8/2015. Subject to device settings. Actual results may vary.

HP Color LaserJet MFPs



HP Color LaserJet Enterprise MFP M577 Series
 Conserve energy and boost productivity with a color MFP that delivers multi-level device security.

New HP Color LaserJet Enterprise MFP M681 Series (Available from 1 May 2017)
 This HP Color LaserJet MFP merges performance, energy efficiency, and the deepest security.³

New HP Color LaserJet Enterprise MFP M682z (Available from 1 May 2017)
 This HP Color LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network with the industry's deepest security.³

HP LaserJet Enterprise 700 Color MFP M775 Series
 Enable large-volume, professional-quality color printing on a wide range of paper sizes—up to Ledger/A3—with paper capacity up to 4,350 sheets. Preview and edit scanning jobs. Centrally manage printing policies. Safeguard sensitive business information.

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax (M577f/z/c only), including HP EveryPage Scan Technology, dual sided scanning, pull out keyboard, Scan to SharePoint and Scan to OCR ² (M577z/c only)	Print, Copy, Scan, Fax (only MFP M681f & Flow MFP 681f/z)	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax (M775f/z/z+ only), digital send, easy access USB
Print speed ⁴	Up to 40 ppm black (letter), 40 ppm color (letter)	Up to 50 ppm black (letter), 50 ppm color (letter)	Up to 60 ppm black (letter), 60 ppm color (letter)	Up to 30 ppm black (letter), 30 ppm color (letter)
HP ePrint mobile printing	Yes	Yes	Yes	Yes
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)	Automatic (standard)
Fax memory	Utilizes hard drive	Up to 500 pages	Up to 500 pages	Utilizes hard drive
ADF capacity	100 sheets	150 sheets	150 sheets	100 sheets
Copier zoom range	25 to 400%	25 to 200%	25 to 200%	25 to 400%
Copy speed, max ⁵	Up to 40 cpm black (letter), 40 cpm color (letter)	Up to 50 cpm black (letter), 50 cpm color (letter)	Up to 60 cpm black (letter), 60 cpm color (letter)	Up to 30 cpm black (letter), 30 cpm color (letter)
Scan resolution, optical	Up to 600 dpi	Up to 600 dpi	Up to 600 dpi	Up to 600 dpi
Connectivity, std	M577dn: 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit/Fast Ethernet 10/100/1000Base-TX network; Hardware Integration Pocket; M577f/z/c: Plus Fax	1 Hi-Speed Device USB 2.0; 2 Host USB (1 walk-up and 1 external accessible); 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; M681f/z: Plus Fax	1 Hi-Speed Device USB 2.0; 2 Host USB (1 walk-up and 1 external accessible); 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax; 1 Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy	1 Hi-Speed USB 2.0 Host, 1 Hi-Speed USB 2.0 Device, 1 Gigabit Ethernet 10/100/1000Base-TX network, 1 Foreign Interface (FIH), 1 Hardware Integration Pocket (HIP Pocket), 2 Internal USB 2.0 Host; M775f/z/z+: Plus 1 Fax port
Duty cycle, monthly	Up to 80,000 pages	Up to 100,000 pages	Up to 120,000 pages	Up to 120,000 pages
Recom monthly volume	Up to 2,000 to 7,500 pages	Up to 2,000 to 14,000 pages	Up to 2,000 to 17,000 pages	Up to 2,500 to 7,500 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price ⁶	MFP M577dn (B5L46A): \$2,199 MFP M577f (B5L47A): \$2,599 Flow MFP M577z (B5L48A): \$3,099 Flow MFP M577c (B5L54A): \$3,099	MFP M681dh (JBA10A): \$3,449 MFP M681f (JBA11A): \$4,349 Flow MFP M681f (JBA12A): \$4,149 Flow MFP M681z (JBA13A): \$5,799	Flow MFP M682z (JBA17A): \$6,749	700 color MFP M775dn (CC522A): \$4,299 700 color MFP M775f (CC523A): \$5,449 700 color MFP M775z (CC524A): \$6,349 700 color MFP M775z+ (CF304A): \$6,649

Care Pack	Next Business Day with DMR 3yr-U8TH7E, 4yr-U8TH8E, 5yr-U8TH9E Network Installation Service U9JT2E	Next Business Day Onsite with DMR 3yr-U9NP3E, 4yr-U9NP4E, 5yr-U9NP5E Network Installation Service U9JT2E	Next Business Day Onsite with DMR 3yr-U9NP3E, 4yr-U9NP4E, 5yr-U9NP5E Network Installation Service U9JT2E	Next Business Day Onsite with DMR 3yr-U6W62E, 4yr-U6W63E, 5yr-U6W64E Network Installation Service U9JT2E
Supplies	HP 508A Toner Cartridges with JetIntelligence: Black CF360A Cyan CF361A Yellow CF362A Magenta CF363A HP 508X High Yield Toner Cartridges with JetIntelligence: Black CF360X Cyan CF361X Yellow CF362X Magenta CF363X	HP 655A Toner Cartridges with JetIntelligence: Black CF450A Cyan CF451A Yellow CF452A Magenta CF453A HP 657X High Yield Toner Cartridges with JetIntelligence: Black CF470X Cyan CF471X Yellow CF472X Magenta CF473X	HP 655A Toner Cartridges with JetIntelligence: Black CF450A Cyan CF451A Yellow CF452A Magenta CF453A HP 657X High Yield Toner Cartridges with JetIntelligence: Black CF470X Cyan CF471X Yellow CF472X Magenta CF473X	HP 651A Toner Cartridges: Black CE340A Cyan CE341A Yellow CE342A Magenta CE343A

HP LaserJet font solutions	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT	Not Available	Not Available	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT
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Accessories	550-sheet Media Tray B5L34A Printer Cabinet B5L51A Internal USB Ports B5L28A 1 GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A Trusted Platform Module Accessory F5562A Jetdirect 3000w NFC/Wireless Accessory J8030A Jetdirect 2900w Print Server J8031A Foreign Interface Harness B5L31A Analog Fax Accessory 600 B5L53A Smartcard US Government NIPRNet Solution CC543B	550-sheet Paper Feeder P1B09A 550-sheet Paper Feeder with Stand and Cabinet P1B10A 3x550-sheet Paper Feeder with Stand P1B11A 1x550/2000-sheet Feeder and Stand P1B12A 2900nw Print Server J8031A 3000w NFC/Wireless Accessory J8030A Trusted Platform Module Accessory F5562A Internal USB Ports B5L28A Foreign Interface Harness B5L31A 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A Analog Fax Accessory 500 CC487A	P1B09A P1B10A P1B11A P1B12A J8031A J8030A F5562A B5L28A B5L31A E5K48A CC487A	550-sheet Paper Feeder P1B09A 550-sheet Paper Feeder with Stand and Cabinet P1B10A 3x550-sheet Paper Feeder with Stand P1B11A 1x550/2000-sheet Feeder and Stand P1B12A 2900nw Print Server J8031A 3000w NFC/Wireless Accessory J8030A Trusted Platform Module Accessory F5562A Internal USB Ports B5L28A Foreign Interface Harness B5L31A 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A Analog Fax Accessory 500 CC487A	Analog Fax Accessory 500 Smartcard US Government NIPRNet Solution CC543B 3x500-sheet Paper Feeder and Stand 1x3,500-sheet Feeder Stand CF305A 500-sheet Paper Tray CE860A 1x500-sheet Feeder and Stand CE792A
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¹ Comparison based on manufacturers' published specifications of fastest-available color mode (as of December 2013) and includes color laser MFPs ≤\$3,000 USD, based on market share as reported by IDC as of Q3 2013 and HP internal testing of printer in fastest-available color mode (sample 4-page category documents tested from ISO 24734).

² Scanning to SharePoint and/or the cloud requires an Internet connection to the printer. Services may require registration. Availability varies by country, language, and agreements.

³ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit hp.com/go/PrintersThatProtect. For more information: hp.com/go/printersecurityclaims

HP Color LaserJet MFPs



M880z+ MFP shown

HP Color LaserJet Enterprise Flow M880 MFP Series

Streamline and accelerate workflows across your business with a top-of-the-line enterprise MFP.

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax Plus Flow features, including HP EveryPage Scan Technology, dual sided scanning, pull out keyboard, Scan to SharePoint and Scan to OCR ²
Print speed^{A)}	Up to 45 ppm black (letter), 45 ppm color (letter)
HP ePrint mobile printing	Yes
Two-sided printing	Automatic (standard)
Fax memory	Utilizes hard drive
ADF capacity	200 sheets
Copier zoom range	25 to 400%
Copy speed, max^{D)}	Up to 45 cpm black (letter), 45 cpm color (letter)
Scan resolution, optical	Up to 600 dpi
Connectivity, std	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T Network; 1 Foreign Interface; 1 Hardware Integration Pocket (HIP); 2 Internal USB Host; 1 Fax
Duty cycle, monthly	Up to 200,000 pages
Recom monthly volume	Up to 5,000 to 25,000 pages
Mac compatible	Yes
Warranty, std	1-year warranty, Next Business Day Onsite
Estimated U.S. street price^{D)}	M880z MFP (A2W75A): \$8,999 M880z+ MFP with NFC and Wireless Direct (D7P71A): \$9,299
Care Pack	Next Business Day Onsite with DMR 3yr-UBD23E, 4yr-UBD24E, 5yr-UBD25E Network Installation Service U9JT3E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 827A Toner Cartridges: Black CF300A Cyan CF301A Yellow CF302A Magenta CF303A HP 828A Imaging Drum: Black CF358A Cyan CF359A Yellow CF364A Magenta CF365A
HP LaserJet font solutions	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT
Accessories Note: For Long Life Consumables please review hpsalescentral.com	Stapler/Stacker A2W80A Booklet MkrFinisher2-3 Punch A2W84A 3x500-sheet Tray w/Stand C1N63A HP 5000 Staple Cartridge C8091A HP 2000 Staple Cartridge-Twin Pack CC383A Analog Fax Accessory 500 CC487A Smartcard US Government C543B NIPRNet Solution J8026A USB Wireless Print Server J8026A NFC/Wireless Direct Kit J8029A

HP Black and White LaserJet MFPs



M227fdn MFP shown

MFP M426fdw shown

HP LaserJet Pro MFP M130 Series

Keep things simple with HP's smallest LaserJet MFP—powered by JetIntelligence Toner cartridges. Print professional documents from a range of smartphone or tablet⁵ plus scan, copy, fax, and help save energy with an MFP designed for efficiency.

HP LaserJet Pro MFP M227 Series

Get more pages, performance, and protection¹ from an HP LaserJet Pro MFP powered by JetIntelligence Toner cartridges. Set a faster pace for your business: Print two-sided documents, plus scan, copy, fax⁶, and manage to help maximize efficiency.

HP LaserJet Pro MFP M426 Series

Fast print, scan, and copy performance plus robust security built for the way you work. This efficient MFP finishes key tasks faster and delivers comprehensive security to guard against threats.³ Original HP Toner cartridges with JetIntelligence provides more pages than ever before.⁴

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed^{A)}	Up to 23 ppm	Up to 30 ppm	Up to 40 ppm
HP ePrint mobile printing	Yes	Yes	Yes
Two-sided printing	Manual duplex	Automatic (standard)	Automatic (standard)
Fax memory	Up to 1,000 pages	Up to 1,000 pages	4 MB (250 pages at standard resolution)
ADF capacity	35 sheets	35 sheets	50 sheets
Copier reduce/enlarge range	25 to 400%	25 to 400%	25 to 400%
Copy speed, max^{D)}	Up to 23 cpm	Up to 30 cpm	Up to 40 cpm
Scan resolution, optical	Up to 300 dpi (color and mono, ADF); Up to 600 dpi (color, flatbed); Up to 1200 dpi (mono, flatbed)	Up to 300 dpi (color and mono, ADF); Up to 1200 dpi (mono, flatbed)	Up to 1200 x 1200 dpi
Connectivity, std	Hi-Speed USB 2.0 port (device); built-in Fast Ethernet 10/100 Base-TX network port; Phone line port (in/out)	Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100 Base-TX network port; 1 phone line (in); 1 phone line (out)	M426fdn: 1 Hi-Speed USB 2.0; 1 Host USB; 1 Gigabit Ethernet 10/100/1000T network; Easy-access USB; M426fdw: Plus 1 Wireless 802.11b/g/n
Duty cycle, monthly	Up to 10,000 pages	Up to 30,000 pages	Up to 80,000 pages
Mac compatible	Yes	Yes	Yes
Recom monthly volume	Up to 150 to 1,500 pages	Up to 250 to 2,500 pages	Up to 750 to 4,000 pages
Warranty, std	1-year limited warranty	1-year limited warranty	1-year limited hardware warranty
Estimated U.S. street price^{D)}	M130fn (G3Q59A): \$209 M130fw (G3Q60A): \$259	M227fdn (G3Q79A): \$269.00 M227fdw (G3Q75A): \$329.00	MFP M426fdn (F6W14A): \$449 MFP M426fdw (F6W15A): \$449
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UQ220E, 3yr-UQ221E, 4yr-UQ222E	Business Priority Support with Next Business Day Exchange 2yr-UQ220E, 3yr-UQ221E, 4yr-UQ222E	Next Business Day Exchange 3yr-U8TR2E Next Business Day 3yr-U8TQ9E Network Installation Service U9JT1E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Cartridges with JetIntelligence HP 17A Black Toner Cartridge CF217A HP 19A Imaging Drum CF219A	HP Cartridges with JetIntelligence HP 30A Black Toner Cartridge CF230A HP 30X High Yield Black Toner Cartridge CF230X HP 32A Imaging Drum CF232A	HP Toner Cartridges with JetIntelligence HP 26A Black Toner CF226A HP 26X High Yield Black Toner CF226X HP 26X Dual Pack High Yield Black Toner CF226XD
HP LaserJet font solutions	Not applicable	Not applicable	Not applicable
Accessories Note: For Long Life Consumables please review hpsalescentral.com	Not applicable	Universal Print Driver HPUNIVPRINTRV Web Jetadmin HPWEBJETADMIN	550-sheet Feeder/Tray D9P29A v222w 16GB Mini USB Drive POR81AA

¹ Based on ISO/IEC 19752 cartridge yields for HP 30A Black Original LaserJet Toner Cartridges compared with HP 83A Black Original LaserJet Toner Cartridges, and HP 30X High Yield Black Original LaserJet Toner Cartridges compared with HP 83X High Yield Black Original LaserJet Toner Cartridges. Learn more at hp.com/go/learnaboutsupplies

² Wireless performance is dependent on physical environment and distance from access point, and may be limited during active VPN connections.

³ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print and copy speed completed 8/2015. Subject to device settings. Actual results may vary.

⁴ Based on ISO/IEC 19752 cartridge yields for HP 80X compared with HP 26X Original HP toner cartridges.

⁵ Wireless operations are compatible with 2.4 GHz operations only. App or software and HP ePrint account registration also may be required. Some features require purchase of an optional accessory. Learn more at hp.com/go/mobileprinting

⁶ Feature is applicable to M227fdw only

HP Black and White LaserJet MFPs



Flow MFP M527z shown



Flow MFP M631z shown



Flow MFP M632z shown

HP LaserJet Pro MFP M521dn
Finish jobs faster, produce high-quality documents, and make scanning and sharing simple. Get set up and connected quickly. Send quick commands from an intuitive color touchscreen. Easily conserve resources and recycle used cartridges.

HP LaserJet Enterprise MFP M527 Series
Finish tasks faster¹ and help protect against threats with multi-level device security in an MFP.

New HP LaserJet Enterprise MFP M631 Series
(Available from 1 May 2017)
This HP LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

New HP LaserJet Enterprise MFP M632 Series
(Available from 1 May 2017)
This HP LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

Specifications

AiO/MFP functions	Black and white printing, copying, faxing and color scanning	Print, Copy, Scan, Fax (M527fz/c only), including HP EveryPage Scan Technology, dual sided scanning, pull out keyboard, Scan to SharePoint and Scan to OCR (M527z/c only)	MFP M631h: Print, Copy, Scan MFP M631z: Print, Copy, Scan, Fax	M632h: Print, Copy, Scan M632fht/z: Print, Copy, Scan, Fax
Print speed⁶⁾	Up to 42 ppm	Up to 45 ppm	Up to 55 ppm	Up to 65 ppm
HP ePrint mobile printing	Yes	Yes	Yes	Yes
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)	Automatic (standard)
Fax memory	Up to 200 pages	Utilizes hard drive	Greater than 500 pages	Greater than 500 pages
ADF capacity	50 sheets	100 sheets	150 sheets	150 sheets
Copier reduce/enlarge range	25 to 400%	25 to 400%	25 to 400%	25 to 400%
Copy speed, max⁹⁾	Up to 40 cpm	Up to 45 cpm	Up to 55 cpm	Up to 65 cpm
Scan resolution, optical	Up to 300 dpi	Up to 600 dpi	Up to 600 dpi	Up to 600 dpi
Connectivity, std	1 Hi-Speed USB 2.0, Host USB, Fast Ethernet, Telecom, Phone	M527dn: 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; M527f/c/z Plus 1 Fax; M527z: Plus 802.11b/g/n with Wireless Direct	1 Hi-Speed Device USB 2.0; 2 Host USB; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; M631z: Plus 1 Fax; 1 Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy	1 Hi-Speed USB 2.0 port; built-in Gigabit Ethernet 10/100/1000T network port; Hardware Integration Pocket; M632fht/z: Plus 1 Fax
Duty cycle, monthly	Up to 75,000 pages	Up to 150,000 pages	Up to 300,000 pages	Up to 300,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Recom monthly volume	Up to 2,000 to 6,000 pages	Up to 2,000 to 7,500 pages	Up to 5,000 to 30,000 pages	Up to 5,000 to 30,000 pages
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁹⁾	M521dn (A8P79A): \$899	MFP M527dn (F2A76A): \$1,799 MFP M527f (F2A77A): \$2,099 Flow MFP M527z (F2A78A): \$2,599 Flow MFP M527c (F2A81A): \$2,599	Flow MFP M631h (J8J64A): \$2,799 MFP M631z (J8J65A): \$4,299	MFP M632h (J8J70A): \$2,699 MFP M632fht (J8J71A): \$3,499 Flow M632z (J8J72A): \$5,199
Care Pack	Next Business Day Onsite with DMR 3yr-U6Z65E, 4yr-U4TP8E, 5yr-U4TP9E Network Installation Service U9JT1E	Next Business Day with DMR 3yr-U8TT5E, 4yr-U8TT6E, 5yr-U8TT7E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U9NK0E, 4yr-U9NK1E, 5yr-U9NK2E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U9NK0E, 4yr-U9NK1E, 5yr-U9NK2E Network Installation Service U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Toner Cartridges with JetIntelligence HP 55A Black Toner CE255A HP 55X High Yield Black Toner CE255X HP 55X Dual Pack High Yield Black CE255XD	HP Toner Cartridges with JetIntelligence HP 87A Black Toner CF287A HP 87X High Yield Black Toner CF287X HP 87X Dual Pack High Yield Toner CF287XD	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A HP 37X High Yield Black Toner CF237X HP 37Y Extra High Yield Black Toner CF237Y	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A HP 37X High Yield Black Toner CF237X HP 37Y Extra High Yield Black Toner CF237Y
HP LaserJet font solutions	Not applicable	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT	Not Available	Not Available
Accessories Note: For Long Life Consumables please review hpsalescentral.com	500-sheet Feeder/Tray CE530A	Two Internal USB Ports for Solutions Secure High Performance Hard Disk Drive Foreign Interface Harness Analog Fax Accessory 600 Smartcard US Government NIPRNet Solution 1GB DDR3 DIMM 550-sheet Paper Tray Printer Cabinet Internal USB Ports Internal USB Ports Jetdirect 3000w NFC/Wireless Jetdirect 2900nw Print Server B5L28A B5L29A B5L31A B5L53A CC543B E5K48A F2A72A F2A73A F2A83A F2A87A J8030A J8031A	550-sheet paper feeder Envelope Feeder 1x550-sheet paper feeder with stand and cabinet (only M631h) 1x550-sheet and 2,000-sheet HCI feeder and stand (only M631h) 3x550-sheet paper feeder with stand (only M631h) Internal USB Ports Foreign Interface Harness (FIH) Analog Fax Accessory 500 (only M631h) Jetdirect 2900nw Print Server Jetdirect 3000w NFC/Wireless Accessory (only M631h) Trusted Platform Module Accessory Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese Keyboard Overlay Kit Sweden 1GB DDR3 x32 144-Pin 800MHz SODIMM J8J89A J8J90A J8J91A J8J92A J8J93A B5L28A B5L31A CC487A J8031A J8030A F5562A A7W12A A7W14A E5K48A	550-sheet paper feeder Envelope Feeder 1x550-sheet paper feeder with stand and cabinet (only M632h) 1x550-sheet and 2,000-sheet HCI feeder and stand (only M632h) 3x550-sheet paper feeder with stand (only M632h) Internal USB Ports Foreign Interface Harness (FIH) Analog Fax Accessory 500 (only M632h) Jetdirect 2900nw Print Server Jetdirect 3000w NFC/Wireless Accessory (only M632h) Trusted Platform Module Accessory Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese Keyboard Overlay Kit Sweden 1GB DDR3 x32 144-Pin 800MHz SODIMM J8J89A J8J90A J8J91A J8J92A J8J93A B5L28A B5L31A CC487A J8031A J8030A F5562A A7W12A A7W14A E5K48A

¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

HP Black and White LaserJet MFPs



Flow MFP M633z shown



700 MFP M725z+ shown

New HP LaserJet Enterprise MFP M633 Series (Available from 1 May 2017)

This HP LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

HP LaserJet Enterprise 700 MFP M725 Series

Get precise document finishing, one-touch workflows, and many scan-to options on a versatile A3 MFP.

HP LaserJet Enterprise Flow MFP M830z (with NFC/Wireless Direct)

This powerful MFP boosts productivity with flexible send options, versatile paper-handling tools, two-sided scanning, and professional finishing touches. Mobile printing is simple with wireless direct printing and touch-to-print technology.^{1,2}

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax, Digital send, Print from easy access USB, Scan to SharePoint	Print, Copy, Scan, Fax (M725f/z/z+ only) digital send, easy access USB drive, encrypted hard disk drive (optional advanced digital send, wireless)	Print, Copy, Scan, Fax Plus Flow features, including HP EveryPage Scan Technology, dual sided scanning, pull out keyboard, Scan to SharePoint and Scan to OCR
Print speed^{d)}	Up to 75 ppm	Up to 40 ppm	Up to 55 ppm
HP ePrint mobile printing	Yes	Yes	Yes
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)
Fax memory	Up to 500 pages	Utilizes hard drive	Utilizes hard drive
ADF capacity	150 sheets	100 sheets	200 sheets
Copier reduce/enlarge range	25 to 400%	25 to 400%	25 to 400%
Copy speed, max^{d)}	Up to 75 cpm	Up to 40 cpm	Up to 55 cpm
Scan resolution, optical	Up to 600 dpi	Up to 600 dpi	Up to 600 dpi
Connectivity, std	1 Hi-Speed Device USB 2.0; 2 Host USB; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; M633z: 1 Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Foreign Interface; 1 Hardware Integration Pocket; 2 Internal USB Host	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Foreign Interface; 1 Hardware Integration Pocket (only for M830z); 2 Internal USB Host; NFC/Wireless
Duty cycle, monthly	Up to 300,000 pages	Up to 200,000 pages	Up to 300,000 pages
Mac compatible	Yes	Yes	Yes
Recom monthly volume	Up to 5,000 to 30,000 pages	Up to 5,000 to 20,000 pages	Up to 15,000 to 50,000 pages
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price^{e)}	MFP M633h (U8J76A): \$3,299 Flow MFP M633z (U8J78A): \$5,499	700 MFP M725dn (CF066A): \$3,599 700 MFP M725f (CF067A): \$4,699 700 MFP M725z (CF068A): \$5,599 700 MFP M725z+ (CF069A): \$5,899	M830z NFC/Wireless Direct (D7P68A): \$8,499
Care Pack	Next Business Day with DMR 3yr-U9NK0E, 4yr-U9NK1E, 5yr-U9NK2E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U7A14E, 4yr-U7A15E, 5yr-U7A16E Network Installation Service U9JT2E	Next Business Day Onsite with DMR 3yr-U8C89E, 4yr-U8C90E, 5yr-U8C91E Network Installation Service U9JT3E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A HP 37X High Yield Black Toner CF237X HP 37Y Extra High Yield Black Toner CF237Y	HP Toner Cartridges with JetIntelligence HP 14A Black Toner CF214A HP 14X High Yield Black Toner CF214X	HP 25X High Yield Black Toner Cartridge CF325X
HP LaserJet font solutions	Not Available	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcode Fonts HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT
Accessories Note: For Long Life Consumables please review hpsalescentral.com	550-sheet paper feeder J8J89A Envelope Feeder J8J90A 1x550-sheet paper feeder with stand and cabinet (only M633h) J8J91A 1x550-sheet and 2,000-sheet HCl feeder and stand (only M633h) J8J92A 3x550-sheet paper feeder with stand (only M633h) J8J93A Internal USB Ports B5L28A Foreign Interface Harness (FIH) B5L31A Analog Fax Accessory 500 (only M633h) CC487A Jetdirect 2900nw Print Server J8031A Jetdirect 3000w NFC/Wireless Accessory (only M633h) J8030A Trusted Platform Module Accessory F5562A Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese A7W12A Keyboard Overlay Kit Sweden A7W14A 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A	Analog Fax Accessory 500 CC487A Smartcard US Government NIPRNet Solution CC543B Smartcard US Government NIPRNet Solution CF240A Duplex printing assembly 3,500-sheet input tray and stand CF245A 500-sheet-feeder and tray assembly CF239A 1 x 500-sheet-feeder, cabinet, and stand CF243A 3 x 500-sheet-feeder and stand CF242A	Smartcard US Government NIPRNet Solution CC543B Booklet marker/MFP Finisher C2285A Stapler Stacker C2994A Stapler/Stacker w/2-3 Punch Trusted Platform Module Accessory C2995A Stapler Cartridge Refill F5562A 2-pack 2,000-Staple Cartridge C8091A HP LaserJet 1,500-Sheet Input Catch Tray CC383A TOF54A

¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

HP Color LaserJet Printers



M452dw shown



M553x shown



M652dn shown

HP Color LaserJet Pro M252dw
In today's fast-paced business environment, you need technology that can hit the ground running. This compact printer, combined with Original HP Toner Cartridge with JetIntelligence, helps meet the needs of your business—and is ready to work when you are.

HP Color LaserJet Pro M452 Series
Ideal printing performance and robust security for how you work. This capable color printer finishes jobs faster and delivers comprehensive security to guard against threats.² Original HP Toner cartridges with JetIntelligence provides more pages.¹

HP Color LaserJet Enterprise M553 Series
Speed and color are the perfect pair for your business. That's why this energy-efficient printer and Original HP Toner cartridges with JetIntelligence combine to produce vibrant, professional-quality documents right when employees need them.

New HP Color LaserJet Enterprise M652 Series
(Available from 1 May 2017)
Count on reliable performance and handle high-volume color printing in the office and on the go.

Specifications

Print speed^{A)}	Up to 19 ppm black and color		Up to 28 ppm black and color		Up to 40 ppm black and color		Up to 50 ppm black and color	
HP ePrint mobile printing	Yes		Yes		Yes		Yes	
Media sizes	Letter, Legal, Executive, 8.5 x 13 in, 3 x 5 in, 4 x 6 in, 5 x 8 in; Envelopes (No. 9 & 10, Monarch)		Tray 1, Tray 2: Letter, legal, executive, 8.5 x 13 in, 3 x 5 in, 4 x 6 in, 5 x 8 in, envelopes (No. 10, Monarch); Optional Tray 3: Letter, legal, executive, 8.5 x 13 in, 3 x 5 in, 4 x 6 in, 5 x 8 in; Automatic duplexer: Letter, legal, executive, 8.5 x 13 in		Tray 1: letter, legal, oficio, executive, statement, 4 x 6, 3 x 5, 5 x 7, 5 x 8, postcard (JIS), double postcard (JIS), 8.5 x 13, envelope (commercial No. 9, No. 10, Monarch); Custom: 3 x 5 to 8.5 x 14 in; Tray 2: letter, executive, statement, 4 x 6, 5 x 7, 5 x 8, double postcard (JIS); Custom: 4.0 x 5.85 to 8.5 x 11.69 in; Optional Trays 3+: letter, legal, oficio, executive, 8.5 x 13; Custom: 4.0 x 5.85 to 8.5 x 14 in		Tray 1: letter, legal, executive, statement, Oficio, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 9, No. 10, Monarch); Tray 2: letter, legal, executive, statement, Oficio, 4 x 6 in, 5 x 7 in, 5 x 8 in; Optional 550-sheet trays: letter, legal, executive, statement, Oficio, 4 x 6 in, 5 x 7 in, 5 x 8 in; Optional 2,000-sheet high-capacity tray: letter, legal	
Two-sided printing	Automatic (Standard)		M452nw : Manual (driver support provided); M452dn/dw : Automatic (standard)		Manual (driver support provided); M553dn/x : Automatic (standard)		M652n : Manual (driver support provided) M652dn : Automatic (standard)	
Input capacity	150-sheet input tray, multipurpose tray		50-sheet multipurpose tray, 250-sheet input tray		100-sheet multipurpose tray, 550-sheet input tray 2; M553x : Plus 550-sheet media input tray 3		550-sheet input tray;	
Connectivity, std	Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100Base-TX network port; Host USB		Hi-Speed USB 2.0 port; built-in Gigabit Ethernet 10/100/1000 Base-TX network port; Easy-access USB; Host USB		Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100/1000Base-TX network port		1 Hi-Speed USB 2.0 Device; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket	
Duty cycle, monthly	Up to 30,000 pages		Up to 50,000 pages		Up to 80,000 pages		Up to 100,000 pages	
Recom monthly volume	Up to 250 to 2,500 pages		Up to 750 to 4,000 pages		Up to 2,000 to 6,000 pages		Up to 2,000 to 14,000 pages	
Mac compatible	Yes		Yes		Yes		Yes	
Warranty, std	1-year warranty, product exchange		1-year, Bench Repair limited warranty		1-year, on-site warranty		1-year warranty, Next Business Day Onsite	
Estimated U.S. street price^{D)}	M252dw (B4A22A): \$299		M452nw (CF388A): \$399 M452dn (CF389A): \$449 M452dw (CF394A): \$499		M553n (B5L24A): \$599 M553dn (B5L25A): \$799 M553x (B5L26A): \$1,199		M652n (J7Z98A): \$1,099 M652dn (J7Z99A): \$1,299	
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UQ223E, 3yr-UQ224E, 4yr-UQ225E		Next Business Day Exchange 3yr-U8TN4E; Next Business Day Onsite 3yr-U8ZJ9E Network Installation Service U9JT1E		Next Business Day with DMR 3yr-U8CG3E, 4yr-U8CH0E, 5yr-U8CH1E Network Installation Service U9JT2E		Next Business Day Onsite 3yr-U9NZ6E, 4yr-U9NZ7E, 5yr-U9NZ8E Network Installation Service U9JT2E	
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 201A Toner Cartridges with JetIntelligence: Black CF400A Cyan CF401A Yellow CF402A Magenta CF403A HP 201X High Yield Toner Cartridges with JetIntelligence: Black CF400X Cyan CF401X Yellow CF402X Magenta CF403X		HP 410A Toner Cartridges with JetIntelligence: Black CF410A Cyan CF411A Yellow CF412A Magenta CF413A HP 401X High Yield Toner Cartridges with JetIntelligence: Black CF410X Cyan CF411X Yellow CF412X Magenta CF413X		HP 508A Toner Cartridges with JetIntelligence: Black CF360A Cyan CF361A Yellow CF362A Magenta CF363A HP 508X High Yield Toner Cartridges with JetIntelligence: Black CF360X Cyan CF361X Yellow CF362X Magenta CF363X		HP 655A Toner Cartridges with JetIntelligence: Black CF450A Cyan CF451A Yellow CF452A Magenta CF453A HP 656X High Yield Toner Cartridges with JetIntelligence: Black CF460X Cyan CF461X Yellow CF462X Magenta CF463X	
HP LaserJet font solutions	Not applicable		Not applicable		Barcode Printing Solution Barcodes & More Scalable Barcodes MICR (E13-B) Font MICR Printing Solution		HG271TT HG281TS HG282TT HG283TS HG277TT	
Accessories Note: For Long Life Consumables please review hpsalescentral.com	USB Cable 2.0 (a-b) 3 meter C6520A		550-sheet Paper Feeder CF404A v222w 16GB Mini USB Drive POR81AA		550-sheet Media Tray Internal USB Ports Secure High Performance Hard Disk Drive 1 GB 90-pin DDR3 DIMM Printer Cabinet Trusted Platform Module Accessory Smartcard US Government NIPRNet Solution Jetdirect 3000w NFC/Wireless Accessory Jetdirect 2900nw Print Server		B5L34A B5L28A B5L29A G6WB4A B5L51A F5562A CC543B J8030A J8031A	
							550-sheet Paper Feeder P1B09A 550-sheet Paper Feeder with Stand and Cabinet P1B10A 3x550-sheet Paper Feeder with Stand P1B11A 1x550/2000-sheet Feeder and Stand P1B12A Jetdirect 2900nw Print Server J8031A Jetdirect 3000w NFC/Wireless Accessory J8030A Trusted Platform Module Accessory F5562A Internal USB Ports B5L28A Secure High Performance Hard Disk Drive B5L29A 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A	

¹ Comparison of Enterprise devices based on manufacturers' published specifications of fastest available color mode of color business A4 MFPs \$1000–\$3000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page.

² Only HP Enterprise-class devices with FutureSmart offer a combination of security features for integrity checking down to the BIOS with self-healing capabilities. A FutureSmart service pack update may be required to activate security features.

HP Color LaserJet Printers



M653x shown

New HP Color LaserJet Enterprise M653 Series
(Available from 1 May 2017)
Count on reliable performance and handle high-volume color printing in the office and on the go.



CP5225dn shown

HP LaserJet Pro CP5225 Color Printer Series
Affordable, versatile A3 printer for all your print needs; High-quality output on a range of documents; Easy to use; Helps reduce environmental impact.



M750h shown

HP Color LaserJet Enterprise M750 Series
Print large-volumes of professional-quality color documents on a wide range of paper sizes. Maintain productivity with intuitive, easy-to-use management tools. Conveniently print directly from laptop PCs, smartphones or tablets.¹



M855x+ shown

HP Color LaserJet Enterprise M855 Series
This color printer gives your entire organization access to fast, simplified color printing with professional finishing options. Protect your investment—you can easily upgrade and add to this device's capabilities as your business needs evolve.

Specifications

Print speed ¹	Up to 60 ppm black and color	Up to 20 ppm black and color	Up to 30 ppm black and color	Up to 45 ppm black and color			
HP ePrint mobile printing	Yes	No	Yes	Yes			
Media sizes	Tray 1: letter, legal, executive, statement, Oficio, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 9, No. 10, Monarch); Tray 2: letter, legal, executive, statement, Oficio, 4 x 6 in, 5 x 7 in, 5 x 8 in; Optional 550-sheet trays: letter, legal, executive, statement, Oficio, 4 x 6 in, 5 x 7 in, 5 x 8 in; Optional 2,000-sheet high-capacity tray: letter, legal. Only for M653x - Optional Tray 4: letter, legal, executive, statement, Oficio, 4 x 6 in, 5 x 7 in, 5 x 8 in	3 x 5 to 12.6 x 18 in	Tray 1: 3 x 5 to 12.6 x 18.5 in; Trays 2, 3, 4, 5, 6: 5.8 x 8.3 to 11.7 x 17 in	Tray 1: 3 x 5 to 12.6 x 18 in; Tray 2: 5.8 x 8.3 to 11.7 x 17 in; Tray 3, 4, 5: 5.8 x 8.3 to 12.6 x 18 in			
Two-sided printing	Automatic (standard)	CP5225n: Manual (driver support provided); CP5225dn: Automatic (standard)	M750n: Manual (driver support provided); M750dn/M750xh: Automatic (standard)	Automatic (standard)			
Input capacity	100-sheet multi-purpose tray, 550-sheet input tray 2; Up to 650 sheets standard labels legal Only for M653x : Up to 1200 sheets standard labels	350 std/850 max sheets, 2 std/2 max tray	100-sheet multipurpose tray, 250-sheet input tray 2, 500-sheet input tray 3; M750dn: plus automatic two-sided printing; M750dn: plus 500-sheet input trays 4, 5, 6 automatic two-sided printing	100-sheet multipurpose tray, 500-sheet input tray; M855xh: plus 3 x 500-sheet input tray; M855x+: plus 1,500-sheet input tray, 2,000-sheet input tray			
Connectivity, std	1 Hi-Speed Device USB 2.0; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket; Only for M653x : 1 Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy	Hi-Speed USB 2.0 port, built-in Fast Ethernet 10/100Base-TX network port	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 2 Internal USB Host	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T Network; 1 Hardware Integration Pocket (HIP); 2 Internal USB Host			
Duty cycle, monthly	Up to 120,000 pages	Up to 75,000 pages	Up to 120,000 pages	Up to 175,000 pages			
Recom monthly volume	Up to 2,000 to 17,000 pages	Up to 1,500 to 5,000 pages	Up to 2,500 to 13,000 pages	Up to 4,000 to 25,000 pages			
Mac compatible	Yes	Yes	Yes	Yes			
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite			
Estimated U.S. street price²	M653dn (J8A04A): \$1,799 M653x (J8A05A): \$2,149 M653dh (J8A06A): \$2,299	CP5225n (CE711A): \$1,499 CP5225dn (CE712A): \$1,699	M750n (D3L08A): \$2,499 M750dn (D3L09A): \$2,699 M750xh (D3L10A): \$4,399	M855dn (A2W77A): \$3,699 M855xh (A2W78A): \$5,399			
Care Pack	Next Business Day Onsite 3yr-U9NZ6E, 4yr-U9NZ7E, 5yr-U9NZ8E Network Installation Service U9JTZE	Next Business Day Onsite 3yr-UQ496E, 4yr-UT990E, 5yr-UU868E Network Installation Service U9JTZE	Next Business Day Onsite with DMR 3yr-UX963E, 4yr-UX899E, 5yr-UX880E Network Installation Service U9JTZE	Next Business Day Onsite with DMR 3yr-UOLX2E, 4yr-UOLX3E, 5yr-UOLX4E Network Installation Service U9JTZE			
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 655A Toner Cartridges with JetIntelligence Black CF450A Cyan CF451A Yellow CF452A Magenta CF453A HP 656X High Yield Toner Cartridges with JetIntelligence Black CF460X Cyan CF461X Yellow CF462X Magenta CF463X	HP 307A Toner Cartridges: Black CE740A Cyan CE741A Yellow CE742A Magenta CE743A	HP 650A Toner Cartridges: Black CE270A Cyan CE271A Yellow CE272A Magenta CE273A	HP 826A Toner Cartridges: Black CF310A Cyan CF311A Yellow CF312A Magenta CF313A HP 828A Imaging Drum: Black CF358A Cyan CF359A Yellow CF364A Magenta CF365A			
HP LaserJet font solutions	Not Available	Bar Code Card Scalable Barcodes MICR Font Solution	HG281GS HG282GT HG283GS	Barcode Printing Solution Barcodes & More Scalable Barcodes MICR (E13-B) Font MICR Printing Solution	HG271TT HG281TS HG282TT HG283TS HG277TT	Barcode Printing Solution Barcodes & More Scalable Barcodes MICR (E13-B) Font MICR Printing Solution	HG271TT HG281TS HG282TT HG283TS HG277TT
Accessories Note: For Long Life Consumables please review hpsalescentral.com	550-sheet Paper Feeder P1B09A 550-sheet Paper Feeder with Stand and Cabinet P1B10A 3x550-sheet Paper Feeder with Stand 1x550/2000-sheet Feeder and Stand Jetdirect 2900w Print Server J8031A Jetdirect 3000w NFC/Wireless Accessory J8030A Trusted Platform Module Accessory F5562A Internal USB Ports B5L28A Secure High Performance Hard Disk Drive B5L29A 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A	500-sheet Paper Tray CE860A 3x500-sheet Paper Feeder and Stand CE725A 256 MB DDR2 144-pin DIMM CB423A	500-sheet Paper Tray CE860A 3 x 500-sheet Paper Feeder and Stand CE725A Jetdirect 2700w USB Wireless Print Server J8026A Smartcard US Government NIPRNet Solution CC543B 1200w NFC/Wireless Mobile Print Accessory E5K46A Jetdirect ew2500 802.11b/g Wireless Print Server J8021A	Stapler/Stacker A2W80A Jetdirect 2700w USB Wireless Print Server J8026A Jetdirect 2800w NFC/Wireless Direct Accessory J8029A Booklet MkrFinisher2-3 Punch A2W84A 3x500-sheet Tray w/Stand C1N63A 2000 Stapler Cartridge-Twin Pack CC383A Smartcard US Government NIPRNet Solution CC543B Trusted Platform Module Accessory F5562A			

¹ Local printing requires smartphone or tablet and printer to be on the same network. Remote printing requires an Internet connection to an HP Web-connected printer. App or software and HP ePrint account registration may also be required. Wireless broadband use requires separately purchased service contract for smartphone or tablet. Check with service provider for coverage and availability in your area.

HP Black and White LaserJet Printers



M402dne shown

HP LaserJet Pro M102w Printer

Keep things simple with an affordable HP LaserJet Pro powered by JetIntelligence Toner cartridges. Produce professional documents from a range of smartphone or tablet¹ and help save energy with a compact laser printer designed for efficiency.

HP LaserJet Pro M203dw Printer

Get more pages, performance, and protection² from an HP LaserJet Pro powered by JetIntelligence Toner cartridges. Set a faster pace for your business: Print two-sided documents right away, and easily manage to help maximize efficiency.

HP LaserJet Pro M402 Series

Printing performance and robust security built for the way you work. This capable printer finishes jobs faster and delivers comprehensive security to guard against threats.⁴ Original HP Toner cartridges with JetIntelligence work with this printer to give you more pages.⁵

HP LaserJet Pro M501dn

Gain impressive print speeds and performance with this energy-saving printer that starts faster.³

Specifications

Print speed⁴	Up to 23 ppm	Up to 30 ppm	Up to 40 ppm	Up to 45 ppm
HP ePrint mobile printing	Yes	Yes	Yes	Yes
Media sizes	Letter; legal; executive; 8.5 x 13 in; envelopes	Tray 1: A4; A5; A6; B5 (JIS); envelopes; letter; legal; executive; 76 x 127 to 216 x 356 mm; Tray 2: A4; A5; A6; B5 (JIS); envelopes; letter; legal; executive; 76 x 127 to 216 x 356 mm	Tray 1: Letter, Legal, Executive, Oficio (8.5 x 13 in), A4, A5, A6, B5 (JIS), Oficio (216 x 340 mm), 16K (195 x 270 mm), 16K (184 x 260 mm), 16K (197 x 273 mm), Japanese Postcard, Double Japan Postcard Rotated, Envelope #10 Envelope Monarch, Envelope B5, Envelope C5, Envelope DL, Custom Size, A5-R, 4 x 6 in, 5 x 8 in, B6 (JIS), 10 x 15 in, statement; Tray 2 & Tray 3: Letter, Legal, Executive, Oficio (8.5 x 13 in), A4, A5, A6, B5 (JIS), Oficio (216 x 340 mm), 16K (195 x 270 mm), 16K (184 x 260 mm), 16K (197 x 273 mm), Custom Size, A5-R, 5 x 8 in, B6 (JIS), statement	Letter; Legal; 8.5 x 13 in, Oficio (8.5 x 13 in)
Input capacity	150-sheet input tray, 10-sheet priority tray	250-sheet input tray, 10-sheet priority tray	100-sheet multipurpose Tray 1, 250-sheet input Tray 2	100-sheet multipurpose tray and 550-sheet main cassette, Optional 550-sheet cassette tray (Tray 3)
Output capacity	100-sheet output tray	150-sheet output tray	150-sheet output bin	250-sheet face down output tray
Connectivity, std	1 Hi-Speed USB 2.0; Wireless	1 Hi-Speed USB 2.0; 1 Ethernet 10/100; Wireless (Wi-Fi 802.11b/g/n)	M402n/dne: 1 Hi-Speed USB 2.0; 1 Host USB; 1 Gigabit Ethernet 10/100/1000T network; M402dw: Plus 1 Wireless 802.11b/g/n	Hi-Speed USB 2.0 Host/Device Ports; Fast Ethernet 10Base-T/100Base-Tx, Gigabit Ethernet 1000Base-T
Duty cycle, monthly	Up to 10,000 pages	Up to 30,000 pages	Up to 80,000 pages	Up to 100,000 pages
Recom monthly volume	Up to 150 to 1,500 pages	Up to 250 to 2,500 pages	Up to 750 to 4,000 pages	Up to 1,500 to 6,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited warranty	1-year limited warranty	1-year warranty, return to HP Authorized Service Provider	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁶	M102w (G3Q35A): \$159	M203dw (G3Q47A): \$199	M402n (C5F93A): \$269 M402dne (C5J91A): \$299 M402dw (C5F95A): \$349	M501dn (J8H61A): \$549
HP Care Pack Services	Business Priority Support with Next Business Day Exchange 2yr-UQ217E, 3yr-UQ218E, 4yr-UZ380E	Business Priority Support with Next Business Day Exchange 2yr-UQ220E, 3yr-UQ221E, 4yr-UQ222E	Next Business Day Exchange 3yr- U8TM5E Next Business Day Onsite 3yr- U8TM2E Network Installation Service U9JT1E	Next Business Day with DMR 3yr-U9CQ0E, 4yr-U9CQ1E, 5yr-U9CQ2E Network Installation Service U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Cartridges with JetIntelligence HP 17A Black Toner CF217A HP 19A Imaging Drum CF219A	HP Cartridges with JetIntelligence HP 30A Black Toner CF287A HP 30X High Yield Black Toner CF230X HP 32A Imaging Drum CF232A	HP Toner Cartridges with JetIntelligence HP 26A Black Toner CF226A HP 26X High Yield Black Toner CF226X 26X High Yield Dual Pack Black Toner CF226XD	HP Toner Cartridges with JetIntelligence HP 87A Black Toner CF287A HP 87X High Yield Black Toner CF287X 87X High Yield Dual Pack Black Toner CF287XD
HP LaserJet font solutions	Not applicable	Not applicable	Not applicable	Not applicable
Accessories Note: For Long Life Consumables please review hpsalescentral.com	Not applicable	Web Jetadmin HPWEBJETADMIN	550-sheet Feeder/Tray v222w 16GB Mini USB Drive D9P29A POR81AA	550-sheet Paper Tray F2A72A

¹ Wireless operations are compatible with 2.4 GHz operations only. App or software and HP ePrint account registration also may be required. Some features require purchase of an optional accessory.

² Learn more at hp.com/go/mobileprinting.

³ Based on ISO/IEC 19752 cartridge yields for HP 30A Black Original LaserJet Toner Cartridges compared with HP 83A Black Original LaserJet Toner Cartridges, and HP 30X High Yield Black Original LaserJet Toner Cartridges compared with HP 83X High Yield Black Original LaserJet Toner Cartridges. Learn more at hp.com/go/learnaboutsupplies

⁴ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 12/2015. Subject to device settings. Actual results may vary.

⁵ Based on cartridge yields for HP 80X compared with HP 26X Original HP LaserJet Toner Cartridges.

⁶ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 8/2015. Subject to device settings. Actual results may vary.

HP Black and White LaserJet Printers



M506x shown

M607dn shown

M608x shown

M609x shown

HP LaserJet Enterprise M506 Series
Get a faster startup² and help protect against threats with multi-level device security.

New HP LaserJet Enterprise M607 Series (Available from 1 May 2017)
This HP LaserJet Printer with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

New HP LaserJet Enterprise M608 Series (Available from 1 May 2017)
This HP LaserJet Printer with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

New HP LaserJet Enterprise M609 Series (Available from 1 May 2017)
This HP LaserJet Printer with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.¹

Specifications

Print speed ⁴⁾	Up to 45 ppm	Up to 55 ppm	Up to 65 ppm	Up to 75 ppm
HP ePrint mobile printing	Yes	Yes	Yes	Yes
Media sizes	Tray 1: Letter, legal, executive, 4 x 6, 5 x 8, 8.5 x 13, envelopes (No. 10, Monarch); Tray 2: letter, legal, executive, 8.5 x 13; Optional trays 3*: letter, legal, executive, 8.5 x 13 in; Optional Automatic Duplexer: letter	Tray 1: Letter, legal, statement, executive, Oficio (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch(7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; Tray 2: letter, executive, legal	Tray 1: Letter, legal, statement, executive, Oficio (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch(7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; Tray 2: letter, executive, legal M608x - Tray 3: letter, executive, legal	Tray 1: Letter, legal, statement, executive, Oficio (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch(7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; Tray 2: letter, executive, legal M609x - Tray 3: letter, executive, legal
Input capacity	M506n: 100-sheet multipurpose Tray 1, 550-sheet input Tray 2; M506dn/dh: Plus automatic duplex printing; M506x: Plus 500-sheet input Tray 3	100-sheet multipurpose Tray 1, 550-sheet input Tray 2	100-sheet multipurpose Tray 1, 550-sheet input Tray 2	100-sheet multipurpose Tray 1, 550-sheet input Tray 2, M609x: Plus 500-sheet input Tray 3
Output capacity	50-sheet input Trays 2 and 3	500-sheet output bin	500-sheet output bin	500-sheet output bin
Connectivity, std	Hi-Speed USB 2.0 port; built-in Fast Ethernet 10Base-T/100Base-Tx, Gigabit Ethernet 1000Base-T	Hi-Speed USB 2.0 Device; 2 Hi-Speed USB 2.0 Host; Gigabit Ethernet 10/100/1000T network	Hi-Speed Device USB 2.0; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket; For M608x only: Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy I/O	Hi-Speed Device USB 2.0; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket; For M609x only: Wi-Fi direct 802.11b/g/n; 1 Bluetooth low energy I/O
Duty cycle, monthly	Up to 150,000 pages	Up to 250,000 pages	Up to 275,000 pages	Up to 300,000 pages
Recom monthly volume	Up to 2,000 to 7,500 pages	Up to 5,000 to 20,000 pages	Up to 5,000 to 25,000 pages	Up to 5,000 to 30,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year, return to bench	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁵⁾	M506n (F2A68A): \$649 M506dn (F2A69A): \$749 M506x (F2A70A): \$949 M506dh (F2A71A): \$1,149	M607n (K0Q14A): \$749 M607dn (K0Q15A): \$949	M608n (K0Q17A): \$1,049 M608dn (K0Q18A): \$1,249 M608x (K0Q19A): \$1,599	M609dn (K0Q21A): \$1,799 M609x (K0Q22A): \$2,149 M609dh (K0Q20A): \$2,249
HP Care Pack Services	Next Business Day with DMR 3yr-U8PK3E, 4yr-U8PK4E, 5yr-U8PK5E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U9MU0E, 4yr-U9MU1E, 5yr-U9MU2E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U9NE0E, 4yr-U9NE1E, 5yr-U9NE2E Network Installation Service U9JT2E	Next Business Day with DMR 3yr-U9MZ0E, 4yr-U9MZ1E, 5yr-U9MZ2E Network Installation Service U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Toner Cartridges with JetIntelligence HP 87A Black Toner CF287A HP 87X High Yield Black Toner CF287X 87X High Yield Dual Pack Black Toner CF287XD	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A HP 37X High Yield Black Toner CF237X HP 37Y Extra High Yield Black Toner CF237Y	HP Toner Cartridges with JetIntelligence HP 37A Black Toner CF237A HP 37X High Yield Black Toner CF237X HP 37Y Extra High Yield Black Toner CF237Y
HP LaserJet font solutions	Barcode Printing Solution HG271TT Barcodes & More HG281TS Scalable Barcodes HG282TT MICR (E13-B) Font HG283TS MICR Printing Solution HG277TT	Not Available	Not Available	Not Available
Accessories Note: For Long Life Consumables please review hpsalescentral.com	550-sheet Paper Tray F2A72A Printer Cabinet F2A73A 1 GB DDR3 SlimDIMM G6WB4A Secure High Performance Hard Disk Drive B5L29A Trusted Platform Module Accessory F5S62A Internal USB Ports B5L28A Internal USB Ports for M506 and M527 F2A87A Jetdirect 2900nw Print Server J8031A Jetdirect 3000w NFC/ Wireless Accessory J8030A Smartcard US Government NIPRNet Solution CC543B	Internal USB Ports B5L28A High-Performance Secure Hard Disk B5L29A Trusted Platform Module Accessory F5S62A 1 GB 90-pin DDR3 DIMM G6WB4A Jetdirect 3000w NFC/Wireless Accessory J8030A Jetdirect 2900nw Print Server J8031A 550-sheet Paper Tray LOH17A 2100 Sheet Paper Tray LOH18A Printer Stand LOH19A Printer Stand LOH19A Stapler/Stacker/Mailbox LOH20A Envelope Feeder LOH20A Envelope Feeder LOH21A Extension Tray Cover LOH22A	Internal USB Ports B5L28A High-Performance Secure Hard Disk B5L29A Trusted Platform Module Accessory F5S62A 1 GB 90-pin DDR3 DIMM G6WB4A Jetdirect 2900nw Print Server J8031A 550-sheet Paper Tray LOH17A 2100 Sheet Paper Tray LOH18A Printer Stand LOH19A Printer Stand LOH19A Stapler/Stacker/Mailbox LOH20A Envelope Feeder LOH21A Extension Tray Cover LOH22A	Internal USB Ports B5L28A High-Performance Secure Hard Disk B5L29A Trusted Platform Module Accessory F5S62A 1 GB 90-pin DDR3 DIMM G6WB4A Jetdirect 2900nw Print Server J8031A 550-sheet Paper Tray LOH17A 2100 Sheet Paper Tray LOH18A Printer Stand LOH19A Printer Stand LOH19A Stapler/Stacker/Mailbox LOH20A Envelope Feeder LOH21A Extension Tray Cover LOH22A

¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

² HP Auto Wireless Connect may not be available for all system configurations. Wireless performance is dependent on physical environment and distance from access point.

³ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 12/2015. Subject to device settings. Actual results may vary.

⁴ Based on cartridge yields for HP 80X compared with HP 26X Original HP LaserJet Toner Cartridges.

⁵ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 8/2015. Subject to device settings. Actual results may vary.

HP Black and White LaserJet Printers



700 Printer M712xh shown



M806x+ shown

HP LaserJet Enterprise 700 M712n Series

Enable high-volume, black-and-white printing on paper sizes up to A3—with input capacity up to 4,600 sheets. Control costs with energy-saving features and two-sided printing. Help protect sensitive business data and centrally manage printing policies.

HP LaserJet Enterprise M806 Printer Series

This HP LaserJet handles big print jobs fast, with extra-large input capacity and versatile paper-handling options. Mobile printing is simple with wireless direct printing and touch-to-print technology. Easy upgrades help protect your investment.^{1, 2}

Specifications

Print speed^{A)}	Up to 40 ppm		Up to 55 ppm	
HP ePrint mobile printing	Yes		Yes	
Media sizes	5.8 x 8.3 to 11.7 to 17 in		Tray 1: 3.86 x 7.52 to 12.28 x 18.5 in; Tray 2, 3: 5.83 x 8.27 to 11.69 x 17.0 in; High Yield Input tray: 8.5 x 11 in	
Input capacity	100-sheet multipurpose tray, 2 x 250-sheet input trays, 500-sheet input tray		Two 500-sheet input trays, 100-sheet multi-purpose tray; M806x+ plus 3,500-sheet High Yield input tray	
Output capacity	250-sheet output bin		500-sheet face-down tray, 100-sheet face-up tray	
Connectivity, std	2 Hi-Speed USB 2.0, 1 Hi-Speed USB 2.0 Device, 1 Gigabit Ethernet 10/100/1000 Base-T, 1 Hi-Speed USB 2.0 Easy Access Walkup Port, 1 Hardware Integration Pocket (HIP)		2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Foreign Interface; 1 Hardware Integration Pocket; 2 Internal USB Host; M806x+ NFC/Wireless Direct : plus 1 NFC/Wireless	
Duty cycle, monthly	Up to 100,000 pages		Up to 300,000 pages	
Recom monthly volume	Up to 5,000 to 20,000 pages		Up to 10,000 to 50,000 pages	
Mac compatible	Yes		Yes	
Warranty, std	1-year warranty, Next Business Day Onsite		1-year warranty, Next Business Day Onsite	
Estimated U.S. street price^{D)}	M712n (CF235A):	\$1,899	M806dn (CZ244A):	\$3,399
	M712dn (CF236A):	\$2,199	M806x+ (CZ245A):	\$5,399
	M712xh (CF238A):	\$2,849		
HP Care Pack Services	Next Business Day Onsite with DMR 3yr-U6Z05E, 4yr-U6Z06E, 5yr-U6Z07E Network Installation Service		Next Business Day Onsite with DMR 3yr-U8C59E, 4yr-U8C60E, 5yr-U8C61E Network Installation Service	
		U9JT2E		U9JT3E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP Toner Cartridges with JetIntelligence HP 14A Black Toner		HP 25X High Yield Black Toner Cartridge	
		CF214A		CF325X
	HP 14X High Yield Black Toner			
		CF214X		
HP LaserJet font solutions	Barcode Printing Solution	HG271TT	Barcode Printing Solution	HG271TT
	MICR Printing Solution	HG277TT	MICR Printing Solution	HG277TT
	Barcodes & More	HG281TS	Barcodes & More	HG281TS
	Scalable Barcodes	HG282TT	Scalable Barcodes	HG282TT
	MICR (E13-B) Font	HG283TS	MICR (E13-B) Font	HG283TS
Accessories Note: For Long Life Consumables please review hpsalescentral.com	500-sheet Feeder and Tray	CF239A	Stapler Cartridge Refill	C8091A
	1 x 500-sheet Paper Feeder with Cabinet and Stand	CF243A	2-pack 2,000-Staple Cartridge	CC3B3A
	3 x 500-sheet Feeder and Stand (Only for M712n & M712dn)	CF242A	3,500-sheet High Yield Input Tray	C3F79A
	3,500-sheet HCl Feeder and Stand	CF245A	Jetdirect 2700w USB Wireless Print Server	J8026A
	Duplex Printing Assembly	CF240A	Smartcard US Government NIPRNet Solution	CC543B
	Smartcard US Government NIPRNet Solution	CC543B	Booklet Makr/MFP Finisher	CZ2B5A
	512 MB 144-pin x32 DDR2 DIMM	CE483A	Stapler/Stacker	CZ994A
			Stapler/Stacker w/2-3 Punch	CZ995A
			200-pin DDR2 1GB 128MX64 SODIMM	G8Y49A
			500-Sheet Output Catch Tray	TOF27A
			1,500-Sheet Input Catch Tray	TOF54A

¹ Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

² HP Auto Wireless Connect may not be available for all system configurations. Wireless performance is dependent on physical environment and distance from access point.

³ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 12/2015. Subject to device settings. Actual results may vary.

⁴ Based on cartridge yields for HP 80X compared with HP 26X Original HP LaserJet Toner Cartridges.

⁵ Based on HP internal testing of top three leading competitors' first page out from sleep mode and duplex print speed completed 8/2015. Subject to device settings. Actual results may vary.

HP PageWide Enterprise Printers



586z shown

HP PageWide Enterprise Color MFP 586 Series
 Ultimate value,³ fastest speeds,¹ and deepest security² for today's enterprise.

Specifications

AIO/MFP functions	Print, Copy, Scan, Fax (586f and 586z only)	
Print speed	Up to 50 ppm black (letter), 50 ppm color (letter)	
HP ePrint Mobile Printing	Yes	
Two-sided printing	Automatic (standard)	
Fax memory	Not applicable	
ADF capacity	100 sheets	
Copier zoom range	25 to 400%	
Copy speed, max	Up to 50 cpm black (letter), 50 cpm color (letter)	
Scan resolution, optical	Up to 600 dpi	
Connectivity, std	586dn/586f: 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 586z: Plus 1 Fax modem port	
Duty cycle, monthly	Up to 80,000 pages	
Recom monthly volume	Up to 2,000 to 7,500 pages	
Mac compatible	Yes	
Warranty, std	1-year warranty, Next Business Day Onsite	
Estimated U.S. street price	MFP 586dn (G1W39A):	\$1,999
	MFP 586f (G1W40A):	\$2,299
	Flow MFP 586z (G1W41A):	\$2,799
Care Pack	Next Business Day with DMR 3yr-U9CY4E, 4yr-U9CY5E, 5yr-U9CY6E Network Installation Service	U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 981A PageWide Cartridges: Black Cyan Magenta Yellow HP 981X High Yield PageWide Cartridges: Black Cyan Magenta Yellow	J3M71A J3M68A J3M69A J3M70A LOR12A LOR09A LOR10A LOR11A
Accessories	Internal USB Ports Foreign Interface Harness 1GB DDR3 x32 144-Pin 800MHz SODIMM Jetdirect USB Wireless Print Server Jetdirect Wireless Print Server with NFC Trusted Platform Module Accessory 500-sheet Paper Tray Cabinet and Stand 3x500-sheet Paper Tray and Stand Analog Fax Accessory 500	B5L28A B5L31A E5K48A J8031A J8030A F5562A G1W43A G1W44A G1W45A CC487A



556xh shown

HP PageWide Enterprise Color 556 Series
 Ultimate value,³ fastest speeds,¹ and deepest security² for today's enterprise.

Specifications

Print speed	Up to 50 ppm black and color	
HP ePrint mobile printing	Yes	
Media sizes	Tray 1: Letter, oficio, legal, statement, executive, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 10, Monarch); Tray 2: Letter, statement, executive, envelopes (No. 10)	
Two-sided printing	Automatic (Standard)	
Input capacity	556dn: 500-sheet input tray, 50-sheet multipurpose tray, Optional 500-sheet tray 3; Optional integrated cart/stand with 500-sheet tray 3, 500-sheet tray 4, and 500-sheet tray 5; 556xh: 2 500-sheet input trays, 50-sheet multipurpose tray, Optional 500 sheet tray 3; Optional integrated cart/stand with 500-sheet tray 3, 500-sheet tray 4, and 500 sheet tray 5	
Connectivity, std	556dn: 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 556xh: Plus 1 Wireless 802.11b/g/n; NFC Interface	
Duty cycle, monthly	Up to 80,000 pages	
Recom monthly volume	Up to 2,000 to 7,500 pages	
Mac compatible	Yes	
Warranty, std	1-year warranty, Next Business Day Onsite	
Estimated U.S. street price¹	556dn (G1W46A):	\$749
	556xh (G1W47A):	\$1,249
Care Pack	Next Business Day with DMR 3yr-U9CV7E, 4yr-U9CV8E, 5yr-U9CV9E Network Installation Service	U9JT2E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 981A PageWide Cartridges: Black Cyan Magenta Yellow HP 981X High Yield PageWide Cartridges: Black Cyan Magenta Yellow	J3M71A J3M68A J3M69A J3M70A LOR12A LOR09A LOR10A LOR11A
Accessories	500-sheet Paper Tray Cabinet & Stand 3x500-Sheet Paper Tray & Stand Internal USB Ports 1GB DDR3 x32 144-Pin 800MHz SODIMM Jetdirect USB Wireless Print Server Jetdirect Wireless Print Server with NFC Trusted Platform Module Accessory	G1W43A G1W44A G1W45A B5L28A E5K48A J8031A J8030A F5562A

¹ Comparison of Enterprise devices based on manufacturers' published specifications of fastest available color mode of color business A4 MFPs \$1000–\$3000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page.
² Only HP Enterprise-class devices with FutureSmart offer a combination of security features for integrity checking down to the BIOS with self-healing capabilities. A FutureSmart service pack update may be required to activate security features.
³ Total cost of ownership Enterprise comparison based on 150,000 pages, manufacturers' published specifications for page yields and energy use, Manufacturers' suggested retail price for HP hardware and supplies, average street prices for competitive devices, cost per page based on ISO yield with continuous printing in default mode with highest-available-capacity cartridges, and long-life consumables of all color business A4 printers \$500–\$1,249 USD as of November 2015, excluding products with 1% or lower market share using market share as reported by IDC as of Q3 2015.

HP PageWide Pro MFP



HP PageWide Pro MFP 477dn

HP PageWide Pro is faster¹ than any color MFP in its class, for an exceptional value.²

HP PageWide Pro MFP 477dw

HP PageWide Pro is faster¹ than any color MFP in its class, for an exceptional value.²

HP PageWide Pro MFP 577dw

HP PageWide Pro is faster¹ than any color MFP in its class, for an exceptional value.²

Specifications

AIO/MFP functions	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed	ISO Speed up to 40 ppm black and 40 ppm color; ³ Up to 55 ppm black, 55 ppm color max	ISO Speed up to 40 ppm black and 40 ppm color; ³ Up to 55 ppm black, 55 ppm color max	ISO Speed up to 50 ppm black and 50 ppm color; ³ Up to 70 ppm black, 70 ppm color max
HP ePrint mobile printing	Yes	Yes	Yes
AirPrint™	No	Yes	Yes
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)
Input capacity	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500 sheet tray; 2 std/3 max tray	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500 sheet tray; 2 std/3 max tray	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500 sheet tray, 2x500 sheet paper tray and stand; 2 std/3 max tray
Fax memory	Up to 100 pages (black and white); Up to 8 pages (color)	Up to 100 pages (black and white); Up to 8 pages (color)	Up to 100 pages (black and white); Up to 8 pages (color)
Scan features	Flatbed, 50 sheet ADF, 1200 dpi optical	Flatbed, 50 sheet ADF, 4800 dpi optical	Flatbed, 50 sheet ADF, 4800 dpi optical
Copier zoom range	25 to 400%	25 to 400%	25 to 400%
Copy speed, max	ISO Speed up to 40 cpm black and 40 cpm color ³	ISO Speed up to 40 cpm black and 40 cpm color ³	ISO Speed up to 50 cpm black and 50 cpm color ³
Printer languages	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation
Connectivity, std	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g/n Station; 802.11 b/g Access Point	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g Station; 802.11 b/g Access Point
Recommended monthly volume⁹	Up to 750 to 4,500 pages	Up to 750 to 4,500 pages	Up to 1,000 to 6,000 pages
Duty cycle, monthly	Up to 50,000 pages	Up to 50,000 pages	Up to 80,000 pages
Mac compatible	Yes	Yes	Yes
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁹	MFP 477dn (D3Q19A): \$699.99	MFP 477dw (D3Q20A): \$699.99	MFP 577dw (D3Q21A): \$899.99
Care Pack	Next Business Day Exchange 3yr-U8ZX6E Next Business Day Onsite 3yr-U8ZW7E Basic Installation U9JTZE	Next Business Day Exchange 3yr-U8ZX6E Next Business Day Onsite 3yr-U8ZW7E Basic Installation U9JTZE	Next Business Day Exchange 3yr-U8ZV1E Next Business Day Onsite 3yr-U8ZU2E Basic Installation U9JTZE
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN
Accessories	500-sheet Paper Tray D3Q23A	500-sheet Paper Tray D3Q23A	500-sheet Paper Tray D3Q23A 2x500-sheet Paper Tray and Stand POV04A

¹ Comparison based on manufacturers' published specifications of fastest available color mode of all color business printers \$300–\$800 USD and MFPs \$400–\$1,000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page. Learn more at hp.com/go/printerspeeds.

² Lowest cost per color page claim applies to devices that are not sold under contract. Comparison of HP PageWide A4 Pro and Enterprise class devices with the majority of in-class color ink/laser MFPs (\$400–\$2,999), and color ink/laser single function printers (\$300–\$999) with >1% market share and print speeds >20ppm as of February 2017; market share as reported by IDC as of Q4 2016. Cost per page (CPP) reported by gap intelligence Pricing & Promotions Report January/February 2017, comparisons for devices/supplies not sold under contract are based on published specifications of the manufacturers' highest-capacity cartridges, inclusive of long life consumables and page yield. Average HP yield based on ISO/IEC 24711 and continuous printing in default mode. Actual yield varies based on content of printed pages and other factors. For more information, see hp.com/go/learnaboutequipment and hp.com/go/PageWideClaims.

³ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP PageWide Pro MFP



HP PageWide Pro MFP 577z
HP PageWide Pro is faster¹ than any color MFP in its class, for an exceptional value.²

New HP PageWide Pro MFP 772dw
(Available from May 15 2017)
Business moves fast, and slowing down means falling behind. It's why HP built the next generation of HP PageWide Pro-to power productivity with an efficient wireless MFP that delivers the lowest color cost,³ maximum uptime, and strong security.

New HP PageWide Pro MFP 777z
(Available from May 15 2017)
Dynamic security enabled printer. Only intended to be used with cartridges using an HP original chip. Cartridges using a non-HP chip may not work, and those that work today may not work in the future.

Specifications

AIO/MFP functions	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	
Print speed	ISO Speed up to 50 ppm black and 50 ppm color ⁴ ; Up to 70 ppm black, 70 ppm color max	ISO Speed up to 35 ppm black and 35 ppm color ⁴ ; Up to 55 ppm black, 55 ppm color max	ISO Speed up to 45 ppm black and 45 ppm color ⁴ ; Up to 65 ppm black, 65 ppm color max	
HP ePrint mobile printing	Yes	Yes	Yes	
AirPrint™	Yes	Yes	Yes	
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)	
Input capacity	500-sheet input tray, 50-sheet multi-purpose tray, and two 500-sheet accessory input trays, Optional 500 sheet tray, 2x500 sheet paper tray and stand; 4 std/4 max tray	Up to 1100 sheets Tandem Tray; Up to 100 sheets - MP Tray standard; Up to 10 envelopes; None transparencies; Up to 1600 + 200 + 200 + 40 for A5 size and larger; Up to 40 for smaller than A5 size; Up to 1600 + 200 + 200 + 40 sheets labels; None - Tandem Tray; 100 - MP Tray legal	Up to 550 sheets Universal Tray; Up to 100 sheets - MP Tray standard; Up to 10 envelopes; None transparencies; Up to 1600 + 200 + 40 for A5 size and larger; Up to 40 for smaller than A5 size; Up to 1600 + 200 + 40 sheets labels; Up to 550 sheets - Universal Tray; Up to 100 sheets - MP Tray legal	
Fax memory	Up to 100 pages (black and white); Up to 8 pages (color)	Up to 500 pages (black and white)	Up to 500 pages (black and white)	
Scan features	Flatbed, 50 sheet ADF, 4800 dpi optical	Flatbed, 100 sheet ADF, 1200 dpi optical	Flatbed, 100 sheet ADF, 1200 dpi optical	
Copier zoom range	25 to 400%	25 to 400%	25 to 400%	
Copy speed, max	ISO Speed up to 50 cpm black and 50 cpm color ⁴	ISO Speed up to 35 ppm black and 35 ppm color ⁴ ; Up to 55 ppm black, 55 ppm color max	ISO Speed up to 45 cpm black and 45 cpm color ⁴ ; Up to 65 ppm black, 65 ppm color max	
Printer languages	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), PCL5, native PDF, HP Postscript Level 3 emulation, native Office, PJI, JPEG, PCLM	HP PCLXL (PCL6), PCL5, native PDF, H P Postscript Level 3 emulation, native Office, PJI, JPEG, PCLM	
Connectivity, std	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g/n Station; 802.11 b/g Access Point	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g/n - dual band Station; NFC; Bluetooth Smart; WiFi Direct	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g/n - dual band Station; NFC; Bluetooth Smart; WiFi Direct	
Recommended monthly volume⁵	Up to 1,000 to 6,000 pages	Up to 2,500 to 15,000 pages	Up to 2,500 to 25,000 pages	
Duty cycle, monthly	Up to 80,000 pages	Up to 75,000 pages	Up to 100,000 pages	
Mac compatible	Yes	Yes	Yes	
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	
Estimated U.S. street price⁶	MFP 577z (K9Z76A): \$1499.99	MFP 772dw (W1B31A): \$2,999	MFP 777z (Y3Z55A): \$4,899	
Care Pack	Next Business Day Exchange 3yr Next Business Day Onsite 3yr Basic Installation	U8ZV1E U8ZUZE U9JTZE	Next Business Day Onsite with DMR 3yr-U9LH6E, 4yr-U9LH7E, 5yr-U9LH8E Network Installation Service	U9JT3E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 990A PageWide Cartridges: Black MOJ85AN Cyan MOJ73AN Magenta MOJ77AN Yellow MOJ81AN HP 990X High Yield PageWide Cartridges: Black MOK01AN Cyan MOJ89AN Magenta MOJ93AN Yellow MOJ97AN	HP 990A PageWide Cartridges: Black MOJ85AN Cyan MOJ73AN Magenta MOJ77AN Yellow MOJ81AN HP 990X High Yield PageWide Cartridges: Black MOK01AN Cyan MOJ89AN Magenta MOJ93AN Yellow MOJ97AN	
Accessories	500-sheet Paper Tray D3Q23A 2x500-sheet Paper Tray and Stand P0V04A	550-sheet Paper Tray A7W99A 550-sheet Paper Tray and Stand W1B50A 3x550 sheet Paper Tray and Stand W1B51A 4000-sheet HCI Paper Tray and Stand W1B52A HW Integration Pocket Control Panel 4.3* W1B54A 128GB Memory Module W1B49A	550-sheet Paper Tray A7W99A 550-sheet Paper Tray and Stand W1B50A 3x550 sheet Paper Tray and Stand W1B51A 4000-sheet HCI Paper Tray and Stand W1B52A HW Integration Pocket Control Panel 4.3* W1B54A 128GB Memory Module W1B49A	

¹ Comparison based on manufacturers' published specifications of fastest available color mode of all color business printers \$300-\$800 USD and MFPs \$400-\$1000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page. Learn more at hp.com/go/printerspeeds
² Lowest cost per color page claim applies to devices that are not sold under contract. Comparison of HP PageWide A4 Pro and Enterprise class devices with the majority of in-class color ink/laser MFPs (\$400-\$2,999), and color ink/laser single function printers (\$300-\$999) with >1% market share and print speeds >20ppm as of February 2017; market share as reported by IDC as of Q4 2016. Cost per page (CPP) reported by gap intelligence Pricing & Promotions Report January/February 2017, comparisons for devices/supplies not sold under contract are based on published specifications of the manufacturers' highest-capacity cartridges, inclusive of long life consumables and page yield. Average HP yield based on ISO/IEC 24711 and continuous printing in default mode. Actual yield varies based on content of printed pages and other factors. For more information, see hp.com/go/learnaboutsupplies and hp.com/go/pagewideclaims
³ Lowest cost per color page claim applies to devices that are not sold under contract. Comparison of HP PageWide A3 devices with the majority of in-class color ink/laser MFPs (\$3,000-\$7,499), and color ink/laser single function printers (\$1,500-\$2,999) as of January/February 2017; market share as reported by IDC as of Q4 2016. Cost per page (CPP) reported by gap intelligence Pricing & Promotions Report January/February 2017, comparisons for devices/supplies not sold under contract are based on published specifications of the manufacturers' highest-capacity cartridges, inclusive of long life consumables and page yield. Average HP yield based on ISO/IEC 24711 and continuous printing in default mode. Actual yield varies based on content of printed pages and other factors. For more information, see hp.com/go/learnaboutsupplies and hp.com/go/pagewideclaims
⁴ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP PageWide Pro Printers



HP PageWide Pro 452dn Printer

HP PageWide Pro is faster¹ than any color printer in its class, for an exceptional value.²

HP PageWide Pro 452dw Printer

HP PageWide Pro is faster¹ than any color printer in its class, for an exceptional value.²

HP PageWide Pro 552dw Printer

HP PageWide Pro is faster¹ than any color printer in its class, for an exceptional value.²

New HP PageWide Pro 750dw Printer (Available from May 15 2017)

Business moves fast, and slowing down means falling behind. It's why HP built the next generation of HP PageWide Pro—to power productivity with an efficient wireless printer that delivers the lowest color cost,³ maximum uptime, and strong security.

Specifications

Print speed⁴	ISO Speed up to 40 ppm black and 40 ppm color; ⁵ Up to 55 ppm black, 55 ppm color max	ISO Speed up to 40 ppm black and 40 ppm color; ⁴ Up to 55 ppm black, 55 ppm color max	ISO Speed up to 50 ppm black and 50 ppm color; ⁴ Up to 70 ppm black, 70 ppm color max	ISO Speed up to 35 ppm black and 35 ppm color; ⁴ Up to 55 ppm black, 55 ppm color max
HP ePrint mobile printing	Yes	Yes	Yes	Yes
AirPrint™	No	No	Yes	Yes
Media sizes	Tray 1: Letter, oficio, legal, statement, executive, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 10, Monarch); Tray 2: Letter, statement, executive, envelopes (No. 10); Tray 3: Letter, oficio, legal, statement, executive	Tray 1: Letter, oficio, legal, statement, executive, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 10, Monarch); Tray 2: Letter, statement, executive, envelopes (No. 10); Tray 3: Letter, oficio, legal, statement, executive	Tray 1: Letter, oficio, legal, statement, executive, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 10, Monarch); Tray 2: Letter, statement, executive, envelopes (No. 10); Tray 3: Letter, oficio, legal, statement, executive	Tray 1: Letter, oficio, legal, statement, executive, 3 x 5 in, 4 x 6 in, 5 x 7 in, 5 x 8 in, envelopes (No. 10, Monarch); Tray 2: Letter, statement, executive, envelopes (No. 10); Tray 3: Letter, oficio, legal, statement, executive
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)	Automatic (standard)
Borderless printing	No	No	No	No
Input capacity	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500-sheet tray; 2 std/3 max tray	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500-sheet tray; 2 std/3 max tray	500-sheet input tray, 50-sheet multi-purpose tray, Optional 500-sheet tray, 2x500 sheet paper tray and stand; 2 std/4 max tray	550-sheet input tray, 100-sheet multipurpose tray multi-purpose tray, Optional 550-sheet tray, 2x550 sheet paper tray and stand; 2 std / 5 max tray
Printer languages	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), PCL5, native PDF, HP Postscript Level 3 emulation, native Office, PDL, JPEG, PCLM
Connectivity, std	1 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network	1 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network	1 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 802.11 b/g/n Station; 802.11 b/g Access Point	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line; 802.11 b/g/n - dual band Station; NFC; Bluetooth Smart; WiFi Direct
Recommended monthly volume⁶	Up to 750 to 4,500 pages	Up to 750 to 4,500 pages	Up to 1,000 to 6,000 pages	Up to 2,500 to 15,000 pages
Duty cycle, monthly	Up to 50,000 pages	Up to 50,000 pages	Up to 80,000 pages	Up to 75,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite	1-year warranty, Next Business Day Onsite
Estimated U.S. street price⁹	452dn (D3Q15A): \$499.99	452dw (D3Q16A): \$499.99	552dw (D3Q17A): \$699.99	750dw (Y3Z46A): \$2,199
Care Pack	Next Business Day Exchange 3yr Next Business Day Onsite 3yr Basic Installation U9AA1E U8ZZ2E U9JT1E	Next Business Day Exchange 3yr Next Business Day Onsite 3yr Basic Installation U9AA1E U8ZZ2E U9JT1E	Next Business Day Exchange 3yr Next Business Day Onsite 3yr Basic Installation U9AA1E U8ZZ2E U9JT1E	Next Business Day Onsite with DMR 3yr-U9JY4E, 4yr-U9JY5E, 5yr-U9JY6E Network Installation Service U9JT3E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 972A PageWide Cartridges: Black F6T80AN Cyan LOR86AN Magenta LOR89AN Yellow LOR92AN HP 972X High Yield PageWide Cartridges: Black F6T84AN Cyan LOR98AN Magenta LOS01AN Yellow LOS04AN	HP 990A PageWide Cartridges: Black MOJ85AN Cyan MOJ73AN Magenta MOJ77AN Yellow MOJ81AN HP 990X High Yield PageWide Cartridges: Black MOK01AN Cyan MOJ89AN Magenta MOJ93AN Yellow MOJ97AN
Accessories	500-sheet Paper Tray D3Q23A	500-sheet Paper Tray D3Q23A	500-sheet Paper Tray 2x500-sheet Paper Tray and Stand D3Q23A POV04A	550-sheet Paper Tray 550-sheet Paper Tray and Stand 3x550 sheet Paper Tray and Stand 4000-sheet HCl Paper Tray and Stand HW Integration Pocket Control Panel 4.3 ⁷ 128GB Memory Module A7W99A W1B50A W1B51A W1B52A W1B54A W1B49A

¹ Comparison based on manufacturers' published specifications of fastest available color mode of all color business printers \$300–\$800 USD and MFPs \$400–\$1000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page. Learn more at hp.com/go/printerspeeds
² Lowest cost per color page claim applies to devices that are not sold under contract. Comparison of HP PageWide A4 Pro and Enterprise class devices with the majority of in-class color ink/laser MFPs (\$400–\$2,999), and color ink/laser single function printers (\$300–\$999) with >1% market share and print speeds >20ppm as of February 2017; market share as reported by IDC as of Q4 2016. Cost per page (CPP) reported by gap intelligence Pricing & Promotions Report January/February 2017, comparisons for devices/supplies not sold under contract are based on published specifications of the manufacturers' highest-capacity cartridges, inclusive of long life consumables and page yield. Average HP yield based on ISO/IEC 24711 and continuous printing in default mode. Actual yield varies based on content of printed pages and other factors. For more information, see hp.com/go/learnaboutsups and hp.com/go/PageWideClaims
³ Lowest cost per color page claim applies to devices that are not sold under contract. Comparison of HP PageWide A3 devices with the majority of in-class color ink/laser MFPs (\$3,000–\$7,499), and color ink/laser single function printers (\$1,500–\$2,999) as of January/February 2017; market share as reported by IDC as of Q4 2016. Cost per page (CPP) reported by gap intelligence Pricing & Promotions Report January/February 2017, comparisons for devices/supplies not sold under contract are based on published specifications of the manufacturers' highest-capacity cartridges, inclusive of long life consumables and page yield. Average HP yield based on ISO/IEC 24711 and continuous printing in default mode. Actual yield varies based on content of printed pages and other factors. For more information, see hp.com/go/learnaboutsups and hp.com/go/PageWideClaims
⁴ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Home All-in-One



HP 3830 All-in-One
Get more done with an all-in-one with fax—easily print from your smartphone or tablet.



HP OfficeJet 4650 e-All-in-One
Accomplish next-level productivity easily print from your smartphone or tablet.

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax, Wireless	Print, Copy, Scan, Fax
Print speed^{A)}	ISO Speed up to 8.5 ppm black and 6 ppm color ¹ ; Up to 20 ppm black, 16 ppm color max	ISO Speed up to 9.5 ppm black and 6.8 ppm color ¹ ; Up to 20 ppm black, 16 ppm color max
HP ePrint mobile printing	Yes	Yes
AirPrint™	Yes	Yes
Two-sided printing	Manual (driver support provided)	Automatic (standard)
Input capacity	60-sheet input tray; 1 std/1 max tray	100-sheet input tray; 1 std/1 max tray
Fax memory	Up to 99 pages (black and white)	Up to 99 pages
Scan features	Flatbed, 35-sheet ADF	Flatbed, 35-sheet ADF
Copier zoom range	25 to 400%	25 to 400%
Copy speed, max^{D)}	ISO Speed up to 7 cpm black and 3.5 cpm color	ISO Speed up to 7.5 cpm black and 4 cpm color
Printer languages	HP PCL 3 GUI; PCLm (HP Apps/UPD); URF (AirPrint)	HP PCL 3 GUI
Connectivity, std	1 Hi-Speed USB 2.0	1 Hi-Speed USB 2.0; 1 WiFi 802.11n
Recommended monthly volume^{F)}	Up to 100 to 250 (print)	Up to 100 to 400 (print); Up to 20 to 100 (scan)
Duty cycle, monthly	Up to 1,000 pages	Up to 1,200 pages
Mac compatible	Yes	Yes
Warranty, std	1-year limited hardware plus telephone support	1-year limited hardware plus telephone support
Estimated U.S. street price^{G)}	3830 e-All-in-One (K7V40A): \$79.99	4650 e-All-in-One (F1J03A): \$99.99
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UZ381E, 3yr-UZ382E, 4yr-UZ383E	Business Priority Support with Next Business Day Exchange 2yr-UZ381E, 3yr-UZ382E, 4yr-UZ383E Business Priority Support with Onsite Exchange 2yr-U6M47E, 3yr-U6M48E, 4yr-U6M49E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 63 Ink Cartridges: Black F6U62AN XL Black F6U64AN Tri-color F6U61AN XL Tri-color F6U63AN	HP 63 Ink Cartridges: Black F6U62AN XL Black F6U64AN Tri-color F6U61AN XL Tri-color F6U63AN
Accessories	Not applicable	Not applicable

¹ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Pro All-in-one



HP OfficeJet Pro 8710 All-in-One

This full-featured all-in-one delivers professional-quality, low-cost color for the office.

HP OfficeJet Pro 8720 All-in-One

HP Print Forward Design offers full office support. Get professional-quality color, blazing-fast.

HP OfficeJet Pro 8730 All-in-One

Affordable color, HP Print Forward Design, and essential fleet management in an all-in-one.

HP OfficeJet Pro 8740 All-in-One

Affordable color, HP Print Forward Design, and essential fleet management in an all-in-one.

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed¹⁾	ISO Speed up to 22 ppm black and 18 ppm color ¹⁾ ; Up to 35 ppm black, 35 ppm color max	ISO Speed up to 24 ppm black and 20 ppm color ¹⁾ ; Up to 37 ppm black, 37 ppm color max	ISO Speed up to 24 ppm black and 20 ppm color ¹⁾ ; Up to 36 ppm black, 36 ppm color max	ISO Speed up to 24 ppm black and 20 ppm color ¹⁾ ; Up to 36 ppm black, 36 ppm color max
HP ePrint mobile printing	Yes	Yes	Yes	Yes
AirPrint™	Yes	Yes	Yes	Yes
Input capacity	250-sheet input tray; 1 std/1 max tray	250-sheet input tray; 1 std/2 max tray	250-sheet input tray; Optional 250-sheet input tray; 1 std/2 max tray	Standard 250-sheet input-tray, plus an Extra/Optional 250-sheet input tray; 2 std/2 max tray
Two-sided printing	Automatic (standard)	Automatic (standard)	Automatic (standard)	Automatic (standard)
Fax memory	Up to 100 pages	Up to 100 pages	Up to 100 pages	Up to 100 pages
Scan features	Flatbed, 50 sheet ADF	Flatbed, 50 sheet ADF	Flatbed, 50 sheet ADF	Flatbed, 50 sheet ADF
Copier zoom range	25 to 400%	25 to 400%	25 to 400%	25 to 400%
Copy speed, max¹⁾	ISO Speed up to 20 cpm black and 14 cpm color ¹⁾	ISO Speed up to 22 cpm black and 16 cpm color ¹⁾	ISO Speed up to 22 cpm black and 16 cpm color ¹⁾	ISO Speed up to 22 cpm black and 16 cpm color ¹⁾
Printer languages	Not applicable	Not applicable	Not applicable	Not applicable
Connectivity, std	1 USB 2.0; 1 Host USB; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports	1 USB 2.0; 1 Host USB; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports	1 USB 2.0; 1 Host USB; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports	1 USB 2.0; 1 Host USB; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports
Recommended monthly volume¹⁾	Up to 250 to 1,500 pages (print)	Up to 250 to 2,000 pages (print)	Up to 250 to 2,000 pages (print)	Up to 250 to 2,000 pages (print)
Duty cycle, monthly	Up to 25,000 pages	Up to 30,000 pages	Up to 30,000 pages	Up to 30,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support
Estimated U.S. street price¹⁾	8710 All-in-One (M9L66A): \$199.99	8720 All-in-One (M9L75A): \$299.99	8730 All-in-One (D9L20A): \$349.99	8740 All-in-One (K7S42A): \$399.99
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UQ206E, 3yr-UQ207E, 4yr-UQ219E	Business Priority Support with Next Business Day Exchange 2yr-UQ208E, 3yr-UQ209E, 4yr-UQ210E	Next Business Day Exchange 3yr-U6M71E Next Business Day Onsite 3yr-U6M72E Network Installation Service U9JT1E	Business Priority Support with Next Business Day Exchange 2yr-UQ211E, 3yr-UQ212E, 4yr-UQ213E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 952 Ink Cartridges: Black F6U15AN Cyan L0S49AN Magenta L0S52AN Yellow L0S55AN XL Black F6U19AN XL Cyan L0S61AN XL Magenta L0S64AN XL Yellow L0S67AN	HP 952 Ink Cartridges: Black F6U15AN Cyan L0S49AN Magenta L0S52AN Yellow L0S55AN XL Black F6U19AN XL Cyan L0S61AN XL Magenta L0S64AN XL Yellow L0S67AN HP 956XL High Yield Black Ink Cartridge LOR39AN	HP 952 Ink Cartridges: Black F6U15AN Cyan L0S49AN Magenta L0S52AN Yellow L0S55AN XL Black F6U19AN XL Cyan L0S61AN XL Magenta L0S64AN XL Yellow L0S67AN HP 956XL High Yield Black Ink Cartridge LOR39AN	HP 952 Ink Cartridges: Black F6U15AN Cyan L0S49AN Magenta L0S52AN Yellow L0S55AN XL Black F6U19AN XL Cyan L0S61AN XL Magenta L0S64AN XL Yellow L0S67AN HP 956XL High Yield Black Ink Cartridge LOR39AN
Accessories	Not applicable	250-sheet input tray K7S44A	250-sheet input tray K7S44A	Not applicable

¹⁾ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Pro All-in-one



HP OfficeJet Pro 6968 All-in-One
Breeze through work with affordable color, fast printing, easy navigation, and mobile printing.¹



HP OfficeJet Pro 6978 All-in-One
Power your workday with affordable color, fast two-sided printing, scanning, and mobile printing.¹

Specifications

AiO/MFP functions	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed^{A)}	ISO Speed up to 18 ppm black and 10 ppm color; ¹ Up to 30 ppm black, 26 ppm color max	ISO Speed up to 20 ppm black and 11 ppm color; ¹ Up to 30 ppm black, 26 ppm color max
HP ePrint mobile printing	Yes	Yes
AirPrint™	Yes	Yes
Two-sided printing	225-sheet input tray; 1 std/1 max tray	225-sheet input tray; 1 std/1 max tray
Input capacity	Automatic (standard)	Automatic (standard)
Fax memory	Up to 100 pages	Up to 100 pages
Scan features	Flatbed, 35 sheet ADF	Flatbed, 35 sheet ADF
Copier zoom range	25 to 400%	25 to 400%
Copy speed, max^{D)}	ISO Speed up to 13 cpm black and 7 cpm color	ISO Speed up to 13 cpm black and 7 cpm color
Printer languages	Not applicable	Not applicable
Connectivity, std	1 USB 2.0; 1 Ethernet; 1 Wireless 802.11b/g/n; 1 RJ-11 fax	1 USB 2.0; 1 Ethernet; 1 Wireless 802.11b/g/n; 1 RJ-11 fax
Recommended monthly volume^{E)}	Up to 200 to 800 pages (print)	Up to 200 to 800 pages (print)
Duty cycle, monthly	Up to 20,000 pages	Up to 20,000 pages
Mac compatible	Yes	Yes
Warranty, std	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support
Estimated U.S. street price^{D)}	6968 All-in-One (T0F28A): \$149.99	6978 All-in-One (T0F29A): \$179.99
HP Care Pack Services^{G)}	Business Priority Support with Next Business Day Exchange 2yr-UQ206A, 3yr-UQ207A, 4yr-UQ219A	Business Priority Support with Next Business Day Exchange 2yr-UQ206E, 3yr-UQ207E, 4yr-UQ219E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 902 Ink Cartridges: Black T6L98AN Cyan T6L86AN Magenta T6L90AN Yellow T6L94AN XL Black T6M14AN XL Cyan T6M02AN XL Magenta T6M06AN XL Yellow T6M10AN HP 906XL High Yield Black Ink Cartridge T6M18AN	HP 902 Ink Cartridges: Black T6L98AN Cyan T6L86AN Magenta T6L90AN Yellow T6L94AN XL Black T6M14AN XL Cyan T6M02AN XL Magenta T6M06AN XL Yellow T6M10AN HP 906XL High Yield Black Ink Cartridge T6M18AN
Accessories	Not applicable	Not applicable

HP OfficeJet Pro Printers



HP OfficeJet Pro 6230 ePrinter
Professional color printing for business¹

Specifications

Print speed^{A)}	ISO Speed up to 18 ppm black and 10 ppm color; ¹ Up to 29 ppm black, 24 ppm color max
HP ePrint mobile printing	Yes
AirPrint™	Yes
Media sizes	3 x 5 in to 8.5 x 14 in (Simplex), 3 x 5.5 in to 8.5 x 12.2 in (Auto Duplex)
Two-sided printing	Automatic (standard)
Borderless printing	Yes, up to 8.5 x 11 in
Input capacity	225 std sheets; 1 std/1 max tray
Printer languages	HP PCL 3 GUI, HP PCL 3 Enhanced
Connectivity, std	1 USB 2.0; 1 Ethernet; 1 Wireless 802.11b/g/n
Recommended monthly volume^{E)}	Up to 200 to 800 pages
Duty cycle, monthly	Up to 15,000 pages
Mac compatible	Yes
Warranty, std	1-year limited hardware plus telephone support
Estimated U.S. street price^{D)}	6230 (E3E03A): \$99
HP Care Pack Services^{G)}	Business Priority Support with Next Business Day Exchange 2yr-UZ381E, 3yr-UZ382E, 4yr-UZ383E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 934 Ink Cartridges: Black C2P19AN XL Black C2P23AN HP 935 Ink Cartridges: Cyan C2P20AN Magenta C2P21AN Yellow C2P22AN XL Cyan C2P24AN XL Magenta C2P25AN XL Yellow C2P26AN
Accessories	Not applicable

¹ Speed specifications have been updated to reflect current industry testing methods.
² Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

¹ For details on local printing requirements see hp.com/go/mobileprinting
² Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Pro Printers



HP OfficeJet Pro 8210 Printer
Control costs and printing practices, with affordable color and comprehensive fleet-wide management. Print professional-quality color and get seamless print management features. Boost efficiencies with a variety of mobile printing choices.

HP OfficeJet Pro 8216 Printer
Help control costs and printing practices, with affordable color and comprehensive fleet-wide management. Print professional-quality color and get seamless print management features. Boost efficiencies with a variety of mobile printing choices.

Specifications

Print speed¹⁾	ISO Speed up to 22 ppm black and 18 ppm color ¹ ; Up to 34 ppm black, 34 ppm color max	ISO Speed up to 22 ppm black and 18 ppm color ¹ ; Up to 34 ppm black, 34 ppm color max
HP ePrint mobile printing	Yes	Yes
AirPrint™	Yes	Yes
Media sizes	Tray 1: US Legal (8.5 x 14 in); 8.5 x 13 in (8.5 x 13 in); US Letter (8.5 x 11 in); A4 (8.3 x 11.7 in); US Executive (7.25 x 10.5 in); B5 (7.17 x 10.12 in); A5 (5.8 x 8.3 in); US Statement (5.5 x 8.5 in); C5 Envelope (6.4 x 9 in); Japanese Envelope Chou #3 (4.7 x 9.3 in); C6 Envelope (4.5 x 6.4 in); 5.5 Bar Envelope (4.375 x 5.75 in); DL Envelope (4.3 x 8.7 in); US #10 Envelope (4.125 x 9.5 in); Monarch Envelope (3.875 x 7.5 in); Japanese Envelope Chou #4 (3.5 x 8.1 in); Ofuku Hagaki (5.8 x 7.9 in); Index card (5 x 8 in); A6 card (4.13 x 5.83 in); Index card (4 x 6 in); Hagaki (3.9 x 5.8 in); Index card (3 x 5 in); Photo Media (A) (8.5 x 11 in); Photo Media (A4) (8.3 x 11.7 in); Photo Media (5 x 7 in no-tabs); Photo media with tear-off tab (4 x 8 in); Photo media with tear-off tab (4 x 6 in); Photo media (4 x 6 in); Hagaki Photo Cards (3.9 x 5.8 in); Photo media (3.5 x 5 in); Photo media (3 x 5 in); Brochure (A & A4); Labels (A & A4); Custom-sized media between 3 to 8.5 in wide and 5 to 14 in long (76.2 to 216 mm wide and 127 to 356 mm long)	Tray 1: US Legal (8.5 x 14 in); 8.5 x 13 in (8.5 x 13 in); US Letter (8.5 x 11 in); A4 (8.3 x 11.7 in); US E x ecutive (7.25 x 10.5 in); B5 (7.17 x 10.12 in); A5 (5.8 x 8.3 in); US Statement (5.5 x 8.5 in); C5 Envelope (6.4 x 9 in); Japanese Envelope Chou #3 (4.7 x 9.3 in); C6 Envelope (4.5 x 6.4 in); 5.5 Bar Envelope (4.375 x 5.75 in); DL Envelope (4.3 x 8.7 in); US #10 Envelope (4.125 x 9.5 in); Monarch Envelope (3.875 x 7.5 in); Japanese Envelope Chou #4 (3.5 x 8.1 in); Ofuku Hagaki (5.8 x 7.9 in); Index card (5 x 8 in); A6 card (4.13 x 5.83 in); Index card (4 x 6 in); Hagaki (3.9 x 5.8 in); Index card (3 x 5 in); Photo Media (A) (8.5 x 11 in); Photo Media (A4) (8.3 x 11.7 in); Photo Media (5 x 7 in no-tabs); Photo media with tear-off tab (4 x 8 in); Photo media with tear-off tab (4 x 6 in); Photo media (4 x 6 in); Hagaki Photo Cards (3.9 x 5.8 in); Photo media (3.5 x 5 in); Photo media (3 x 5 in); Brochure (A & A4); Labels (A & A4); Custom-sized media between 3 to 8.5 in wide and 5 to 14 in long (76.2 to 216 mm wide and 127 to 356 mm long)
Two-sided printing	Automatic (standard)	Automatic (standard)
Borderless printing	Yes, Edge to Edge for 8.5 x 11 in (US letter), 210 x 297 mm (A4). Brochure media type only	Yes, Edge to Edge for 8.5 x 11 in (US letter), 210 x 297 mm (A4). Brochure media type only
Input capacity	250-sheet input tray; 1 std/1 max tray	500-sheet input tray; 2 std/2 max tray
Printer languages	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation	HP PCLXL (PCL6), native PDF, HP Postscript Level 3 emulation
Connectivity, std	Hi-Speed USB 2.0; Built-in wired Ethernet 10/100Base-TX (RJ45) networking; Built-in wireless 802.11b/g/n networking; Wi-Fi Direct	Hi-Speed USB 2.0; Built-in wired Ethernet 10/100Base-TX (RJ45) networking; Built-in wireless 802.11b/g/n networking; Wi-Fi Direct
Recommended monthly volume²⁾	Up to 250 to 1,500 pages	Up to 250 to 1,500 pages
Duty cycle, monthly	Up to 30,000 pages	Up to 30,000 pages
Mac compatible	Yes	Yes
Warranty, std	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support
Estimated U.S. street price³⁾	8210 (D9L64A): \$129.99	8216 (TOG70A): \$179.99
HP Care Pack Services⁴⁾	Business Priority Support with Next Business Day Exchange 2yr-UZ381E, 3yr-UZ382E, 4yr-UZ383E	Next Business Day Exchange 3yr-UGM60E Next Business Day Onsite 3yr-UGM61E Network Installation Service U9JT1E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 952 Ink Cartridges: Black F6U15AN Cyan LOS49AN Magenta LOS52AN Yellow LOS55AN XL Black F6U19AN XL Cyan LOS61AN XL Magenta LOS64AN XL Yellow LOS67AN HP 956XL High Yield Black Ink Cartridge LOR39AN	HP 952 Ink Cartridges: Black F6U15AN Cyan LOS49AN Magenta LOS52AN Yellow LOS55AN XL Black F6U19AN XL Cyan LOS61AN XL Magenta LOS64AN XL Yellow LOS67AN HP 956XL High Yield Black Ink Cartridge LOR39AN
Accessories	Not applicable	Not applicable

¹⁾ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Mobile and B-Size Printers & All-in-One



HP OfficeJet 200 Mobile Printer
Make the world your office with powerful portable printing—no network necessary.³ This quick, quiet printer delivers more pages per cartridge and has a long-lasting battery life.²

Specifications

AiO/MFP functions	Print
Print speed¹⁾	ISO Speed On AC: Up to 10 ppm, On Battery: Up to 9 ppm black and Up to 7 ppm, on Battery: Up to 6 ppm color ³ ; Draft Speed On AC: Up to 20 ppm, On Battery: Up to 18 ppm black, On AC: Up to 19 ppm, On Battery: up to 17 ppm color max
HP ePrint mobile printing	Yes
AirPrint™	Yes
Two-sided printing	Manual (driver support provided)
Fax memory	Not applicable
Scan features	Not applicable
Copier zoom range	Not applicable
Copy speed, max	Not applicable
Printer languages	HP PCL 3 GUI
Connectivity, std	1 USB 2.0 + Wi-Fi
Recommended monthly volume²⁾	Up to 100 to 300 pages
Duty cycle, monthly	Up to 500 pages
Mac compatible	Yes
Warranty, std	1 year limited hardware plus telephone support
Estimated U.S. street price³⁾	200 Mobile (CZ993A): \$279
Care Pack	Accidental Damage Protection Business Priority Support with Next Business Day Exchange 2yr-UQ214E, 3yr-UQ215E, 4yr-UQ216E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 62 Ink Cartridges: Black C2P04AN XL Black C2P05AN Tri-color C2P06AN XL Tri-color C2P07AN
Accessories	200 series Battery M9L89A

¹⁾ Mobile device needs to be connected directly to the Wi-Fi Direct signal of Wi-Fi Direct-supported AIO or printer prior to printing. Depending on mobile device, an app or driver may also be required. For details, see hp.com/go/mobileprinting

²⁾ Best-in-class performance claim compares all inkjet color mobile printers as of October 2015 based on market share as reported by Q2 2015 IDC, based on manufacturer's published

³⁾ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP OfficeJet Mobile and B-Size Printers & All-in-One



HP OfficeJet 250 Mobile All-in-One Printer

Print, scan, and copy from nearly anywhere with this portable all-in-one. Android users can easily detect¹ and connect to a nearby OfficeJet 250 and print using Wi-Fi Direct[®].³ This quiet workhorse has a long battery life and delivers the highest page yields in its class.²

New HP OfficeJet Pro 7720 Wide Format All-in-One (Available from 1 August 2017)

Easily print a variety on a variety of paper sizes up to 11 x 17 inches (A3). Produce professional-quality color for up to 50% less cost per-page than lasers on a printer that's ready for business.³

HP OfficeJet Pro 7740 Wide Format e-All-in-One

Print, scan, and copy in standout color on sizes up to 11 x 17 in. (A3), for bold documents and presentations at up to 50% less cost per page than color laser.⁴ Fax up to 8.5 x 14 in. (21.6 x 35.6 cm).

HP OfficeJet 7510 Wide Format All-in-One

Help your business stand out with stunning, wide-format color prints—at a price that you can afford. Accelerate productivity and keep business moving with a wide range of tools. Create professional-quality marketing materials—right in the office.

Specifications

AiO/MFP functions	Print, Copy, Scan	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax	Print, Copy, Scan, Fax
Print speed⁴	ISO Speed On AC: Up to 10 ppm, On Battery: Up to 9 ppm black and up to 7 ppm, on Battery: Up to 6 ppm color; Draft Speed On AC: Up to 20 ppm, On Battery: Up to 18 ppm black, On AC: Up to 19 ppm, On Battery: up to 17 ppm color max	ISO Speed up to 22 ppm black and 18 ppm color	ISO Speed up to 21 ppm black and 17 ppm color; Up to 34 ppm black, 34 ppm color max	ISO Speed up to 15 ppm black and 8 ppm color; ⁵ Up to 33 ppm black, 29 ppm color max
HP ePrint mobile printing	Yes	Yes	Yes	Yes
AirPrint™	Yes	Yes	Yes	Yes
Two-sided printing	Manual (driver support provided)	Automatic	Automatic	Manual
Fax memory	Not applicable	Up to 100 pages	Up to 100 pages	Up to 100 pages
Scan features	Sheet-feed, 10 sheet ADF	Flatbed, ADF	Flatbed, 35 sheet ADF	Flatbed, 35 sheet ADF
Copier zoom range	25 to 400%	25 to 400%	25 to 400%	25 to 400%
Copy speed, max	ISO Speed On AC: up to 8 ppm ⁶ ; On Battery: up to 7 ppm black and On AC: up to 4 ppm; On Battery: up to 3 ppm color	ISO Speed up to 18 cpm black and 13 cpm color ⁶	ISO Speed up to 18 cpm black and 13 cpm color ⁶	ISO Speed up to 9 cpm black and 6 cpm color ⁶
Printer languages	HP PCL 3 GUI	HP PCL3 GUI	HP PCLXL (PCL6), native PDF; HP Postscript Level 3 emulation	HP PCL 3 GUI, HP PCL 3 Enhanced
Connectivity, std	1 USB 2.0 device; 1 USB 2.0 host; 1 wireless; 1 wifi direct; 1 BLE	1 USB 2.0 with compatibility with USB 3.0 devices; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports	1 USB 2.0 with compatibility with USB 3.0 devices; 1 Host USB; 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports	1 USB (2.0); 1 Ethernet; 1 Wireless 802.11b/g/n; 1 USB host; 1 RJ-11 fax
Recommended monthly volume⁶	Up to 100 to 300 pages	250 to 1,500 pages	Up to 250 to 1,500 pages	Up to 200 to 800 pages (print)
Duty cycle, monthly	Up to 500 pages	Up to 30,000 pages	Up to 18,000 pages	Up to 12,000 pages
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support
Estimated U.S. street price⁶	250 All-in-One (CZ929A): \$349	7720 Wide Format (Y0518A): \$199.99	7110 Wide Format (G5J38A): \$249	7510 All-in-One (G3J47A): \$199.99
Care Pack	Accidental Damage Protection Business Priority Support with Next Business Day Exchange 2yr-UQ214E, 3yr-UQ215E, 4yr-UQ216E	Business Priority Support with Next Business Day Exchange 2yr-UQ206E, 3yr-UQ207E, 4yr-UQ219E Business Priority Support with Onsite Exchange 2yr-U6M50E, 3yr-U6M51E, 4yr-U6M52E	Business Priority Support with Next Business Day Exchange 2yr-UQ208E, 3yr-UQ209E, 4yr-UQ210E Business Priority Support with Onsite Exchange 2yr-U6M53E, 3yr-U6M54E, 4yr-U6M55E	Business Priority Support with Next Business Day Exchange 2yr-UQ206E, 3yr-UQ207E, 4yr-UQ219E Business Priority Support with Onsite Exchange 2yr-U6M50E, 3yr-U6M51E, 4yr-U6M52E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 62 Ink Cartridges: Black C2P04AN XL Black C2P05AN Tri-color C2P06AN XL Tri-color C2P07AN	HP 952 Ink Cartridges: Black F6U15AN Cyan LOS49AN Magenta LOS52AN Yellow LOS55AN XL Black F6U19AN XL Cyan LOS61AN XL Magenta LOS64AN XL Yellow LOS67AN	HP 952 Ink Cartridges: Black F6U15AN Cyan LOS49AN Magenta LOS52AN Yellow LOS55AN XL Black F6U19AN XL Cyan LOS61AN XL Magenta LOS64AN XL Yellow LOS67AN	HP 932 Ink Cartridges: Black CN057AN XL Black CN053AN HP 933 Ink Cartridges: Cyan CN058AN Magenta CN059AN Yellow CN060AN XL Cyan CN054AN XL Magenta CN055AN XL Yellow CN056AN
Accessories	200 series Battery M9L89A	Not applicable	Not applicable	Two-sided Printing Accessory C7G18A

¹ Proximity detection technology. Learn more at hp.com/go/blueprinting

² Best-in-class performance claim compares all inkjet color mobile printers as of October 2015 based on market share as reported by Q2 2015 IDC and manufacturer's published specifications.

³ Print without a router or wireless network: Mobile device needs to be connected directly to the Wi-Fi Direct[®] signal of a Wi-Fi Direct supported AIO or printer prior to printing. Depending on mobile device, an app or driver may also be required. For details, see hp.com/go/mobileprinting. Wi-Fi Direct is a registered trademark of Wi-Fi Alliance[®].

⁴ CA: Based on monthly subscription cost using only all pages in plan vs. cost per page of most color inkjet printers < \$399 CAD. Share from IDC CYQ4 2016. Standard cartridge CPP based on supplies pricing and page yield listed on original manufacturers' website as of February 2017. US: Based on monthly subscription cost using only all pages in plan vs. cost per page of most color inkjet printers < \$399 USD. Share from IDC CYQ4 2016. Standard cartridge CPP from gap intelligence AIO Weekly & BP Weekly (2/12/17).

⁵ Compared with the majority of color laser AIOs < \$300 as of October 2015; market share as reported by IDC as of Q2 2015. Cost per page (CPP) comparisons for laser supplies are based on published specifications of the manufacturers' highest capacity cartridges and long life consumables. CPP comparisons for high-capacity HP ink supplies are based on published specifications of the manufacturers' highest capacity cartridges. CPP based on high-capacity ink cartridges' estimated street price and page yield. ISO yield based on continuous printing in default mode. For more information, see <http://www.hp.com/go/learnabouthsupplies>.

⁶ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP DeskJet and ENVY All-in-Ones



HP DeskJet 2130 All-in-One

Make everyday printing, scanning, and copying easy and affordable with an HP DeskJet all-in-one.

HP DeskJet 3630 All-in-One

Keep it simple with an affordable all-in-one—easily print from your smartphone or tablet.¹

HP DeskJet 3755 All-in-One

Compact and wireless, this printer is designed to fit your space and life and save you up to 50% on ink with HP Instant Ink.³ Get vibrant color and power in the world's smallest all-in-one for home.⁴

HP ENVY 4520 All-in-One

Do more and easily print from your smartphone or tablet—and print wirelessly.²

HP ENVY 5540 All-in-One

An affordable, wireless all-in-one that produces lab-quality photos and easily print from your smartphone or tablet.

Specifications

AiO/MFP functions	Print, Copy, Scan	Print, Copy, Scan, Wireless	Print, Copy, Scan, Wireless	Print, Copy, Scan, Photo	Print, Copy, Scan, Photo, Web
Print speed¹	ISO Speed up to 7.5 ppm black and 5.5 ppm color ¹	ISO Speed up to 8.5 ppm black and 6 ppm color ¹	ISO Speed up to 8 ppm black and 5.5 ppm color ¹	ISO Speed up to 9.5 ppm black and 6.8 ppm color ¹	ISO Speed up to 12 ppm black and 8 ppm color ¹
HP ePrint mobile printing	No	Yes	Yes	Yes	Yes
Two-sided printing	Manual (driver support provided)	Manual (driver support provided)	Manual (driver support provided)	Automatic (standard)	Automatic
Scan features	Flatbed, No ADF, 1200 dpi optical	Flatbed, No ADF, 1200 dpi optical	Single-page document feeder, No ADF, 600 dpi optical	Flatbed, No ADF, 1200 dpi optical	Flatbed, ADF, 1200 dpi optical
Copier reduce/enlarge range	Not applicable	25 to 200%	25 to 200%	25 to 400%	25 to 400%
Copy speed, max¹	ISO Speed up to 5 cpm black and 3 cpm color	ISO Speed up to 5 cpm black and 3.5 cpm color ¹	ISO Speed up to 4 cpm black and 2.5 cpm color ¹	ISO Speed up to 7.5 cpm black and 4 cpm color	ISO Speed up to 10 cpm black and 5 cpm color
Connectivity, std	1 Hi-Speed USB 2.0	1 Hi-Speed USB 2.0	1 Hi-Speed USB 2.0	1 Hi-Speed USB 2.0; take to top	Print, scan, copy, web, photo
Duty cycle, monthly	Up to 1,000 pages	Up to 1,000 pages	Up to 1,000 pages	Up to 1,000 pages	Up to 1,000 pages
Mac compatible	Yes	Yes	Yes	Yes	Yes
Warranty, std	1-year limited hardware plus telephone support	1 year limited hardware plus telephone support	1 year limited hardware plus telephone support	1-year limited hardware plus telephone support	1-year limited hardware plus telephone support
Estimated U.S. street price¹	DeskJet 2130 (F5540A): \$49.99	3630 All-in-One (F5557A): \$69.99	3755 All-in-One (J9V91A): \$69.99	ENVY 4520 (F0V69A): \$99.99	ENVY 5540 (K7C85A): \$129.99
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-UZ384E, 3yr-UZ385E, 4yr-UZ386E	Business Priority Support with Next Business Day Exchange 2yr-UZ384E, 3yr-UZ385E, 4yr-UZ386E	Business Priority Support with Next Business Day Exchange 2yr-UZ384E, 3yr-UZ385E, 4yr-UZ386E	Business Priority Support with Next Business Day Exchange 2yr-U6M26E, 3yr-U6M27E, 4yr-U6M28E	Business Priority Support with Next Business Day Exchange 2yr-U6M26E, 3yr-U6M27E, 4yr-U6M28E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 63 Ink Cartridges: Black F6U62AN XL Black F6U64AN Tri-color F6U61AN XL Tri-color F6U63AN	HP 63 Ink Cartridges: Black F6U62AN XL Black F6U64AN Tri-color F6U61AN XL Tri-color F6U63AN	HP 65 Ink Cartridges: Black N9K02AN XL Black N9K04AN Tri-color N9K01AN XL Tri-color N9K03AN	HP 63 Ink Cartridges: Black F6U62AN XL Black F6U64AN Tri-color F6U61AN XL Tri-color F6U63AN	HP 62 Ink Cartridges: Black C2P04AN XL Black C2P05AN Tri-color C2P06AN XL Tri-color C2P07AN
Accessories	USB 2.0 Cable, 9 ft/3 m C6520A	Not applicable	Not applicable	USB 2.0 Cable, 9 ft/3 m C6520A	Not applicable
Others	Ideal for simplifying home printing, scanning, and copying tasks	7 segment + icon LCD, Apple AirPrint™, Wireless Direct Printing	7 segment + icon LCD, Apple AirPrint™, Wireless Direct Printing	2.2-inch (5.5 cm) Hi-Res Mono LCD, Apple AirPrint™, Wireless Direct Printing	2.2-inch (5.5 cm) Touchscreen Mono LCD, Apple AirPrint™, Wireless Direct Printing

¹ Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

² Mobile device needs to be connected to Wi-Fi Direct™ signal of a Wi-Fi Direct-supported AiO or printer prior to printing. Details at hp.com/go/mobileprinting. Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance®

³ Based on monthly subscription cost using only all pages in plan vs. cost per page of most color inkjet printers < \$399USD. Share From IDC CYQ1 2016. Standard cartridge CPP from Gap intelligence AiO Weekly (IJP Weekly 5/15/16). Actual savings may vary depending on number of pages actually printed per month and content of pages printed.

⁴ Based on a comparison of the dimensions of worldwide inkjet all-in-one printers < \$250USD as of September 2016.

HP DeskJet and ENVY All-in-Ones



HP ENVY 5660 e-All-in-One

High-speed printing at a great value. Create lab-quality photos and laser-quality text on the go.¹

HP ENVY 7640 e-All-in-One

HP's premium home e-all-in-one with advanced features for photo and Smartphone or tablet printing.¹

Specifications

AiO/MFP functions	Print, Copy, Scan, Photo, Web	Print, Copy, Scan, Fax, Web, Photo
Print speed¹⁾	ISO Speed up to 14 ppm black and 9 ppm color ²	ISO Speed up to 14 ppm black and 9 ppm color ²
HP ePrint mobile printing	Yes	Yes
Two-sided printing	Automatic	Automatic
Scan features	Flatbed, No ADF, 1200 dpi optical	Flatbed, ADF, 1200 dpi optical
Copier reduce/enlarge range	25 to 400%	25 to 400%
Copy speed, max¹⁾	ISO Speed up to 11 ppm black and 5 ppm color	ISO Speed up to 11 ppm black and 5 ppm color
Connectivity, std	1 USB 2.0; 1 Wi-Fi 802.11b/g/n	2 USB 2.0; 1 Wi-Fi 802.11b/g/n; 1 Ethernet; 1 RJ-11 (Fax)
Duty cycle, monthly	Up to 1,000 pages	Up to 1,000 pages
Mac compatible	Yes	Yes
Warranty, std	1-year limited hardware plus telephone support	1-year limited hardware plus telephone support
Estimated U.S. street price¹⁾	ENVY 5660 (F8B04A): \$149.99	ENVY 7640 (E4W43A): \$199.99
Care Pack	Business Priority Support with Next Business Day Exchange 2yr-U6M26E, 3yr-U6M27E, 4yr-U6M28E	Business Priority Support with Next Business Day Exchange 2yr-U6M29E, 3yr-U6M30E, 4yr-U6M31E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 62 Ink Cartridges: Black C2P04AN XL Black C2P05AN Tri-color C2P06AN XL Tri-color C2P07AN	HP 62 Ink Cartridges: Black C2P04AN XL Black C2P05AN Tri-color C2P06AN XL Tri-color C2P07AN
Accessories	Not applicable	Not applicable
Others	2.65-inch (6.75 cm), Touchscreen CGD (color graphics), Wireless Direct Printing	3.5-inch (8.89 cm) Capacitive touchscreen color graphics, Apple AirPrint™, Wireless Direct Printing

¹ For details on local printing requirements see hp.com/go/mobileprinting

² Excludes first set of ISO test pages. For details, see hp.com/go/printerclaims

HP DesignJet Large-format Printers



HP DesignJet T2530 MFP
36-in Models
 Dual-roll 36-inch, 6-ink integrated MFP for professional-quality CAD and GIS applications.

HP DesignJet T830 MFP
36-in Models
 Multifunction reinvented—print, copy, & scan (with built in scanner) at an unbeatable price.

Specifications

Print speed/Scan speed	Line drawings: 21 sec/page on A1/D, 120 A1/D prints per hour; Scan Speed Color: up to 6.35 cm/sec (2.5 in/sec); Grayscale: up to 19.05 cm/sec (7.5 in/sec)	Line drawings: 25 sec/page on A1/D, 82 A1/D prints per hour Scan Speed Color: up to 3.81 cm/sec (1.5 in/sec); Grayscale: up to 11.43 cm/sec (4.5 in/sec)
Print Resolution/Scan & Copy Resolution	Print Resolution: Up to 2400 x 1200 optimized dpi; Scan/Copy Resolution: Up to 600 dpi	Print Resolution: Up to 2400 x 1200 optimized dpi; Scan/Copy Resolution: Up to 600 dpi
Media handling/document finishing	Input: two automatic front-loading roll feeds, smart roll switching, sheet feed Output: integrated output stacking tray (from A4/A to A0/E, with up to 50 A1/D-size capacity), media bin, automatic cutter Scanner: straight-through scan paper path for sheet and cardboard originals	Sheet feed, roll feed, input tray, media bin, automatic cutter
Connectivity, std	Gigabit Ethernet (1000 Base-T)	Gigabit Ethernet (1000Base-T), Wi-Fi, Hi-Speed USB 2.0 certified connector
Memory	128 GB (file processing), 500 GB hard disk	1 GB
Print languages, std	Basic Multifunction Printer: HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP-PCL3 GUI, URF PostScript® Multifunction Printer: Adobe PostScript 3, Adobe PDF 1.7 Extension Level 3, HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP-PCL3 GUI, URF	HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP PCL 3 GUI, URF
Mac compatible	Yes	Yes
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty
U.S. list price¹	T2530 MFP 36-in (L2Y25A): \$9,895 T2530ps MFP 36-in (L2Y26A): \$10,995 T2530ps MFP 36-in with Enc. HDD (L2Y26B): \$12,845	T830 MFP 36-in (F9A30A): \$7,195
Care Pack	Next Business Day Onsite with DMR 2yr-U8UB1E, 3yr-U8PN1E, 4yr-U8UB2E, 5yr-U8PN2E Post Warranty, Next Business Day Onsite with DMR 1yr-U8PN3PE, 2yr-U8TZ9PE Network Installation Service H4518E	Next Business Day Hardware Support 2yr-U8TY8E, 3yr-U8PH3E, 4yr-U8TY9E, 5yr-U8PH4E Post Warranty, Next Business Day 1yr-U8PH5PE, 2yr-U8TZ0PE Network Installation Service UC744E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 727 130-ml Ink Cartridges: Cyan B3P19A Magenta B3P20A Yellow B3P21A Matte Black B3P22A Photo Black B3P23A Gray B3P24A HP 727 300-ml Ink Cartridges: Matte Black C1Q12A Cyan F9J76A Magenta F9J77A Yellow F9J78A Photo Black F9J79A Gray F9J80A	HP 728 40-ml Ink Cartridges: Yellow F9J61A Magenta F9J62A Cyan F9J63A HP 728 69-ml Ink Cartridges: HP 728 130-ml Ink Cartridges: Yellow F9J65A Magenta F9J66A Cyan F9J67A HP 728 300-ml Ink Cartridges: Matte Black F9J68A Yellow F9K15A Magenta F9K16A Cyan F9K17A
Accessories	PostScript/PDF Upgrade Kit C0C66A 3-in Core Adapter CN538A 36-in Spindle L4R66A	36-in Spindle B3Q37A

¹ Compared with large-format color MFPs under \$25,000 USD. Based on the fastest-rated color speeds as published by manufacturers as of January 2014. Test methods vary.
² T3500 with 90 DAY WTY- Only available through select GDS channel in US & Canada.
³ HP Service portfolio available only for B9E24B HP DesignJet T3500 36-in Production eMFP, HP Service portfolio not applicable in Latin America.

HP DesignJet Large-format Printers



HP DesignJet T1530 PostScript® Printer 36-in Models
Dual-roll 36-inch, 6-ink printer for professional-quality CAD and GIS applications.

HP DesignJet T930 Printer Series 36-in Models
36-inch, 6-ink printer for professional-quality CAD and GIS applications.

HP DesignJet T1300ps Printer 44-in Models
Reliable, web-connected 44-in Printer with two rolls and smart roll switching capability.

HP DesignJet T795 Printer 44-in Models
Web-connected 44-in Printer for small and medium workgroups.

Specifications

Print speed	Line drawings: 21 sec/page on A1/D, 120 A1/D prints per hour	Line drawings: 21 sec/page on A1/D, 120 A1/D prints per hour	Line drawings: 28 sec/page on A1/D, 103 A1/D prints per hour Color images: Fast: 41 m ² /hr (445 ft ² /hr) on coated media Best: 3.1 m ² /hr (33.3 ft ² /hr) on glossy media	Line drawings: 28 sec/page on A1/D, 103 A1/D prints per hour Color images: Fast: 41 m ² /hr (445 ft ² /hr) on coated media; Best: 3.1 m ² /hr (33.3 ft ² /hr) on glossy media
Print resolution	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi
Media handling/ document finishing	Input: two automatic front-loading roll feeds, smart roll switching, sheet feed Output: integrated output stacking tray (from A4/A to A0/E, with up to 50 A1/D-size capacity), media bin, automatic cutter	Input: automatic front-loading roll feed, sheet feed; Output: integrated output stacking tray (from A4/A to A0/E, with up to 50 A1/D-size capacity), media bin, automatic cutter	Two automatic roll feeds, automatic roll-switching, automatic cutter, sheet-feed	Roll feed, sheet-feed, automatic cutter
Connectivity, std	Gigabit Ethernet (1000 Base-T)	Gigabit Ethernet (1000Base-T)	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot
Memory	96 GB (file processing) 500 GB hard disk	64 GB (file processing) 320 GB hard disk	32 GB (virtual), 160 GB hard disk	16 GB (virtual), optional 160 GB hard disk (enabled with PostScript Upgrade)
Print languages, std	Adobe PostScript 3, Adobe PDF 1.7 Extension Level 3, HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP-PCL 3 GUI, URF	Basic Printer: HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP-PCL3 GUI, URF PostScript® Printer: Adobe PostScript 3, Adobe PDF 1.7 Extension Level 3, HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP-PCL3 GUI, URF	Adobe® PostScript® 3™, Adobe PDF 1.7, HP-GL/2, TIFF, JPEG, CALS G4, HP PCL 3 GUI	HP-GL/2, TIFF, JPEG, CALS G4, HP PCL 3 GUI
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty
U.S. list price^Q	T1530ps 36-in (L2Y24A): \$8,395 T1530ps 36-in with Enc. HDD (L2Y24B): \$9,895	T930 36-in (L2Y21A): \$5,395 T930ps 36-in (L2Y22A): \$6,145 T930ps 36-in with Enc. HDD (L2Y22B): \$7,195	T1300ps 44-in (CR652A): \$8,395 T1300ps 44-in with Enc. HDD (CR652B): \$9,250	T795 44-in (CR649C): \$5,395
Care Pack	Next Business Day Onsite with DMR 2yr-U8UB3E, 3yr-U8PM8E, 4yr-U8UB4E, 5yr-U8PM9E Post Warranty, Next Business Day Onsite with DMR 1yr-U8PNOPE, 2yr-U8UA5PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U8TZ1E, 3yr-U8PM5E, 4yr-U8TZ2E, 5yr-U8PM6E Post Warranty, Next Business Day Onsite with DMR 1yr-U8PM7PE, 2yr-U8TZ3PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7TB8E, 3yr-HP587E, 4yr-HP585E, 5yr-HP581E Post Warranty, Next Business Day Onsite with DMR 1yr-HP595PE, 2yr-U7UV7PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7UW2E, 3yr-HQ006E, 4yr-HQ011E, 5yr-HQ008E Post Warranty, Next Business Day Onsite with DMR 1yr-HQ012PE, 2yr-U7UW3PE Network Installation Service H4518E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 727 130-ml Ink Cartridges: Cyan B3P19A Magenta B3P20A Yellow B3P21A Matte Black B3P22A Photo Black B3P23A Gray B3P24A HP 727 300-ml Ink Cartridges: Matte Black C1Q12A Cyan F9J76A Magenta F9J77A Yellow F9J78A Photo Black F9J79A Gray F9J80A	HP 727 130-ml Ink Cartridges: Cyan B3P19A Magenta B3P20A Yellow B3P21A Matte Black B3P22A Photo Black B3P23A Gray B3P24A HP 727 300-ml Ink Cartridges: Matte Black C1Q12A Cyan F9J76A Magenta F9J77A Yellow F9J78A Photo Black F9J79A Gray F9J80A	HP 72 130-ml Ink Cartridges: Matte Black C9403A Photo Black C9370A Cyan C9371A Magenta C9372A Yellow C9373A Gray C9374A HP 726 300-ml Matte Black Ink Cartridge CH575A	HP 72 130-ml Ink Cartridges: Matte Black C9403A Photo Black C9370A Cyan C9371A Magenta C9372A Yellow C9373A Gray C9374A HP 726 300-ml Matte Black Ink Cartridge CH575A
Accessories	3-in Core Adapter CN538A HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B 36-in Spindle L4R66A	PostScript/PDF Upgrade Kit C0C66A 3-in Core Adapter CN538A 36-in Spindle L4R66A HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B	44-in Roll Feed Spindle Q6709A Jetdirect 640n Print Server J8025A 3-in Core Adapter CN538A HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B	PostScript/PDF Upgrade Kit CN500B 44-in Roll Feed Spindle Q6709A Jetdirect 640n Print Server J8025A 3-in Core Adapter CN538A HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B

HP DesignJet Large-format Printers



HP DesignJet T730 Printer 36-inch Models

36-inch, robust and compact Wi-Fi printer for CAD and general-purpose applications.

HP DesignJet T790ps Printer 24-inch Models

High quality, web-connected 24-inch HP Printer for medium to high printing volumes.

HP DesignJet T520 ePrinter Series

Reliable, accurate, and easy to use—this large-format, web-connected printer with Wi-Fi capabilities is a good investment for your studio.

HP DesignJet T120 ePrinter 24-inch Models

The easy-to-use, 24-inch HP DesignJet T120 helps give you more for your money—including Wi-Fi and web connectivity.

Specifications

Print speed/Scan speed	Line drawings: 25 sec/page on A1/D, 82 A1/D prints per hour	Line drawings: 28 sec/page on A1/D, 103 A1/D prints per hour	Line drawings: 35 sec/page on A1/D, 70 A1/D prints per hour	Line drawings: 70 sec/page on A1/D, 40 A1/D prints per hour
Print resolution	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 1200 x 1200 optimized dpi
Media handling/document finishing	Sheet feed, roll feed, input tray, media bin, automatic cutter	Roll feed, sheet-feed, automatic cutter	Roll feed, sheet-feed, input tray, automatic cutter	Roll feed, sheet-feed, input tray, automatic cutter
Connectivity, std	Gigabit Ethernet (1000Base-T), Wi-Fi (network, direct), Hi-Speed USB 2.0 certified connector	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Fast Ethernet (100Base-T), Hi-Speed USB 2.0 certified, Wi-Fi	Fast Ethernet (100Base-T), Hi-Speed USB 2.0 certified, Wi-Fi
Memory	1 GB	8 GB (virtual), 160 GB hard disk	1 GB	256 MB
Print languages, std	HP-GL/2, HP-RTL, TIFF, JPEG, CALS G4, HP PCL 3 GUI, URF	Adobe® PostScript® 3™, Adobe PDF 1.7, HP-GL/2, TIFF, JPEG, CALS G4, HP PCL 3 GUI	HP-GL/2, HP-RTL, HP PCL 3 GUI, JPEG, CALS G4	HP PCL 3 GUI, JPEG
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty
U.S. list price^Q	T730 36-in (F9A29A) \$3,595	T790ps 24-in (CR648A): \$3,600 T790ps 24-in with Enc. HDD (CR648B): \$3,900	T520 24-in (CQ890A): \$2,105 T520 36-in (CQ893A): \$2,995	T120 24-in (CQ891A): \$1,201
Care Pack	Next Business Day Hardware Support 2yr-U8TY5E, 3yr-U8PH0E, 4yr-U8TY6E, 5yr-U8PH1E Post Warranty, Next Business Day 1yr-U8PH2PE, 2yr-U8TY7PE Network Installation Service UC744E	Next Business Day Onsite with DMR 2yr-U7UW4E, 3yr-HP603E, 4yr-HP604E, 5yr-HP605E Post Warranty, Next Business Day Onsite with DMR 1yr-HP995PE, 2yr-U7UW5PE Network Installation Service H4518E	T520-24-in: Next Business Day Hardware Support 2yr-U1W22E, 3yr-U1W23E, 4 yr-U1W24E, 5yr-U1W25E Post Warranty, Next Business Day Onsite with DMR 1yr-U1V90PE, 2yr-U1V91PE Network Installation Service UC744E T520-36-in: Next Business Day Hardware Support 2yr-U6T82E, 3yr-U6T83E, 4 yr-U6T85E, 5yr-U6T86E Post Warranty, Next Business Day Onsite with DMR 1yr-U6U05PE, 2yr-U6U07PE Network Installation Service UC744E	Next Business Day Hardware Support 2yr-U1V94E, 3yr-U1V95E, 4yr-U1W26E, 5yr-U1W27E Post Warranty, Next Business Day Onsite with DMR 1yr-U1W34PE, 2yr-U1W35PE Network Installation Service UC744E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 728 40-ml Ink Cartridges: Yellow F9J61A Magenta F9J62A Cyan F9J63A HP 728 69-ml Ink Cartridges: Matte Black F9J64A HP 728 130-ml Ink Cartridges: Yellow F9J65A Magenta F9J66A Cyan F9J67A HP 728 300-ml Ink Cartridges: Matte Black F9J68A Yellow F9K15A Magenta F9K16A Cyan F9K17A	HP 72 69-ml Ink Cartridges: Photo Black C9397A Cyan C9398A Magenta C9399A Yellow C9400A Gray C9401A HP 72 130-ml Ink Cartridges: Matte Black C9403A Photo Black C9370A Cyan C9371A Magenta C9372A Yellow C9373A Gray C9374A	HP 711 38-ml Ink Cartridges: Black CZ129A HP 711 29-ml Ink Cartridges: Cyan CZ130A Magenta CZ131A Yellow CZ132A HP 711 80-ml Ink Cartridges: Black CZ133A HP 711 3-pack 29-ml Ink Cartridges: Cyan CZ134A Magenta CZ135A Yellow CZ136A	HP 711 38-ml Ink Cartridges: Black CZ129A HP 711 29-ml Ink Cartridges: Cyan CZ130A Magenta CZ131A Yellow CZ132A HP 711 80-ml Ink Cartridges: Black CZ133A HP 711 3-pack 29-ml Ink Cartridges: Cyan CZ134A Magenta CZ135A Yellow CZ136A
Accessories	36-in Spindle B3Q37A	T7xx 24-in Spindle CQ783A Jetdirect 640n Print Server J8025A 3-in Core Adapter CN538A	T520 24-in Spindle B3Q36A T520 36-in Spindle B3Q37A USB Cable (A-B) 5 meter C2392A	T120 24-in Stand B3Q35A T120 24-in Spindle B3Q36A USB Cable (A-B) 5 meter C2392A

HP DesignJet Large-format Printers



HP DesignJet Z6800 Photo Production Printer 60-in Models

The fastest 60-in 8 color graphics production printer with advanced color management capabilities to deliver both color accuracy and color consistency.¹

HP DesignJet Z6600 Production Printer 60-in Models

The fastest 60-in 6 color graphics production printer with efficient operation and high-impact image quality.¹

HP DesignJet Z6200 Photo Production Printer 42-in Models

Fastest 42-in graphics production printer with unrivaled print quality.

HP DesignJet T7200 Production Printer 42-in Models

A high-speed printer with low cost of ownership that increases productivity, and creates high-quality prints on a variety of media. HP DesignJet SmartStream offers correct PDF management and true print previews through HP Crystal Print Technology.

Specifications

Print speed/Scan speed	140 m ² /hr (1500 ft ² /hr) on plain media	140 m ² /hr (1500 ft ² /hr) on plain media	113 m ² /hr (1225 ft ² /hr)	Line drawings: 15.5 sec/page on A1/D, 165 A1/D prints per hour Color images: Up to: 17.5 sec/page on A1/D or up to 117.5 m ² /hr (1265 ft ² /hr) on coated media
Print resolution	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Print Resolution: Up to 2400 x 1200 optimized dpi; Scan Resolution: N/A
Media handling/document finishing	Roll feed, automatic cutter, take-up reel	Roll feed, automatic cutter, take-up reel	Roll feed, automatic cutter, media bin	Two roll feeds (upgradeable to three), automatic roll switching, rolls up to 200 m (650 ft) each, automatic cutter, media bin
Connectivity, std	Gigabit Ethernet (1000Base-T), EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T); EIO Jetdirect accessory slot; Hi-Speed USB 2.0 certified	Gigabit Ethernet (1000Base-T), EIO Jetdirect accessory slot
Memory	64 GB (virtual), 320 GB hard disk	64 GB (virtual), 320 GB hard disk	32 GB (virtual), 160 GB hard disk	64 GB (virtual), 320 GB hard disk
Print languages, std	HP-GL/2, HP-RTL, CALS G4	HP-GL/2, HP-RTL, CALS G4	HP-GL/2, HP-RTL, CALS G4	HP-GL/2, HP-RTL, CALS G4
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty
U.S. list price^Q	Z6800 60-in (F2S72A): \$16,495 Z6800 60-in with Enc. HDD (F2S72B): \$17,245	Z6600 60-in (F2S71A): \$10,995	Z6200 42-in (CQ109A): \$10,619 Z6200 42-in with Enc. HDD (CQ109B): \$11,150	T7200 42-in (F2L46A): \$12,644 T7200 42-in with Enc. HDD (F2L46B): \$13,175
Care Pack	Next Business Day Onsite with DMR 2yr-U1Z58E, 3yr-U1Z59E, 4yr-U5AB4E, 5yr-U1Z70E Post Warranty, Next Business Day Onsite with DMR 1yr-U1Z2PE, 2yr-U1ZT1PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U1ZM7E, 3yr-U1ZM8E, 4yr-U5AB5E, 5yr-U1ZM9E Post Warranty, Next Business Day Onsite with DMR 1yr-U1ZNOPE, 2yr-U1ZNIPE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7S23E, 3yr-UX872E, 4yr-UX873E, 5yr-UX874E Post Warranty, Next Business Day Onsite with DMR 1yr-UX877PE, 2yr-U7S24PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7T80E, 3yr-U1Z3E, 4yr-U5AB7E, 5yr-U1Z34E Post Warranty, Next Business Day Onsite with DMR 1yr-U1ZY5PE, 2yr-U1ZY6PE Network Installation Service H4518E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 771A 775-ml Ink Cartridges: Matte Black, Chromatic Red, Magenta, Yellow, Light Magenta, Light Cyan, Photo Black, Light Gray HP 771A 3-pack 775-ml Ink Cartridges: Matte Black, Chromatic Red, Magenta, Yellow, Light Magenta, Light Cyan, Photo Black, Light Gray HP 773A 775-ml Ink Cartridges: Matte Black, Chromatic Red, Magenta, Yellow, Light Magenta, Cyan, Photo Black, Light Gray HP 771 DesignJet Maintenance Cartridge	HP 771A 775-ml Ink Cartridges: Matte Black, Magenta, Yellow, Light Cyan, Photo Black, Light Gray HP 771A 3-pack 775-ml Ink Cartridges: Matte Black, Magenta, Yellow, Light Cyan, Photo Black, Light Gray HP 773A 775-ml Ink Cartridges: Matte Black, Magenta, Yellow, Light Magenta, Cyan, Photo Black, Light Gray HP 771 DesignJet Maintenance Cartridge	HP 771A 775-ml Ink Cartridges: Matte Black, Chromatic Red, Magenta, Yellow, Light Magenta, Light Cyan, Photo Black, Light Gray HP 771A 3-pack 775-ml Ink Cartridges: Matte Black, Chromatic Red, Magenta, Yellow, Light Magenta, Light Cyan, Photo Black, Light Gray HP 771 DesignJet Maintenance Cartridge	HP 761 400-ml Ink Cartridges: Matte Black CM991A Yellow CM992A Magenta CM993A Cyan CM994A Gray CM995A Dark Gray CM996A HP 761 775-ml Ink Cartridges: Matte Black CM997A HP 761 DesignJet Maintenance Cartridge CH649A HP 765 400-ml Ink Cartridges: Yellow F9J50A Magenta F9J51A Cyan F9J52A Gray F9J53A HP 765 775-ml Ink Cartridges: Dark Gray F9J54A Matte Black F9J55A
Accessories	PostScript/PDF Upgrade Kit CQ745B 60-in Spindle CQ754A Jetdirect 640n Print Server J8025A 60-in Media Bin Q6714A User Maintenance Kit Q6715A HD Pro 42-in Scanner G6H51B SmartStream Controller for Z6200/Z6600/Z6800 L3J79AAE SmartStream Pre-Flight for T3500, T7x00, & Z6x00 L3J69AAE	PostScript/PDF Upgrade Kit CQ745B 60-in Spindle CQ754A Jetdirect 640n Print Server J8025A 60-in Media Bin Q6714A User Maintenance Kit Q6715A HD Pro 42-in Scanner G6H51B SmartStream Controller for Z6200/Z6600/Z6800 L3J79AAE SmartStream Pre-Flight for T3500, T7x00, & Z6x00 L3J69AAE	PostScript®/PDF Upgrade Kit CQ745B Z6200 42-in Take-Up Reel CQ752A Z6200 42-in Spindle CQ753A Jetdirect 640n IPv6/IP Sec Print Server Card J8025A Z6x00 User Maintenance Kit Q6715A HD Pro 42-in Scanner G6H51B SmartStream Controller for Z6200/Z6600/Z6800 L3J79AAE SmartStream Pre-Flight for T3500, T7x00, & Z6x00 L3J69AAE	Roll Upgrade Kit CQ743A PostScript/PDF Upgrade Kit CQ745B Jetdirect 640n Print Server J8025A SmartStream Pre-Flight for T3500, T7x00 & Z6x00 L3J69AAE SmartStream Controller for T7x00 L3J77AAE HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B

¹ Compared with large-format inkjet printers under \$25,000 USD for graphic applications. Based on the fastest-rated color speeds as published by manufacturers as of October 2013. Test methods vary.

HP DesignJet Large-format Printers



Z3200ps Series: 24-in, 44-in (shown)



HP DesignJet Z5600ps Printer 44-in Model

Print vivid, eye-catching graphics and technical documents with HP chromatic red ink. Multi-roll operation and flexible workflows enable express printing.¹ HP's optimized 6-ink printing system helps reduce ink consumption up to 20%.²

HP DesignJet Z5200 Photo Printer 44-in Models

Professional 8-ink Postscript printer designed for outstanding graphics applications.

HP DesignJet Z3200 Photo Printer Series

The most advanced 12-ink printer for gallery-quality prints.

HP DesignJet Z2600ps Printer 24-in Model

Easily produce vivid, eye catching graphics and technical prints with a fast, compact printer with HP chromatic red ink. HP's most affordable 24-inch high-impact graphics printer.¹

Specifications

Print speed/Scan speed	60 m ² /hr (650 ft ² /hr)	41 m ² /hr (445 ft ² /hr)	2 min/page on A1/D or up to 17 m ² /hr (182.9 ft ² /hr) on coated media	469 ft ² /hr (43 m ² /hr)	
Print resolution	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	Up to 2400 x 1200 optimized dpi	
Media handling/document finishing	Two automatic roll feeds; smart roll-switching; sheet feed; media output bin; automatic cutter	Roll feed, sheet-feed, automatic cutter (cuts all media except canvas), media bin	Roll feed, sheet-feed, automatic cutter (cuts all media except canvas), media bin	Roll feed; sheet feed; media output bin; automatic cutter	
Connectivity, std	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T); Hi-Speed USB 2.0 certified; EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified interface for direct printing from USB flash drive, EIO Jetdirect accessory slot	
Memory	64 GB (virtual), 320 GB hard disk	32 GB (virtual), 160 GB hard disk	256 MB standard memory, 80 GB hard disk	8 GB (virtual), 160 GB hard disk	
Print languages, std	Adobe® PostScript® 3™, Adobe PDF 1.7, TIFF, JPEG, CALS G4, HP PCL 3 GUI, HP-GL/2, and HP-RTL	Adobe® PostScript® 3™, Adobe PDF, TIFF, JPEG, CALS G4, HP PCL 3 GUI, HP-GL/2	HP PCL 3 GUI, Adobe® PostScript® 3™, Adobe PDF 1.6, TIFF, JPEG	Adobe® PostScript® 3™, Adobe PDF 1.7, TIFF, JPEG, CALS G4, HP PCL 3 GUI, HP-GL/2, and HP-RTL	
Mac compatible	Yes	Yes	Yes	Yes	
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	
U.S. list price^Q	Z5600ps 44-in (T0B51A): \$5,445 Z5600ps 44-in with Enc. HDD (T0B51B): \$6,645	Z5200ps 44-in (CQ113A): \$5,345	Z3200ps 24-in (Q6720B): \$4,605 Z3200ps 44-in (Q6721B): \$5,789	Z2600ps 24-in (T0B52B): \$3,245	
Care Pack	Next Business Day Onsite with DMR 2yr-U9CS5E, 3yr-U9CS6E, 4yr-U9CS7E, 5yr-U9CS8E Post Warranty, Next Business Day Onsite with DMR 1yr-U9CS9PE, 2yr-U9CTOPE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7S29E, 3yr-UV213E, 4yr-UV214E, 5yr-UV215E Post Warranty, Next Business Day Onsite with DMR 1yr-UV224PE, 2yr-U7TA0PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7S59E, 3yr-UK505E, 4yr-UU8B5E, 5yr-UU908E Post Warranty, Next Business Day Onsite with DMR 1yr-UK506PE, 2yr-U7TA4PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U9CU0E, 3yr-U9CU1E, 4yr-U9CU2E, 5yr-U9CU3E Post Warranty, Next Business Day Onsite with DMR 1yr-U9CU4PE, 2yr-U9CU5PE Network Installation Service H4518E	
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 745 300-ml Ink Cartridges: Magenta F9K01A Yellow F9K02A Cyan F9K03A Photo Black F9K04A Matte Black F9K05A Chromatic Red F9K06A HP 745 130-ml Ink Cartridges: Magenta F9J95A Yellow F9J96A Cyan F9J97A Photo Black F9J98A Matte Black F9J99A Chromatic Red F9K00A	HP 772 300-ml Ink Cartridges: Magenta CN629A Yellow CN630A Light Magenta CN631A Light Cyan CN632A Photo Black CN633A Light Gray CN634A Matte Black CN635A Cyan CN636A HP 70 130-ml Ink Cartridges: Magenta C9448A Yellow C9449A Photo Black C9451A Cyan C9452A Magenta C9453A Yellow C9454A Light Magenta C9455A Light Cyan C9390A	HP 70 130-ml Ink Cartridges: Matte Black C9448A Photo Black C9449A Gray CN631A Light Gray C9451A Magenta C9453A Yellow C9454A Light Magenta C9455A Green C9457A Blue C9458A Light Cyan C9390A Chromatic Red CD951A Gloss Enhancer C9459A	HP 745 300-ml Ink Cartridges: Magenta F9K01A Yellow F9K02A Cyan F9K03A Photo Black F9K04A Matte Black F9K05A Chromatic Red F9K06A HP 745 130-ml Ink Cartridges: Magenta F9J95A Yellow F9J96A Cyan F9J97A Photo Black F9J98A Matte Black F9J99A Chromatic Red F9K00A	
Accessories	3-in Core Adapter CN538A 44-in Spindle Q6709A 640n Print Server J8025A HD Pro 42-in Scanner G6H51B SD Pro 44-in Scanner G6H50B	Z 44-in Spindle J8025A Jetdirect 640n IPv6/IP Sec Print Server Card J8025A HD Pro 42-in Scanner G6H51B	Q6699A J8025A G6H51B	Q6700A Q6699A J8025A G6H51B	3-in Core Adapter CN538A 24-in Spindle CQ783A 640n Print Server J8025A

¹ Compared to other HP DesignJet Z-series printers.

HP DesignJet Large-format Printers



HP DesignJet HD Pro MFP Series

High-impact graphics 44-in MFP for excellent color accuracy and high productivity

HP DesignJet SD Pro MFP

Highly productive 44-in MFP for fast and detailed document reproduction.

HP HD Pro Scanner

Scan maps, ortho photos, and technical drawings—even if old and damaged—with CCD technology for great results. Efficiently handle complex images with an advanced five-camera system that captures detail in high precision.

HP SD Pro Scanner

Scan and copy your everyday documents and maps at high speeds without fringing, using advanced CIS technology. Preview and enhance images using the large, 15.6-in (396 mm) touchscreen all-in-one PC.

Specifications

Print speed/Scan speed	60 m ² /hr (650 ft ² /hr); Scan speed Color: up to 15 cm/sec (6 in/sec), Grayscale: up to 33 cm/sec (13 in/sec)	Line drawings: 28 sec/page on A1/D, 103 A1/D prints per hour; Color images: Fast: 41 m ² /hr (445 ft ² /hr) on coated media, Best: 3.1 m ² /hr (33.3 ft ² /hr) on glossy media Scan speed Color: up to 15 cm/sec (6 in/sec), Grayscale: up to 33 cm/sec (13 in/sec)	Scan Speed Color: Up to 15 cm/sec (6 in/sec); Grayscale: Up to 33 cm/sec (13 in/sec)	Scan Speed Color: Up to 15 cm/sec (6 in/sec); Grayscale: Up to 33 cm/sec (13 in/sec)
Print Resolution/Scan & Copy Resolution	Print Resolution: Up to 2400 x 1200 optimized dpi; Scan & Copy Resolution: Enhanced: 9600 dpi; Optical: 1200 dpi	Print Resolution: Up to 2400 x 1200 optimized dpi; Scan & Copy Resolution: Enhanced: 9600 dpi; Optical: 1200 dpi	Enhanced: 9600 dpi; Optical: 1200 dpi	Enhanced: 9600 dpi; Optical: 1200 dpi
Media handling/ document finishing	Two automatic roll feeds; smart roll-switching; sheet-feed; media output bin; automatic cutter	Two automatic roll feeds, automatic roll- switching, automatic cutter, sheet-feed	Maximum Media Width: 44 in (1118 mm); Maximum Scan Width: 42 in (1067 mm); Maximum Media Thickness: 0.6 in (15 mm)	Maximum Media Width: 46 in (1168 mm); Maximum Scan Width: 44 in (1118 mm); Maximum Media Thickness: 0.08 in (2 mm)
Connectivity, std	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified, EIO Jetdirect accessory slot	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified	Gigabit Ethernet (1000Base-T), Hi-Speed USB 2.0 certified
Memory	Printer: 64 GB (virtual), 320 GB hard disk; Scanner: 4 GB memory, 500 GB hard disk	Printer: 64 GB (virtual), 320 GB hard disk; Scanner: 4 GB memory, 500 GB hard disk	4 GB memory, 500 GB hard disk	4 GB memory, 500 GB hard disk
Print languages, std	Adobe® PostScript® 3™, Adobe PDF 1.7, TIFF, JPEG, CALS G4, HP PCL 3 GUI, HP-GL/2, and HP-RTL	Adobe® PostScript® 3™, Adobe PDF 1.7, HP-GL/2, TIFF, JPEG, CALS G4, HP PCL 3 GUI	Not applicable	Not applicable
Mac compatible	Yes	Yes	Yes	Yes
Warranty, std	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty	1-year limited hardware warranty
U.S. list price¹	HD Pro MFP (1BA32A): \$24,745 HD Pro MFP with Enc. HDD (1BA32B): \$26,140	SD Pro MFP (L3S81B): \$18,495	HD Pro Scanner (G6H51B): \$19,495	SD Pro Scanner (G6H50B): \$12,495
Care Pack	Next Business Day Onsite with DMR 2yr-U7UM8E, 3yr-U7UM9E, 4yr-U7UN0E, 5yr-U7UN1E Post Warranty, Next Business Day Onsite with DMR 1yr-U7UN2PE, 2yr-U7UN3PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U7UM8E, 3yr-U7UM9E, 4yr-U7UN0E, 5yr-U7UN1E Post Warranty, Next Business Day Onsite with DMR 1yr-U7UN2PE, 2yr-U7UN3PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-U4TP6E, 3yr-U4PS5E, 4yr-USAC0E, 5yr-U4PS6E Post Warranty, Next Business Day Onsite with DMR 1yr-U4PS7PE, 2yr-U4PS8PE Network Installation Service H4518E	Next Business Day Onsite with DMR 2yr-USAC4E, 3yr-USAC5E, 4yr-U7VB6E, 5yr-USAC6E Post Warranty, Next Business Day Onsite with DMR 1yr-USAC7PE, 2yr-USAC8PE Network Installation Service H4518E
Supplies Note: For complete product information on supplies, see pages 34–38.	HP 745 300-ml Ink Cartridges: Magenta F9K01A Yellow F9K02A Cyan F9K03A Photo Black F9K04A Matte Black F9K05A Chromatic Red F9K06A HP 745 130-ml Ink Cartridges: Magenta F9J95A Yellow F9J96A Cyan F9J97A Photo Black F9J98A Matte Black F9J99A Chromatic Red F9K00A	HP 72 69-ml Ink Cartridges: Photo Black C9397A Cyan C9398A Magenta C9399A Yellow C9400A Gray C9401A HP 72 130-ml Ink Cartridges: Matte Black C9403A Photo Black C9370A Cyan C9371A Magenta C9372A Yellow C9373A Gray C9374A HP 726 300-ml Matte Black Ink Cartridge CH575A	Not applicable	Not applicable
Accessories	44-inch Roll Feed Spindle Q6709A Jetdirect 640n Print Server J8025A 3-in Core Adapter CN538A	44-inch Roll Feed Spindle Q6709A Jetdirect 640n Print Server J8025A 3-in Core Adapter CN538A	Not applicable	Not applicable

¹ Compared to other HP DesignJet Z-series printers.

HP ScanJet Scanners



HP ScanJet Pro 2000 s1 Sheet-feed Scanner

Fast, affordable, and designed to handle everything from simple color jobs to complex workflows. Quickly and reliably digitize larger projects with scan speeds up to 24 ppm/48 ipm and a 50-page ADF.¹ Recommended for 2,000 pages per day.

HP ScanJet Pro 2500 f1 Flatbed Scanner

Ideal for small and medium businesses that want versatile, full-featured scanning for quick, ad-hoc tasks and routine jobs.

HP ScanJet Pro 3000 s3 Sheet-feed Scanner

Manage projects and workflows quickly and confidently. Easily handle mixed media, and get one-pass duplex scanning with speeds up to 35 ppm/70 ipm.¹ Scan to Smartphone or tablet for on-the-go control.² Recommended for 3,500 pages per day.

Specifications

Scan type	Sheetfed, ADF	Flatbed, ADF	Sheetfed, ADF
Scan speed ¹	Up to 24 ppm/48 ipm	Up to 20 ppm/40 ipm (b&w, gray and color, 300 dpi)	Up to 35 ppm/70 ipm
Duty cycle, monthly	Up to 2,000 pages per day	Up to 1,500 pages per day	Up to 3,500 pages per day
Task speed	10 x 15 cm (4 x 6 in) color photo to file (200 dpi, 24-bit, tiff): about 6.90 sec for single image scan; OCR A4 (8.27 x 11.69 in), 300 dpi, 24-bit to RTF: about 9.13 sec for single image scan; 10 x 15 cm (4 x 6 in) color photo to e-mail (150 dpi, 24-bit): about 10.65 sec for single image scan; A4 (8.5 x 11 in) PDF to e-mail (300 dpi, 24-bit): about 12.98 sec for single image scan	4 x 6 in (10 x 15 cm) Color Photo to file (200 dpi, 24-bit, TIFF): about 6.8 sec for multiple image scan, about 3.1 sec for single image scan; 4 x 6 in (10 x 15 cm) Color Photo to E-mail (150 dpi, 24-bit): about 3.7 sec for single image scan; A4 (8.27 x 11.69 in) PDF to E-mail (300 dpi, 24-bit): about 11.3 sec for single image scan; OCR A4 (8.27 x 11.69 in), 200 dpi, 24-bit to RTF: about 14.96 sec for single image scan	10 x 15 cm (4 x 6 in) color photo to file (200 dpi, 24-bit, tiff): about 6.27 sec for single image scan; OCR A4 (8.27 x 11.69 in) 200dpi, 24-bit to RTF; About 7.45 sec for single image scan, 10 x 15 cm (4 x 6 in) color photo to e-mail (150 dpi, 24-bit); About 5.95 sec for single image scan; about 1.08 sec for single image send to email. Totally 7.03 sec; A4 (8.27 x 11.69 in) PDF to e-mail (300 dpi, 24-bit): about 7.36 sec for single image scan; About 1.7 sec for single image send to email. Totally 9.06 sec
Scan resolution, hardware	Up to 600 dpi (color and mono, Sheet-feed)	Up to 600 x 600 dpi (color and mono, ADF); Up to 1200 x 1200 dpi (color and mono, flatbed)	Up to 600 dpi (color and mono, Sheet-feed)
Scan size, max	8.5 x 122 in	8.5 x 122 in	8.5 x 122 in
Bit depth	24-bits external 48-bits internal	24-bit	24-bits external 48-bits internal
Connectivity, std	USB 2.0 (Hi-Speed)	Hi-Speed USB 2.0	USB 2.0 and USB 3.0 (SuperSpeed)
ADF capacity	Yes, 50 sheets of Xerox 4024 75g/m2 paper	Yes, up to 50 pages	Yes, 50 sheets of Xerox 4024 75g/m2 paper
Multifeed detection	Not applicable	Not applicable	Yes, Ultra-sonic double page detection
Scan to Destination	Local/network, e-mail, SharePoint, OneDrive, Google Drive, Dropbox, FTP, printer	Local/network folder, e-mail, Google Drive™, Dropbox	Local/network, e-mail, SharePoint, OneDrive, Google Drive, Dropbox, FTP, printer
Features	Auto detect size, auto crop, auto exposure, auto orient, OCR, edge removal, background cleanup, remove hole, color drop out, straighten the page, multiple destinations, misfeed detection	Auto detect size, auto crop, auto exposure, auto orient, OCR, edge removal, background cleanup, remove hole, color drop out, straighten the page, multiple destinations, misfeed detection	Auto detect size, auto crop, auto exposure, auto orient, OCR, edge removal, background cleanup, remove hole, color drop out, straighten the page, multiple destinations, misfeed detection
File formats	For text and images: PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text), searchable PDF	For text & images: PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text) and searchable PDF	For text and images: PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text), searchable PDF
Software included	HP WIA scan driver, HP TWAIN scan driver, HP Scan, HP Scanner Tools Utility, Nuance PaperPort (Win only), I.R.I.S. Readiris, I.R.I.S. Cardiris (Win only), EMC ISIS (Win only)	HP Scanner Device Driver, HP WIA Scan Driver, HP TWAIN Scan Driver (Certified), HP Scan, HP Scanner Tools Utility, HP Event (Button) Handler, HP Windows Installer, I.R.I.S. Readiris Pro, I.R.I.S. Cardiris, Nuance PaperPort, ArcSoft PhotoStudio, SDK (software Development Kit), LPDF (file with link to download software), No Mac Software on CD	HP WIA scan driver, HP TWAIN scan driver; HP Scan, HP Scanner Tools Utility, Nuance PaperPort (Win only), I.R.I.S. Readiris, I.R.I.S. Cardiris (Win only), EMC ISIS (Win only)
Mac compatible	Yes	Yes	Yes
Warranty, std	1 year Warranty with web and phone support	1 year Warranty with web and phone support	1 year Warranty with web and phone support
Estimated U.S. street price ¹	2000 s1 (L2759A): \$329	2500 f1 (L2747A): \$299	3000 s3 (L2753A): \$479
Care Pack	Next Business Day Exchange 3yr U9JQ3E Next Business Day Onsite Exchange 3yr U9JQ4E Network Installation Service U9JT1E	Next Business Day Exchange 3yr U8TG7E Next Business Day Onsite Exchange 3yr U8TG9E Network Installation Service U9JT1E	Next Business Day Exchange 3yr U9JR1E Next Business Day Onsite Exchange 3yr U9JR2E Network Installation Service U9JT1E
Accessories	2000 s1 roller replacement kit L2760A	2500 f1 Roller Replacement Kit L2748A	3000 s3 roller replacement kit L2754A Wireless Adapter 100 L2761A

¹ Scan speed measured at 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

² Scanning from a Smartphone or tablet requires the HP ScanJet Wireless Adaptor 100 (L2761A), which must be purchased separately, and the HP JetAdvantage Capture App. Download the app at hp.com/go/documentmanagement. Wireless performance is dependent on physical environment and distance from access point and may be limited during active VPN connections. Wi-Fi Direct® scanning requires the Smartphone or tablet to be connected directly to the Wi-Fi® network of the scanner. Wi-Fi and Wi-Fi Direct are registered trademarks of Wi-Fi Alliance®.

HP ScanJet Scanners



HP ScanJet Pro 3500 f1 Flatbed Scanner
Get fast, two-sided scanning at up to 50 images per minute.¹ HP EveryPage helps avoid misfeeds.²

HP ScanJet Pro 4500 fn1 Network Scanner
Get fast two-sided scanning with a network scanner recommended for 4000 sheets per day. Digital sending is easy from the touchscreen via wireless network or Wi-Fi Direct. Send scans to Smartphone or tablet using the HP JetAdvantage Capture app.³

HP ScanJet Enterprise Flow 5000 s4 Sheet-feed Scanner
Give your office powerful scan speed and accuracy. Built-in software and an 80-page automatic document feeder help you save time. Scan at up to 55 ppm/110 ipm in black-and-white¹ and 45 ppm/90 ipm in color.² Recommended for 6,000 pages per day.

Specifications

Scan type	Flatbed, ADF	Flatbed, ADF	Sheetfeed, ADF
Scan speed ¹	Up to 25 ppm/50 ipm (300 dpi)	Up to 30 ppm/60 ipm	Up to 50 ppm/100 ipm for (b&w, 300ppi)
Duty cycle, monthly	Up to 3,000 pages per day	Up to 4000 pages (ADF), Up to 100 pages (Flatbed)	Up to 6,000 pages per day
Task speed	4 x 6 in (10 x 15 cm) Color Photo to file (200 dpi, 24-bit, TIFF): about 9.2 sec for single image scan 4 x 6 in (10 x 15 cm) Color Photo to E-mail (150 dpi, 24-bit): about 8.9 sec for single image scan A4 (8.27 x 11.69 in) PDF to E-mail (300 dpi, 24-bit): about 13.2 sec for single image scan OCR A4 (8.27 x 11.69 in), 200 dpi, 24-bit to RTF: about 13.9 sec for single image scan. (Does not support slides to file)	OCR A4 (8.5 x 11 in) text page (ADF, 300 dpi, Color, RTF): 6.51 sec for single image scan. 4.45 sec for single image save A4 (8.5 x 11 in) to e-mail (ADF, 300 dpi, Color, PDF): 6.43 sec for single image scan. 1.56 sec for single image send OCR A4 (8.5 x 11 in) text page (Flatbed, 300 dpi, Color, RTF): 7.89 sec for single image scan. 4.43 sec for single image save A4 (8.5 x 11 in) to e-mail (Flatbed, 300 dpi, Color, PDF): 7.89 sec for single image scan. 1.39 sec for single image send. [4 x 6-in is not supported. Slides to file and negative to file are not supported]	10 x 15 cm (4 x 6 in) color photo to file (200 dpi, 24-bit, tiff): about 5.18 sec for single image scan 10 x 15 cm (4 x 6 in) color photo to e-mail (150 dpi, 24-bit): about 4.98 sec for single image scan About 1.43 sec for single image send to email. Totally 6.41 sec A4 (8.27 x 11.69 in) PDF to e-mail (300 dpi, 24-bit): about 6.63 sec for single image scan About 3 sec for single image send to email. Totally 9.63 sec
Scan resolution, hardware	Up to 600 x 600 dpi (color and mono, ADF); Up to 1200 x 1200 dpi (color and mono, flatbed)	Up to 600 x 600 dpi (color and mono, ADF); Up to 1200 x 1200 dpi (color and mono, flatbed)	Up to 600 dpi (color and mono, Sheet-feed)
Scan size, max	8.5 x 122 in	8.5 x 122 in	8.5 x 122 in
Bit depth	24-bit	24-bit	24-bits external 48-bits internal
Connectivity, std	USB 3.0 (Super Speed only)	USB 2.0 and USB 3.0 (SuperSpeed); Built-in Fast Ethernet 10/100/1000Base-TX network port	USB 2.0 and USB 3.0 (SuperSpeed)
ADF capacity	Yes, up to 50 pages	Yes, 50 sheets (75 g/m ² paper)	Yes, 80 sheets of Xerox 4024 75g/m ² paper
Multifeed detection	Yes	Yes	Yes, HP Every Page ultrasonic
Scan to Destination	Local/network folder, e-mail, Google Drive™, Dropbox	Local/network folder, e-mail, Google Drive™, Dropbox	Local/network, e-mail, SharePoint, Office 365, Google Drive, Dropbox, FTP, printer
Features	Blank page removal; Merge pages; Auto orientation; Auto color detect; Auto crop; Auto exposure; Auto black and white threshold; Black and white enhanced content; Hole removal; Straighten content; Erase edges; Clean up background; Remove background; Color drop out; OCR	Blank page removal; Merge pages; Auto orientation; Auto color detect; Auto crop; Auto exposure; Auto black and white threshold; Black and white enhanced content; Hole removal; Straighten content; Erase edges; Clean up background; Remove background; Color drop out; OCR	Auto color detect, auto crop, auto exposure, auto orient, OCR, edge removal, background cleanup, remove hole, color drop out, straighten the page, multiple destinations, misfeed detection, batch processing, barcode detection
File formats	For text & images: PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text) and searchable PDF	For text & images: PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text) and searchable PDF	For text and images: ePub 3.0, HTML 4.0, Excel (*.xls, *.xlsx), PowerPoint(*.pptx), Word (*.docx), WordPerfect (*.wpd), PDF, searchable PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text), UNICODE Text, XML, and XPS
Software included	HP Scanner Device Driver; HP WIA Scan Driver; HP TWAIN Scan Driver (Certified); HP Scan; HP Scanner Tools Utility; HP Event (Button) Handler; HP Windows Installer; I.R.I.S. Readiris Pro, I.R.I.S. Cardiris, Nuance PaperPort, LPDF (file with link to download software), No Mac Software on CD	HP Scanner Device Driver; HP WIA scan driver; HP TWAIN scan driver; HP Scan; HP Scanner Tools Utility; HP Windows Installer; I.R.I.S. Readiris Pro; I.R.I.S. Cardiris; Nuance PaperPort; ISIS driver; Kofax VRS	HP WIA scan driver; HP TWAIN scan driver; HP Smart Document Scan Software; HP Scanner Tools Utility; I.R.I.S. Readiris Pro, I.R.I.S. Cardiris, Nuance PaperPort, EMC ISIS driver
Mac compatible	Yes	Yes	Not applicable
Warranty, std	1-year limited hardware plus telephone support	1-year limited hardware plus telephone & web support	1 year bench limited warranty Whole Unit replacement, Standard office hours; Standard Office Days
Estimated U.S. street price ⁴	3500 f1 (L2741A): \$549	4500 fn1 (L2749A): \$899	5000 s4 (L2755A): \$799
HP Care Pack Services	Next Business Day Exchange 3yr U8TF9E Next Business Day Onsite Exchange 3yr U8TG1E Network Installation Service U9JT1E	Next Business Day Exchange 3yr U4939E Next Business Day Onsite Exchange 3yr UH361E Network Installation Service U9JT2E	Next Business Day Exchange 3yr UH370E Next Business Day Onsite Exchange 3yr UH372E Network Installation Service U9JT2E
Accessories	3500 f1 ADF Roller Replacement Kit L2742A	4500 fn1 ADF Roller Replacement Kit L2742A	5000 s4/7000 s3 roller replacement kit L2756A Wireless Adapter 100 L2761A

¹ Black-and-white scan speed measured at 300 dpi using included HP Smart Document Scan Software. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

² Color scan speed measured at 300 dpi. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

³ Requires the HP JetAdvantage Capture app. Download the app at hp.com/go/documentmanagement. Wireless performance is dependent on physical environment and distance from access point and may be limited during active VPN connections. Wi-Fi Direct scanning requires the Smartphone or tablet be connected directly to the Wi-Fi network of the scanner.

HP ScanJet Scanners



<p>HP ScanJet Enterprise Flow 7000 s3 Sheet-feed Scanner</p> <p>Give your office high-volume scanning performance. Built-in software—including Kofax VRS 5.1 Professional—helps you save time and capture confidently. Achieve black-and-white scan speeds up to 75 ppm/150 ipm.³ Recommended for 7,500 pages per day.</p>	<p>HP ScanJet Enterprise Flow 7500 Flatbed Scanner</p> <p>A workhorse flatbed scanner with legal-size glass that features robust paper handling, blazing speeds, seamless workflow integration and a comprehensive suite of scanning software. Image-enhancing TWAIN driver and HP Smart Document Scan Software.</p>	<p>HP Digital Sender Flow 8500 fn1 Document Capture Workstation</p> <p>Leap into the next generation of digital sending with the world's fastest departmental scanner. At the intersection of HP Digital Sender and HP ScanJet performance, seamlessly integrate paper files securely into your digital workflow solution. Compatible with HP Flow CM Software.</p>	<p>HP ScanJet Enterprise Flow N9120 Flatbed Scanner</p> <p>Easily scan, save and manage documents to 11 x 17-in. Rapid scans to 50 ppm/100 ipm. For new or existing systems.</p>
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Specifications

Scan type	Sheetfed, ADF	Flatbed legal size glass with ADF	Flatbed legal size glass with ADF	Flatbed Wide Media 11 x 17 in size glass with ADF
Scan speed³⁾	Up to 75 ppm/150 ipm for (b&w, 300ppi)	Up to 50 ppm (100 ipm)	Up to 60 ppm/120 ipm (b&w, grayscale, color 200 ppi; b&w, grayscale 300 ppi); Up to 45 ppm/90 ipm (color 300 ppi)	Up to 50 ppm (100 ipm)
Duty cycle, monthly	Up to 7,500 pages per day	Up to 3,000 pages per day	Up to 5,000 pages per day	Up to 5,000 pages per day
Task speed	10 x 15 cm (4 x 6 in) color photo to file (200 dpi, 24-bit, tiff): about 5.98 sec for single image scan 10 x 15 cm (4 x 6 in) color photo to e-mail (150 dpi, 24-bit): about 4.91 sec for single image scan About 1.23 sec for single image send to email Totally 6.14 sec A4 (8.27 x 11.69 in) PDF to e-mail (300 dpi, 24-bit): about 6.51 sec for single image scan About 3.5 sec for single image send to email. Totally 10.01 sec	Not applicable	Not applicable	Not applicable
Scan resolution, hardware	Up to 600 dpi (color and mono, Sheet-feed)	Up to 600 x 600 dpi	Up to 600 x 600 dpi	Up to 600 x 600 dpi
Scan size, max	8.5 x 122 in	8.5 x 34 in	8.5 x 34 in (216 x 864 mm) with ADF	11.7 x 17 in, 11.7 x 34 in with ADF
Bit depth	24-bits external 48-bits internal	48 bit	24-bit	48 bit
Connectivity, std	USB 2.0 and USB 3.0 (SuperSpeed)	Hi-Speed USB 2.0 port	10/100/1000 Ethernet, 1 Hi-Speed USB Host (rear), 1 Hi-Speed USB Host (walk-up), 1 Hardware Integration Pocket (HIP) Hi-Speed USB	Hi-Speed USB 2.0
ADF capacity	Yes, 80 sheets of Xerox 4024 75g/m ² paper	Yes, up to 100 sheets	Yes, up to 100 sheets	Yes, up to 200 sheets
Multifeed detection	Yes, HP Every Page ultrasonic	Yes, HP Every Page ultrasonic	Yes, HP Every Page ultrasonic	Yes, HP Every Page ultrasonic
Scan to Destination	Local/network, e-mail, SharePoint, Office 365, Google Drive, Dropbox, FTP, printer, web folder, custom	Local/network folder, e-mail, FTP, printer, Microsoft SharePoint and OneDrive, Webfolder, PaperPort, Google Drive, Box, SugarSync, Evernote, Office 365, Dropbox	E-mail, network folder, USB Flash, LAN/Internet fax, SharePoint	Local/network folder, e-mail, FTP, printer, Microsoft SharePoint and OneDrive, Webfolder, PaperPort, Google Drive, Box, SugarSync, Evernote, Office 365, Dropbox
Features	Auto color detect, auto crop, auto exposure, auto orient, OCR, edge removal, background cleanup, remove hole, color drop out, straighten the page, multiple destinations, misfeed detection, batch processing, barcode detection	Blank page removal; Merge pages; Auto orientation; Auto color detect; Auto crop; Auto exposure; Auto black and white threshold; Black and white enhanced content; Hole removal; Straighten content; Erase edges; Clean up background; Remove background; Color drop out; OCR; Barcode detection; Separate documents (on barcode, blank pages, etc.); Multiple destinations	Auto crop, auto deskew, auto orientation, auto-detect color, auto tone, delete blank pages, color dropout, erase edges, OCR	Blank page removal; Merge pages; Auto orientation; Auto color detect; Auto crop; Auto exposure; Auto black and white threshold; Black and white enhanced content; Hole removal; Straighten content; Erase edges; Clean up background; Remove background; Color drop out; OCR; Barcode detection; Separate documents (on barcode, blank pages, etc.); Multiple destinations
File formats	For text and images: ePub 3.0, HTML 4.0, Excel (*.xls, *.xlsx), PowerPoint(*.pptx), Word (*.docx), WordPerfect (*.wpd), PDF, searchable PDF, JPEG, PNG, BMP, TIFF, TXT (Text), RTF (Rich Text), UNICODE Text, XML, and XPS	PDF (image-only, searchable, MRC, PDF/A, encrypted), TIFF (single page, multipage, compressed: G3, G4, LZW, JPG), DOC, RTF, WPD, XLS, TXT, XML, XPS, HTML, OPF, JPG, BMP, PNG	PDF (image-only, searchable, PDF/A, encrypted), TIFF (single page, multi-page, compressed: G3, G4, LZW, JPG, XPS, text, Unicode text, RTF, HTML, CSV	PDF (image-only, searchable, MRC, PDF/A, encrypted), TIFF (single page, multipage, compressed: G3, G4, LZW, JPG), DOC, RTF, WPD, XLS, TXT, XML, XPS, HTML, OPF, JPG, BMP, PNG
Software included	HP WIA scan driver, HP TWAIN scan driver, HP Smart Document Scan Software, HP Scanner Tools Utility, I.R.I.S. Readiris Pro, I.R.I.S. Cardiris, Nuance PaperPort, EMC ISIS driver, Kofax VRS Pro	HP Smart Document Scan Software, HP TWAIN driver, EMC ISIS driver, Kofax VirtualReScan Pro, Nuance PaperPort, I.R.I.S. Readiris Pro OCR	Embedded Digital Sending Features which allow device to have most HP Digital Sender software features without need of the software itself. Compatible with HP Digital Sending Software 4.91 (Optional). HP FutureSmart and OxD device	ISIS and TWAIN drivers, HP Smart Document Scan, Kofax VRS Pro
Mac compatible	Not applicable	No	No	No
Warranty, std	1 year bench limited warranty Whole Unit replacement, Standard office hours; Standard Office Days	1-year limited hardware plus telephone & web support	1-year Next Business Day Onsite	1-year Next Business Day Onsite
Estimated U.S. street price³⁾	7000 s3 (L2757A): \$999	7500 (L2725B): \$1,499	8500 fn1 (L2719A): \$3,199	N9120 (L2683B): \$3,999
HP Care Pack Services	Next Business Day Exchange 3yr U1Q59E Next Business Day Onsite Exchange 3yr U1Q60E Network Installation Service U9JT2E	Next Business Day Exchange 3yr U4937E Next Business Day Onsite Exchange 3yr U4938E Network Installation Service U9JT2E	Next Business Day Onsite Exchange 3yr HZ727E Network Installation Service U9JT2E	Next Business Day Onsite Exchange 3yr UJ990E Network Installation Service U9JT3E
Accessories	5000 s4/7000 s3 roller replacement kit L2756A Wireless Adapter 100 L2761A	ADF Roller Replacement Kit L2718A	690n IPv6/IPsec 802.11g Wireless Print Server J8007G ADF Roller Replacement Kit L2718A Optional Localized Keyboards L2710A	Roller Replacement Kit L2685A Separation Pad Kit L2686A ADF Cleaning Sheets C9943A

³ Black-and-white scan speed measured at 300 dpi using included HP Smart Document Scan Software. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

HP LaserJet Compatibility (Color)

Original HP Toner Cartridges	Prod. #	HP Color LaserJet Pro MFP M177fw	HP Color LaserJet Pro M252dw	HP Color LaserJet Pro MFP M277 Series	HP Color LaserJet Pro M452 Series	HP Color LaserJet MFP M477 Series	HP LaserJet Pro 500 Color MFP M570dn	HP Color LaserJet M553 Series	HP Color LaserJet MFP M577 Series	New HP Color LaserJet M652, 653 Series	New HP Color LaserJet MFP M681, 682 Series	HP LaserJet 700 color MFP M775 Series	HP Color LaserJet M855 Series	HP Color LaserJet flow M880 MFP Series	HP LaserJet Pro CP5225 Series	HP Color LaserJet Enterprise M750 Series
HP 130A Black Toner Cartridge	CF350A	•														
HP 130A Cyan Toner Cartridge	CF351A	•														
HP 130A Yellow Toner Cartridge	CF352A	•														
HP 130A Magenta Toner Cartridge	CF353A	•														
HP 201A Black Toner Cartridge	CF400A		•	•												
HP 201A Cyan Toner Cartridge	CF401A		•	•												
HP 201A Yellow Toner Cartridge	CF402A		•	•												
HP 201A Magenta Toner Cartridge	CF403A		•	•												
HP 201X Black High Yield Toner Cartridge	CF400X		•	•												
HP 201X Cyan High Yield Toner Cartridge	CF401X		•	•												
HP 201X Yellow High Yield Toner Cartridge	CF402X		•	•												
HP 201X Magenta High Yield Toner Cartridge	CF403X		•	•												
HP 307A Black Toner Cartridge	CE740A														•	
HP 307A Cyan Toner Cartridge	CE741A														•	
HP 307A Yellow Toner Cartridge	CE742A														•	
HP 307A Magenta Toner Cartridge	CE743A														•	
HP 410A Black Toner Cartridge	CF410A				•	•										
HP 410A Cyan Toner Cartridge	CF411A				•	•										
HP 410A Yellow Toner Cartridge	CF412A				•	•										
HP 410A Magenta Toner Cartridge	CF413A				•	•										
HP 410X Black High Yield Toner Cartridge	CF410X				•	•										
HP 410X Cyan High Yield Toner Cartridge	CF411X				•	•										
HP 410X Yellow High Yield Toner Cartridge	CF412X				•	•										
HP 410X Magenta High Yield Toner Cartridge	CF413X				•	•										
HP 507A Black Toner Cartridge	CE400A						•									
HP 507X Black High Yield Toner Cartridge	CE400X						•									
HP 507A Cyan Toner Cartridge	CE401A						•									
HP 507A Yellow Toner Cartridge	CE402A						•									
HP 507A Magenta Toner Cartridge	CE403A						•									
HP 508A Black Toner Cartridge	CF360A							•								
HP 508A Cyan Toner Cartridge	CF361A							•								
HP 508A Yellow Toner Cartridge	CF362A							•								
HP 508A Magenta Toner Cartridge	CF363A							•								
HP 508X Black High Yield Toner Cartridge	CF360X							•								
HP 508X Cyan High Yield Toner Cartridge	CF361X							•								
HP 508X Yellow High Yield Toner Cartridge	CF362X							•								
HP 508X Magenta High Yield Toner Cartridge	CF363X							•								
HP 650A Black Toner Cartridge	CE270A															•
HP 650A Cyan Toner Cartridge	CE271A															•
HP 650A Yellow Toner Cartridge	CE272A															•
HP 650A Magenta Toner Cartridge	CE273A															•
HP 651A Black Toner Cartridge	CE340A											•				
HP 651A Cyan Toner Cartridge	CE341A											•				
HP 651A Yellow Toner Cartridge	CE342A											•				
HP 651A Magenta Toner Cartridge	CE343A											•				
New HP 655A Black Toner Cartridge	CF450A								•	•						
New HP 655A Cyan Toner Cartridge	CF451A								•	•						
New HP 655A Yellow Toner Cartridge	CF452A								•	•						
New HP 655A Magenta Toner Cartridge	CF453A								•	•						
New HP 656X Black Toner Cartridge	CF460X								•							
New HP 656X Cyan Toner Cartridge	CF461X								•							
New HP 656X Yellow Toner Cartridge	CF462X								•							
New HP 656X Magenta Toner Cartridge	CF463X								•							
New HP 657X Black Toner Cartridge	CF470X									•						
New HP 657X Cyan Toner Cartridge	CF471X									•						
New HP 657X Yellow Toner Cartridge	CE342A									•						
New HP 657X Magenta Toner Cartridge	CF473X									•						
HP 826A Black Toner Cartridge	CF310A												•	•		
HP 826A Cyan Toner Cartridge	CF311A												•	•		
HP 826A Yellow Toner Cartridge	CF312A												•	•		
HP 826A Magenta Toner Cartridge	CF313A												•	•		
HP 827A Black Toner Cartridge	CF300A												•	•		
HP 827A Cyan Toner Cartridge	CF301A												•	•		
HP 827A Yellow Toner Cartridge	CF302A												•	•		
HP 827A Magenta Toner Cartridge	CF303A												•	•		
HP 828A Black Imaging Drum	CF358A												•	•		
HP 828A Cyan Imaging Drum	CF359A												•	•		
HP 828A Yellow Imaging Drum	CF364A												•	•		
HP 828A Magenta Imaging Drum	CF365A												•	•		

HP LaserJet Compatibility (Monochrome)

Original HP Toner Cartridges	Prod. #	HP LaserJet Pro M102w	HP LaserJet Pro MFP M130 Series	HP LaserJet Pro M203dw	HP LaserJet Pro MFP M227 Series	HP LaserJet Pro M402 Series	HP LaserJet Pro MFP M426 Series	HP LaserJet Pro M501dn	HP LaserJet Ent. M506 Series	HP LaserJet Pro MFP M521dn	HP LaserJet Ent. MFP M527 Series	HP LaserJet Ent. M607 Series	New HP LaserJet Ent. M608, M609 Series	New HP LaserJet Ent. MFP M631, 632, 633 Series	HP LaserJet Ent. 700 M712n Series	HP LaserJet Ent. 700 MFP M725 Series	HP LaserJet Ent. Flow MFP M830z	HP LaserJet Ent. M806 Printer Series
HP 14A Black Toner Cartridge	CF214A																	
HP 14X Black High Yield Toner Cartridge	CF214X																	
HP 17A Black Toner Cartridge	CF217A	•	•															
HP 19A Imaging Drum	CF219A	•	•															
HP 25X Black High Yield Toner Cartridge	CF325X																	
HP 26A Black Toner Cartridge	CF226A					•	•											
HP 26X Black High Yield Toner Cartridge	CF226X					•	•											
HP 26X Black High Yield Dual Pack Toner Cartridge	CF226XD					•	•											
HP 30A Black Toner Cartridge	CF230A			•	•													
HP 30X Black High Yield Black Toner Cartridge	CF230X			•	•													
HP 32A Imaging Drum	CF232A			•	•													
New HP 37A Black Toner Cartridge	CF237A											•	•	•				
New HP 37X High Yield Black Toner Cartridge	CF237X											•	•	•				
New HP 37Y Extra High Yield Black Cartridge	CF237Y											•	•	•				
HP 55A Black Original LaserJet Toner Cartridge	CE255A									•								
HP 55X Black High Yield Toner Cartridge	CE255X									•								
HP 55X Black High Yield Dual Pack Toner Cartridge	CE255XD									•								
HP 87A Black Toner Cartridge	CF287A							•	•			•						
HP 87X Black Toner Cartridge	CF287X							•	•			•						
HP 87X Black High Yield Dual Pack Toner Cartridge	CF287XD							•	•			•						

HP PageWide Compatibility

HP PageWide Cartridges	Prod. #	HP PageWide Pro 452 Series	HP PageWide Pro MFP 477 Series	HP PageWide Pro 552 Series	HP PageWide Pro MFP 577 Series	New HP PageWide Pro MFP 772dw	New HP PageWide Pro MFP 750dw	New HP PageWide Pro MFP 777z	HP PageWide MFP 586 Series	HP PageWide 556 Series
HP 972A Black Pagewide Cartridge	F6T80AN	•	•	•	•					
HP 972A Cyan Pagewide Cartridge	LOR86AN	•	•	•	•					
HP 972A Magenta Pagewide Cartridge	LOR89AN	•	•	•	•					
HP 972A Yellow Pagewide Cartridge	LOR92AN	•	•	•	•					
HP 972X Black High Yield Pagewide Cartridge	F6T84AN	•	•	•	•					
HP 972X Cyan High Yield Pagewide Cartridge	LOR98AN	•	•	•	•					
HP 972X Magenta High Yield Pagewide Cartridge	LO501AN	•	•	•	•					
HP 972X Yellow High Yield Pagewide Cartridge	LO504AN	•	•	•	•					
HP 981A Black Pagewide Cartridge	J3M71A								•	•
HP 981A Cyan Pagewide Cartridge	J3M68A								•	•
HP 981A Magenta Pagewide Cartridge	J3M69A								•	•
HP 981A Yellow Pagewide Cartridge	J3M70A								•	•
HP 981X Black High Yield Pagewide Cartridge	LOR12A								•	•
HP 981X Cyan High Yield Pagewide Cartridge	LOR09A								•	•
HP 981X Magenta High Yield Pagewide Cartridge	LOR10A								•	•
HP 981X Yellow High Yield Pagewide Cartridge	LOR11A								•	•
New HP 990A Black Pagewide Cartridges	MOJ85AN					•	•	•		
New HP 990A Cyan Pagewide Cartridges	MOJ73AN					•	•	•		
New HP 990A Magenta Pagewide Cartridges	MOJ77AN					•	•	•		
New HP 990A Yellow Pagewide Cartridges	MOJ81AN					•	•	•		
New HP 990X Black High Yield PageWide Cartridges	MOK01AN					•	•	•		
New HP 990X Cyan High Yield PageWide Cartridges	MOJ89AN					•	•	•		
New HP 990X Magenta High Yield PageWide Cartridges	MOJ93AN					•	•	•		
New HP 990X Yellow High Yield PageWide Cartridges	MOJ97AN					•	•	•		

HP Inkjet Printer Compatibility*

Original HP Ink Cartridges	Prod. #	HP ENVY 5540 All-in-One	HP ENVY 5660 e-All-in-One	HP ENVY 7640 e-All-in-One	HP ENVY 4520 All-in-One	HP DeskJet 2130 All-in-One	HP DeskJet 3630 All-in-One	HP DeskJet 3755 All-in-One	HP OfficeJet 200 Mobile Printer	HP OfficeJet 250 Mobile All-in-One	HP OfficeJet 3830 All-in-One	HP OfficeJet 4650 e-All-in-One	HP OfficeJet Pro 6230 ePrinter	HP OfficeJet Pro 6968 All-in-One	HP OfficeJet Pro 6978 All-in-One	HP OfficeJet Pro 7740 WF e-All-in-One	HP OfficeJet Pro 8210 Printer	HP OfficeJet Pro 8216 Printer	HP OfficeJet Pro 8710 All-in-One	HP OfficeJet Pro 8720 All-in-One	HP OfficeJet Pro 8730 All-in-One	HP OfficeJet Pro 8740 All-in-One	HP OfficeJet 7510 WF All-in-One
HP 62 Black Ink	C2P04AN	•	•	•					•	•													
HP 62XL High Yield Black Ink	C2P05AN	•	•	•					•	•													
HP 62 Tri-color Ink	C2P06AN	•	•	•					•	•													
HP 62XL High Yield Tri-color Ink	C2P07AN	•	•	•					•	•													
HP 63 Black Ink Cartridge	F6U62AN				•	•	•					•	•										
HP 63XL High Yield Black Ink	F6U64AN				•	•	•					•	•										
HP 63 Tri-color Ink	F6U61AN				•	•	•					•	•										
HP 63 XL Tri-color Ink	F6U63AN				•	•	•					•	•										
HP 65 Black Ink	N9K02AN							•															
HP 65 XL Ink	N9K04AN							•															
HP 65 Tri-color Ink	N9K01AN							•															
HP 65 XL Tri-color Ink	N9K03AN							•															
HP 902 Black Ink	T6L98AN												•	•									
HP 902 Cyan Ink	T6L86AN												•	•									
HP 902 Magenta Ink	T6L90AN												•	•									
HP 902 Yellow Ink	T6L94AN												•	•									
HP 902XL High Yield Black Ink	T6M14AN												•	•									
HP 902XL High Yield Cyan Ink	T6M02AN												•	•									
HP 902XL High Yield Magenta Ink	T6M06AN												•	•									
HP 902XL High Yield Yellow Ink	T6M10AN												•	•									
HP 906XL High Yield Black Ink	T6M18AN												•	•									
HP 932 Black Ink	CN053AN																						•
HP 932XL High Yield Black Ink	CN057AN																						•
HP 933 Cyan Ink	CN054AN																						•
HP 933 Magenta Ink	CN055AN																						•
HP 933 Yellow Ink	CN056AN																						•
HP 933XL High Yield Cyan Ink	CN058AN																						•
HP 933XL High Yield Magenta Ink	CN059AN																						•
HP 933XL High Yield Yellow Ink	CN060AN																						•
HP 934 Black Ink	C2P19AN												•										
HP 934 XL Black Ink	C2P23AN												•										
HP 935 Cyan Ink	C2P20AN												•										
HP 935 Magenta Ink	C2P21AN												•										
HP 935 Yellow Ink	C2P22AN												•										
HP 935XL High Yield Cyan Ink	C2P24AN												•										
HP 935XL High Yield Magenta Ink	C2P25AN												•										
HP 935XL High Yield Yellow Ink	C2P26AN												•										
HP 952 Black Ink	F6U15AN															•	•	•	•	•	•	•	•
HP 952 Cyan Ink	L0S49AN															•	•	•	•	•	•	•	•
HP 952 Magenta Ink	L0S52AN															•	•	•	•	•	•	•	•
HP 952 Yellow Ink	L0S55AN															•	•	•	•	•	•	•	•
HP 952XL High Yield Black Ink	F6U19AN															•	•	•	•	•	•	•	•
HP 952XL High Yield Cyan Ink	L0S61AN															•	•	•	•	•	•	•	•
HP 952XL High Yield Magenta Ink	L0S64AN															•	•	•	•	•	•	•	•
HP 952XL High Yield Yellow Ink	L0S67AN															•	•	•	•	•	•	•	•
HP 956XL High Yield Black Ink	L0R39AN															•	•	•	•	•	•	•	•

* AN represents US localization. AC/FC/WC represents Canada localization.

HP DesignJet Printer Compatibility

Original HP DesignJet Ink supplies	Prod. #	HP DesignJet T120 ePrinter	HP DesignJet T520 ePrinter Series	HP DesignJet T790ps ePrinter	HP DesignJet T795 ePrinter 44-in Models	HP DesignJet T1300ps ePrinter Series	HP DesignJet T730 Printer 36-in Models	HP DesignJet T830 MFP 36-in Models	HP DesignJet T930 Printer Series 36-in Models	HP DesignJet T1530 PostScript® Printer 36-in Models	HP DesignJet T2530 MFP 36-in Models	HP DesignJet Z5400ps ePrinter 44-in Models	HP DesignJet Z3200ps Series	HP DesignJet Z5200ps	HP DesignJet 50 Pro MFP	HP DesignJet HD Pro MFP
HP 70 130-m Light Cyan Ink Cartridge	C9390A												•	•		
HP 70 130-m Matte Black Ink Cartridge	C9448A											•	•	•		•
HP 70 130-m Photo Black Ink Cartridge	C9449A											•	•	•		•
HP 70 130-m Light Gray Ink Cartridge	C9451A											•	•	•		•
HP 70 130-m Cyan Ink Cartridge	C9452A											•	•	•		•
HP 70 130-m Magenta Ink Cartridge	C9453A											•	•	•		•
HP 70 130-m Yellow Ink Cartridge	C9454A											•	•	•		•
HP 70 130-m Light Magenta Ink Cartridge	C9455A												•	•		
HP 70 Photo Black Ink Cartridge	C9449A												•	•		
HP 70 Gray Ink Cartridge	C9450A												•	•		
HP 70 Green Ink Cartridge	C9457A												•	•		
HP 70 Blue Ink Cartridge	C9458A												•	•		
HP 70 Gloss Enhancer Ink Cartridge	C9459A												•	•		
HP 70 Chromatic Red Ink Cartridges	CD951A												•	•		
HP 72 69-ml Photo Black Ink Cartridge	C9397A			•	•	•									•	
HP 72 69-ml Cyan Ink Cartridge	C9398A			•	•	•									•	
HP 72 69-ml Magenta Ink Cartridge	C9399A			•	•	•									•	
HP 72 69-ml Yellow Ink Cartridge	C9400A			•	•	•									•	
HP 72 69-ml Gray Ink Cartridge	C9401A			•	•	•									•	
HP 72 130-ml Matte Black Ink Cartridge	C9403A			•	•	•									•	
HP 72 130-ml Photo Black Ink Cartridge	C9370A			•	•	•									•	
HP 72 130-ml Cyan Ink Cartridge	C9371A			•	•	•									•	
HP 72 130-ml Magenta Ink Cartridge	C9372A			•	•	•									•	
HP 72 130-ml Yellow Ink Cartridge	C9373A			•	•	•									•	
HP 72 130-ml Gray Ink Cartridge	C9374A			•	•	•									•	
HP 711 Black (38-ml) Ink Cartridge	CZ129A	•	•													
HP 711 Cyan (29-ml) Ink Cartridge	CZ130A	•	•													
HP 711 Magenta (29-ml) Ink Cartridge	CZ131A	•	•													
HP 711 Yellow (29-ml) Ink Cartridge	CZ132A	•	•													
HP 711 Black (80-ml) Ink Cartridge	CZ133A	•	•													
HP 711 Cyan 3-pack (29-ml) Ink Cartridge	CZ134A	•	•													
HP 711 Magenta 3-pack (29-ml) Ink Cartridge	CZ135A	•	•													
HP 711 Yellow 3-pack (29-ml) Ink Cartridge	CZ136A	•	•													
HP 726 Matte Black Ink Cartridge	CH575A				•	•									•	
HP 727 130-ml Cyan Ink Cartridge	B3P19A								•	•	•					
HP 727 130-ml Magenta Ink Cartridge	B3P20A								•	•	•					
HP 727 130-ml Yellow Ink Cartridge	B3P21A								•	•	•					
HP 727 130-ml Matte Black Ink Cartridge	B3P22A								•	•	•					
HP 727 130-ml Photo Black Ink Cartridge	B3P23A								•	•	•					
HP 727 130-ml Gray Ink Cartridge	B3P24A								•	•	•					
HP 727 300-ml Matte Black Ink Cartridge	C1Q12A								•	•	•					
HP 727 300-ml Cyan Ink Cartridge	F9J76A								•	•	•					
HP 727 300-ml Magenta Ink Cartridge	F9J77A								•	•	•					
HP 727 300-ml Yellow Ink Cartridge	F9J78A								•	•	•					
HP 727 300-ml Photo Black Ink Cartridge	F9J79A								•	•	•					
HP 727 300-ml Gray Ink Cartridge	F9J80A								•	•	•					
HP 728 40-ml Yellow Ink Cartridge	F9J61A						•	•								
HP 728 40-ml Magenta Ink Cartridge	F9J62A						•	•								
HP 728 40-ml Cyan Ink Cartridge	F9J63A						•	•								
HP 728 69-ml Matte Black Ink Cartridge	F9J64A						•	•								
HP 728 130-ml Yellow Ink Cartridge	F9J65A						•	•								
HP 728 130-ml Magenta Ink Cartridge	F9J66A						•	•								
HP 728 130-ml Cyan Ink Cartridge	F9J67A						•	•								
HP 728 300-ml Matte Black Ink Cartridge	F9J68A						•	•								
HP 728 300-ml Yellow Ink Cartridge	F9K15A						•	•								
HP 728 300-ml Magenta Ink Cartridge	F9K16A						•	•								
HP 728 300-ml Cyan Ink Cartridge	F9K17A						•	•								

HP DesignJet Printers Compatibility Cont.

HP DesignJet Ink supplies	Prod. #	HP DesignJet Z5200 Photo Printer 44-in Models	HP DesignJet Z6200 Photo Production Printer 42-in Models	HP DesignJet Z5400 PostScript® ePrinter 44-in Models	HP DesignJet T7200 Production Printer 42-in Models	HP DesignJet T3500 Production eMFP 36-in Models	HP DesignJet Z6800 Photo Production Printer	HP DesignJet Z6600 Production Printer	HP DesignJet Z5600ps Printer 44-in Model	HP DesignJet Z2600ps Printer 24-in Model
HP 745 300-ml Magenta Ink Cartridge	F9K01A								•	•
HP 745 300-ml Yellow Ink Cartridge	F9K02A								•	•
HP 745 300-ml Cyan Ink Cartridge	F9K03A								•	•
HP 745 300-ml Photo Black Ink Cartridge	F9K04A								•	•
HP 745 300-ml Matte Black Ink Cartridge	F9K05A								•	•
HP 745 300-ml Chromatic Red Ink Cartridge	F9K06A								•	•
HP 745 130-ml Magenta Ink Cartridge	F9J95A								•	•
HP 745 130-ml Yellow Ink Cartridge	F9J96A								•	•
HP 745 130-ml Cyan Ink Cartridge	F9J97A								•	•
HP 745 130-ml Photo Black Ink Cartridge	F9J98A								•	•
HP 745 130-ml Matte Black Ink Cartridge	F9J99A								•	•
HP 745 130-ml Chromatic Red Ink Cartridge	F9K00A								•	•
HP 761 400-ml Matte Black Ink Cartridge	CM991A				•					
HP 761 400-ml Yellow Ink Cartridge	CM992A				•					
HP 761 400-ml Magenta Ink Cartridge	CM993A				•					
HP 761 400-ml Cyan Ink Cartridge	CM994A				•					
HP 761 400-ml Gray Ink Cartridge	CM995A				•					
HP 761 400-ml Dark Gray Ink Cartridge	CM996A				•					
HP 761 775-ml Matte Black Ink Cartridge	CM997A				•					
HP 764 300-ml Cyan Ink Cartridge	C1Q13A					•				
HP 764 300-ml Magenta Ink Cartridge	C1Q14A					•				
HP 764 300-ml Yellow Ink Cartridge	C1Q15A					•				
HP 764 300-ml Matte Black Ink Cartridge	C1Q16A					•				
HP 764 300-ml Photo Black Ink Cartridge	C1Q17A					•				
HP 764 300-ml Gray Black Ink Cartridge	C1Q18A					•				
HP 765 400-ml Yellow Ink Cartridge	F9J50A			•						
HP 765 400-ml Magenta Ink Cartridge	F9J51A			•						
HP 765 400-ml Cyan Ink Cartridge	F9J52A			•						
HP 765 400-ml Gray Ink Cartridge	F9J53A			•						
HP 765 775-ml Dark Gray Ink Cartridge	F9J54A			•						
HP 765 775-ml Matte Black Ink Cartridge	F9J55A			•						
HP 771A 775-ml Matte Black DesignJet Ink Cartridge	B6Y15A	•					•	•		
HP 771A 775-ml Chromatic Red DesignJet Ink Cartridge	B6Y16A	•					•			
HP 771A 775-ml Magenta DesignJet Ink Cartridge	B6Y17A	•					•	•		
HP 771A 775-ml Yellow DesignJet Ink Cartridge	B6Y18A	•					•	•		
HP 771A 775-ml Light Magenta DesignJet Ink Cartridge	B6Y19A	•					•			
HP 771A 775-ml Light Cyan DesignJet Ink Cartridge	B6Y20A	•					•	•		
HP 771A 775-ml Photo Black DesignJet Ink Cartridge	B6Y21A	•					•	•		
HP 771A 775-ml Light Gray DesignJet Ink Cartridge	B6Y22A	•					•	•		
HP 771A 3-Pack 775-ml Matte Black DesignJet Ink Cartridge	B6Y39A	•					•	•		
HP 771A 3-Pack 775-ml Chromatic Red DesignJet Ink Cartridge	B6Y40A	•					•	•		
HP 771A 3-Pack 775-ml Magenta DesignJet Ink Cartridge	B6Y41A	•					•	•		
HP 771A 3-Pack 775-ml Yellow DesignJet Ink Cartridge	B6Y42A	•					•	•		
HP 771A 3-Pack 775-ml Light Magenta DesignJet Ink Cartridge	B6Y43A	•					•	•		
HP 771A 3-Pack 775-ml Light Cyan DesignJet Ink Cartridge	B6Y44A	•					•	•		
HP 771A 3-Pack 775-ml Photo Black DesignJet Ink Cartridge	B6Y45A	•					•	•		
HP 771A 3-Pack 775-ml Light Gray DesignJet Ink Cartridge	B6Y46A	•					•	•		
HP 772 300-ml Magenta Ink Cartridge	CN629A	•		•						
HP 772 300-ml Yellow Ink Cartridge	CN630A	•		•						
HP 772 300-ml Light Magenta Ink Cartridge	CN631A	•								
HP 772 300-ml Light Cyan Ink Cartridge	CN632A	•								
HP 772 300-ml Photo Black Ink Cartridge	CN633A	•		•						
HP 772 300-ml Light Grey Ink Cartridge	CN634A	•		•						
HP 772 300-ml Matte Black Ink Cartridge	CN635A	•		•						
HP 772 300-ml Cyan Ink Cartridge	CN636A	•		•						
HP 773A 775-ml Matte Black Ink Cartridge	C1Q21A						•	•		
HP 773A 775-ml Chromatic Red Ink Cartridge	C1Q22A						•			
HP 773A 775-ml Magenta Ink Cartridge	C1Q23A						•	•		
HP 773A 775-ml Yellow Ink Cartridge	C1Q24A						•	•		
HP 773A 775-ml Light Magenta Ink Cartridge	C1Q25A						•			
HP 773A 775-ml Cyan Ink Cartridge	C1Q26A						•	•		
HP 773A 775-ml Photo Black Cartridge	C1Q27A						•	•		
HP 773A 775-ml Light Gray Cartridge	C1Q28A						•	•		

Post-purchase resources

HP Support Center
hp.com/go/hpsc

HP post sales support
hp.com/support

HP Inc. Partner Support
HPAMSPartnersupport@hp.com
Printers | Supplies | Notebooks | Desktop Workstations | Scanners
Option 1: Presales
Option 2: Pricing
Option 3: Contracts, Compliance & Compensation
Option 4: Partner Portal/Program Support
Option 5: All other partner support
1.844.305.6881
Hours: Monday-Friday 7am-7pm CST

HP consumer product support
1-800-HP-INVENT

HP Tech Support
Support for HP products – printers, PCs, software, etc.
Products for home/office: 800.474.6836
Products for business use: 800.334.5144

HP Care Pack Service
hp.com/go/cpc

HP parts ordering
hp.com/buy/parts

Partner Portal
<https://partner.hp.com>

HP recycling
HP Planet Partners Program
hp.com/recycle (US)
hp.ca/recycling (Canada)
800-340-2445

Information resources

HP newsroom
hp.com/hpinfo/newsroom

Supplies resources

Safety Data Sheets (SDS)
Safety information about materials
hp.com/hpinfo/globalcitizenship/environment/products/msds-specs

Anti-counterfeit
Report counterfeit cartridges
hp.com/us/en/ads/supplies/anti-counterfeit

Supplies yields
Printer and page yield overview
Links to supplies ink and toner page yields
hp.com/pageyield
ISO Page Yield Reports
hp.com/pageyield/pvisorpts

HP PurchasEdge
A loyalty program for HP supplies customers.
PurchasEdge.com
support@purchasedge.com
partnersupport@purchasedge.com
Resellers: 800-879-6633
Customers: 888-264-6599

HP Instant Ink program
Ink replacement service.
instantink.hpconnected.com

Supplies compatibility
HP Supplies Compatibility Matrix (Download Excel or PDF version)
View available supplies and compatible printers.
hpsalescentral.com/suppliescompatibilitymatrix

Sales Tools resources

HP Inc Sales Tools
hpsalescentral.com

Product Compare
Search and compare HP product specs and compatibility information.
hpsalescentral.com/ipg/compare

HP carbon footprint calculator for printing
Help customers evaluate the energy consumption, paper use, carbon footprint, and associated costs of their printing environment.
hp.com/go/carbonfootprint

Warranty
HP ink cartridge warranty
support.hp.com/us-en/document

HP toner cartridge warranty
support.hp.com/us-en/document

Hardware and imaging products
welcome.hp.com/country/us/en/privacy/limitedwarranty

Browser based tools

HP Sales Central Supplies
hpsalescentral.com/ipg/supplies

Help Me Choose A Printer
helpmechoose.ext.hp.com/

Printer Upgrade Tool
hpprinterupgrade.com/

PageWide Cost Comparison
h71038.www7.hp.com/tco-tool/index.php?count=us

Cost of Ownership Tool
hpsalescentral.com/tcotools

- ^{a)} For Inkjet Printers: Either after first page or first set of ISO test pages. For LaserJet Printers: Measured using ISO/IEC 24734, excludes first set of test documents. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
- ^{b)} Maximum dpi that can be scanned is limited by available computer memory, disk space and other systems factors. Scan speeds measured at 200 dpi (black-and-white, color, and grayscale) using A4 sized paper in portrait mode.
- ^{c)} Estimated U.S. street price. Actual prices may vary. Contact your authorized HP reseller for the most current pricing information.
- ^{d)} Copy speeds may vary depending on the type of document.
- ^{e)} Speeds attained at 200 dpi black and white, color and grayscale using Smart Document Scan Software, letter size/A4 paper.
- ^{f)} HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.
- ^{g)} Service levels and response times for Care Pack part of HP Care, may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply.

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Pasadena Unified School District

District improves service, cuts costs with HP MPS



Industry

K-12 Education

Objective

Improve printer service response and cost efficiency, while reducing internal IT support requirements; consolidate print environment

Approach

Engage HP Managed Print Services

IT matters

- Speed service response time from 2-4 days to within 24 hours
- Reduce number of printers by more than 30%¹
- Supplies delivery eases inventory management
- Free IT staff for strategic initiatives

Business matters

- Increase end-user satisfaction; eliminate complaints
- Engage with vendor that proactively recommends optimization
- Identify \$5,000 in savings over first contract year
- Support transition to digital workflows



“Every decision is driven by cost and customer satisfaction. HP MPS delivers service end users rave about. At the same time HP finds ways for the District to reduce costs.”

—Tendaji Jamal, Chief Technology Officer, Pasadena Unified School District

California’s Pasadena Unified School District (USD) enrolls 18,000 students at 32 sites covering three city municipalities spread over 36 square miles. The district used non-HP managed print services and was dissatisfied. Slow response times generated user complaints that often escalated to district staff. In addition, instead of repairing printers, the vendor habitually recommended purchasing new devices at additional cost. Pasadena changed all that with a move to HP Managed Print Services (MPS).

Even as it embraces digital technologies, Pasadena USD uses printers at its school campuses and in its business offices to print reports, memoranda, flyers, presentations, and other documents. End users include the superintendent, office managers, administrative assistants, teachers, principals, counselors, deans, and registrars. With the previous print provider, all user groups were complaining.

Slow response, user complaints spur change

Users were frustrated that it took two to four days for service. When technicians finally arrived, they often failed to bring replacement parts with them. District personnel concerned about IT budgets didn't appreciate that the vendor frequently advised replacing rather than repairing printers, costing more now for some hypothetical future return on investment.

The IT department opted to repair printers on its own, burdening the six field technicians who provided all of the district's technology support needs. Too often, complaints reached all the way to the IT director. "I would receive calls and emails with issues and concerns about the print solution," recalls Tendaji Jamal, Chief Technology Officer, Pasadena USD. "That means issues escalated past my help-desk lead, past my technical-repair lead, past my operations coordinator, and made it all the way to me."

Colleagues recommend HP MPS

Looking for a better solution, Jamal consulted colleagues at the California Educational Technology Professionals Association (CETPA). They recommended an HP MPS program to optimize, manage, and improve their printing and digital workflows.

"Several people in my CETPA consortium said they use HP MPS and it's great."

– Tendaji Jamal, Chief Technology Officer, Pasadena Unified School District

"We decided HP MPS was the best fit for our District. I was upfront that our goal was to transition to a paperless environment and HP was willing to jump in and help us with that initiative."

– Tendaji Jamal, Chief Technology Officer, Pasadena Unified School District

"Several people in my CETPA consortium said they use HP MPS and it's great," Jamal says. "We considered different options and decided HP MPS was the best fit for our district." One reason was that HP MPS embraced Pasadena USD's commitment to digital workflows. "I was upfront that our goal was to transition to a paperless environment, so our trend was to decrease print output year by year," Jamal says. "HP MPS was willing to jump in and help us with that initiative—to look at the big picture and our long-term goals rather than lining their own pockets with this immediate project."

Finding \$5,000 optimization savings in first year

HP MPS assessed the district's existing print infrastructure and identified \$5,000 in possible savings in the first contract year by optimizing printer placement—shifting under- and over-utilized printers to where they would deliver the most bang for the buck. "I just assumed that it would come down to 'You have to buy x, y, and z.' But when we sat down to have the conversation, the HP MPS team said, 'No, you don't need to buy anything. Let's just move this device here and that one there, so you can get better value.'"

Pasadena USD previously had a variety of printer makes and models. Today it standardizes on four HP LaserJet models, mostly black-and-white, and has removed 250 to 300 legacy printers from its environment—some so old that Jamal can only speculate how much energy they were consuming.

HP LaserJet printers are networked with access controlled via Microsoft® Active Directory®. Pasadena USD also protects



information through the physical placement of printers. For example, in the registrar's office where employees handle sensitive student information, users print only to devices in their area. Employees thus gain access to printers matching their job needs.

“Schools rave about the fact that HP supplies just magically appear. They don't have to take the initiative to call and make it happen.”

– Tendaji Jamal, Chief Technology Officer, Pasadena Unified School District

Service response time is clearly much improved and has accelerated from up to four days to within 24 hours with HP MPS—with simple and efficient repairs rather than the previous more costly printer replacement recommendations.

Toner “just magically” appears

End users also are delighted by toner replacement. Before, they had to request supplies replenishment, which was enough of a bother that they'd order extra and stockpile it. This approach tied up funds and space, and created stashes of useless toner for out-of-commission printers. Now HP MPS technicians deliver supplies proactively based on alerts received from HP's remote monitoring process.

“Schools rave about the fact that toner just magically appears,” Jamal says. “They don't have to take the initiative to call and make it happen. And since they're not stockpiling anymore, it represents another cost savings.”

HP MPS supports digital future

The past year has seen transformative change at Pasadena USD including a new superintendent; new department chiefs; school construction; a classroom laptop initiative; and an overall strategy to move toward digital workflows. The HP MPS relationship supports all changes now and for the future. With field technicians no longer troubleshooting printer issues, cost savings have gone back into the general fund and helped fund additional technicians to support the student laptop rollout. As the district moves ahead with its digital-workflow initiatives, HP MPS can bring a wide range of resources to bear, from multifunction printers serving as digital on-ramps to electronic workflows, to mobility and document-management solutions.

Jamal no longer receives complaints about printers needing supplies or service; therefore his involvement with the print infrastructure is more strategically focused on improvement and optimization instead of maintenance and repair. He finds himself aligned with HP who takes the initiative to think ahead on his behalf.

“We talked about how to improve efficiency even more based on the information in the MPS usage reports. We made some easy changes that better matched user needs, providing additional savings.”

– Tendaji Jamal, Chief Technology Officer, Pasadena Unified School District

Over the past year of transition in district leadership and technology, Jamal wanted to analyze HP MPS usage reports to identify

possible greater efficiencies. With all the other changes in the district, he simply could not find the time. No problem – the HP MPS team did it for him. “We talked about how to improve efficiency even more based on the information in the MPS usage reports. We made some easy changes that better matched user needs, providing additional savings.” I said, ‘Wow, this is the exactly what I was looking to sit down and pinpoint.’ The fact that HP not only did it for me, but tracked me down to say, ‘Hey, look at this,’ was huge for me. That’s the kind of partner I want to work with.”

Learn more at
hp.com/go/mps

Customer at a glance

Application

District-wide printing of primarily black-and-white office and classroom documents

Hardware

- HP LaserJet Printers

Services

- HP Managed Print Services

Supplies

- HP Original supplies

¹ 800 printers – 250 printers = 550 printers remaining, a reduction of more than 30%

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4AA6-3869ENW, March 2016



Case study

Rialto Unified School District

K-12 district reduces print costs 40% with HP MPS



Industry

K-12 Education

Objective

Reduce printing expenses while upgrading print infrastructure features and reliability within bold timeframe

Approach

Engage HP Managed Print Services to rapidly deploy and manage right-sized HP LaserJet printers

IT matters

- Meet aggressive deployment schedule to replace 1,432 printers within one month
- Simplify by standardizing on one mono and one color printer model
- Gain wireless capability, energy efficiency and reliability in print devices

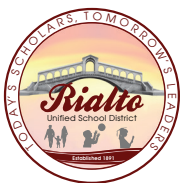
Business matters

- Reduce print costs 40%¹
- Save \$400,000 annually¹
- Support educational mission



“HP MPS was invested in our success from the beginning, enabling us to cut print costs by 40%¹ while replacing more than 1,400 district printers on an aggressive timeline.”

—Daniel Distrola, purchasing manager, Rialto Unified School District



California’s Rialto Unified School District was burdened by aging, unreliable, and costly print devices under a service contract with another print vendor. When that contract expired, Rialto looked to improve its print environment and turned to HP Managed Print Services (MPS). With HP MPS, the District was able to upgrade its printers while cutting print costs by 40%¹. HP MPS teamed with District staff to meet a zealous schedule and replace 1,432 devices within one month.

Printing is central to the educational mission of Rialto Unified School District, which provides K-12 education to 26,485 students. In the past, printers appeared in classrooms and administrative offices of this 3,800-employee District.

Considering what the District was paying for printing under its old contract, the total cost was too high. “We were overpaying for outdated equipment,” says Daniel Distrola, Rialto USD’s purchasing manager, “and we had nothing to show for it at the end of the lease term.”

The original five-year contract had been extended for two years and was set to expire at year-end. Some of the printers had been present for seven years, all were aging, and breakdowns were increasing. Rialto considered managed print proposals from three vendors and selected HP. HP MPS combines innovative hardware, software, and services to optimize, manage, and improve printing and digital workflows.

The District was already a satisfied user of HP notebook PCs and chose to leverage the expertise in HP MPS to standardize on the right print devices for its volume and functionality needs. Then the real test began to successfully replace the 1,432 old printers on a very aggressive schedule.

“I had to look board members in the eye and say, ‘I guarantee you this will get done.’”

– Daniel Distrola, purchasing manager, Rialto Unified School District

Standardizing for simplicity

Purchasing Manager Distrola wanted, for the sake of simplicity, to standardize on one mono and one color model that would meet all the District’s varied needs. “I wanted to make sure they could serve as workhorses,” he says.

The HP MPS team examined the usage history of the existing printers to determine volume needs, and also discovered which features end users needed. Wireless capability was the top request from District employees. For mono

printing, Rialto chose the HP LaserJet Pro M401dne printer, and for color the HP LaserJet Enterprise M551 printer.

“It was amazing teamwork. They moved mountains to get this done, and HP MPS was commanding the ship.”

– Daniel Distrola, purchasing manager, Rialto Unified School District

These ENERGY STAR® Qualified printers increase the District’s energy efficiency, provide professional-quality output and are easy to use. They also come endowed with security authentication features the District may deploy as needed, and HP ePrint capabilities for remote and mobile printing.

“Our deployment was all contained in one environment,” Distrola says. “There’s no unnecessary complexity of School A wanting certain models and School B wanting others. Thanks to standardization, we’re all heading in the same direction.”

Meeting challenging timeline

Given the contract expiration and holiday break were at the same time, it was ideal for the entire project to take place in this short schedule. There would be minimal disruption to teachers, students and administrators. One contract would end and the HP MPS contract would begin. After Distrola and his team gained board approval of the HP MPS contract, they had to act fast to replace 1,432 old printers on a very intense schedule of just one month. The previous vendor, which had taken approximately four times as long to install the printers, told District leaders it could not be done. It warned that Rialto was heading toward disaster; schools would open after winter break without functioning printers. Distrola put his credibility on the line to disagree. “I had to look board members in the eye and say, ‘I guarantee you this will get done,’” he recalls.

What Distrola knew was that the HP MPS team, even before the District was clear to order printers, had been working on a game plan and school-by-school installation schedule. Once

Customer at a glance

Application

School district classroom and administrative printing

Hardware

- HP LaserJet Pro M401dne Printers
- HP LaserJet Enterprise M551 Color Printers

Services

- HP Managed Print Services

Supplies

- Original HP Supplies Cartridges

it received the green light to proceed, the HP team sprang into collaborative action with the District. Distrola credits the implementation project's success to the combined effort of Rialto's purchasing department; six IT department staff members; two warehouse workers who loaded and unloaded trucks; a third party technology services firm; and HP MPS resources.

"It was amazing teamwork," he says. "They moved mountains to get this done, and HP MPS was commanding the ship. Our HP MPS contact was here all the time making sure everything ran smoothly."

Slashing print costs

HP MPS replaced the existing printer fleet with HP LaserJet printers. Since then, with the opening of new classrooms, the number of printers has risen to approximately 1,500. Under a four-year contract with a Fair Market Value option, the District may acquire the devices if it wishes to at the end of the term. Meanwhile, there are no penalties associated with minimum or maximum page counts, and the District pays only for pages printed.

HP MPS provides HP Original Supplies cartridges as needed, and the District contract includes a premium service response time. Rialto appreciates that HP MPS consistently sends the same one or two technicians. "That's important to us," Distrola says. "These technicians are familiar with our schools, they know where to park and what to do—and the secretaries know them. We don't have to worry about strangers coming onsite to work with our staff and be on our campuses."

With HP MPS, Rialto USD has slashed its print costs by 40%¹, saving \$400,000 a year. It has deployed feature-rich, energy-efficient printers that help faculty and administrators alike perform their jobs more effectively. Administrative employees appreciate the ability to print remotely from their notebook PCs, tablets, or smartphones.

"I can't say enough good about the HP team. They were invested in our District and the success of this project."

– Daniel Distrola, purchasing manager, Rialto Unified School District

Teachers like the HP LaserJets because they could not laminate or write on printed pages before due to the previous printers' wax ink technology. Original HP toner eliminates this problem while providing exceptional print quality and reliable performance.

The District was also upgrading equipment in its print shop at the same time it was replacing old devices with HP LaserJets. During this transition month, HP devices received much heavier-than-normal usage—and delivered outstanding performance. "They weren't designed for print-shop volumes but they held up to the extra print demands," Distrola says.

The District funds the cost of lease payments but the sites have to cover their cost of print, Distrola adds. With the granular usage visibility provided by HP MPS reports, Distrola can send schools copies of their printing history. If printers are comparatively overused, schools can take steps to bring usage and costs in line.

The HP team meets with Distrola to review reports and identify possible ways to better serve the District. "I can't say enough good about the HP team," he says. "They were invested in our District and the success of this project from the beginning. Our HP contact stays in touch to make sure everything is ok and addresses our needs right away. I highly recommend HP MPS."

Learn more at
hp.com/go/mps

¹ Annual printing costs of \$1M reduced by \$400,000 = 40% cost savings

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Case study

Silver Valley Unified School District

HP MPS supports focus on quality education



Industry

K-12 Education

Objective

Implement and maintain a reliable, sustainable print infrastructure with Managed Print Services

Approach

Engage HP Managed Print Services

IT matters

- Standardize on “industry workhorse” printers
- Gain OEM toner and service
- Reduce from daily to near zero IT service calls
- Streamline, simplify device and supplies management

Business matters

- Help control costs in era of tight budgets
- Leverage technology for Common Core success
- Free IT staff to focus on teacher support instead of printers and copiers
- Lay foundation for future workflow initiatives



“We don’t want teachers becoming technicians; they need to teach in the classroom. HP MPS ensures our print infrastructure runs reliably and cost effectively to support the district’s educational mission.”

– Robert Saffel, Director of Technology Services, Silver Valley Unified School District



The Silver Valley Unified School District (SVUSD) stretches across 3200 miles of rural land in California’s Mojave Desert. SVUSD is a K-12 district, comprised of 7 school sites; with 4 schools located in the “Valley” and 3 schools located on Fort Irwin Army NTC Base. All across the district, more than 300 teachers, administrators, and other employees strive to provide the highest quality education to approximately 2400 students across these geographically dispersed schools. Efficient and reliable technology is a must, especially in this time of tight budgets and the heightened focus on the **Common Core State Standard Initiative**. That’s why SVUSD relies on HP Managed Print Service (MPS).

SVUSD has a Strategic Plan's technology strategy to "implement a reliable, sustainable, technology infrastructure that supports operations, instruction, and meaningful student learning." A few years ago, the district recognized its print infrastructure was falling short of these goals. SVUSD had accumulated a hodgepodge of aging devices from a variety of manufacturers, and was managing them in-house. Purchasing decisions often were based on initial price, without considering lifetime supply costs or the expense of managing disparate devices—each requiring special supplies to stock and skills to maintain. Even the refurbished toner the district bought to save money didn't perform well or last long, and ended up increasing, instead of lowering costs and support calls.

"We were getting a lot of calls, paper jams, and teachers not able to print when they needed to," recalls Robert Saffel, Director of Technology Services at SVUSD. "And in a district covering as wide a geographic area as ours, it's a waste of time to have a valuable IT technician drive 40 minutes to deal with avoidable problems."

When Saffel came on the scene nearly five years ago, he assessed the situation and made two key decisions. One, he standardized on HP printers, which he calls "the industry workhorse." Two, the district decided to lift the burden of print infrastructure management off its IT staff in favor of a managed print services contract. "I evaluated the situation and saw that what we were spending on refurbished toner would pay for a managed print service, so we could benefit from both OEM toner and service."

The only problem was, the first vendor the district chose was not HP. Silver Valley granted a three-year MPS contract to its copier supplier—a move that in retrospect Saffel calls a mistake: "They were inexperienced at managed print services," he says. "We had issues with billing, toner replenishment, and technical support. One of our teachers was on the phone for two hours trying to figure out an issue."

HP MPS delivers prompt, efficient service

All that changed when Silver Valley USD entered an HP MPS contract. Choosing HP was a natural decision; the school district has been extremely satisfied standardizing on HP desktop and notebook PCs, and found HP

service and quality equally appealing on the print side. Two HP-certified technicians walked through every classroom and office to evaluate the existing infrastructure, and they used audit software to investigate every device on the network. "We saw the big picture: how many pages we were using per classroom, who was printing more, who was printing less," Saffel says. "HP used that information to present an optimized solution."

The district has deployed approximately 220 HP printers. Most are HP LaserJet mono printers, with HP Color LaserJet printers and HP LaserJet multifunction devices deployed where needed. Each of the district's 150 classrooms is equipped with a printer, as are administrative offices.

Freeing teachers to teach, IT staff to support teachers

Silver Valley USD wants its teachers spending their time teaching, not clearing paper jams or waiting for printer support. With HP MPS, the number of calls about printer problems has dropped from one or two a day to near zero, Saffel says. "That's great because I know people can print. They can print out homework assignments, lesson plans, assessment reports—everything they need to do their jobs effectively. When teachers need assistance, they can call the 800 number and get instant service. Their problems are resolved in two to three minutes or a technician comes out, often on the same day."

"What we were spending in toner costs paid for a managed print service, where we can benefit from using OEM toner and services."

— Robert Saffel, Director of Technology Services, Silver Valley Unified School District

No longer spending their time on printer problems, the district's IT staff is free for value-added work. The district employs approximately 300 people, including 140 teachers and six IT staff. "Managed print saves us a lot of windshield time," Saffel says. "IT staff spend less time driving across our large geography and more time interacting with teachers to better integrate technology into classrooms—which in turn improves student education. This district is committed to the Common Core initiatives for student success."

Customer at a glance

Application

School district printing for offices and classrooms

Hardware

- HP Color LaserJet printers and multifunction devices
- HP LaserJet printers and multifunction devices

HP services

- HP Managed Print Services

HP Supplies

- HP Original toner

Relieving pressure on school budget

With school budgets under pressure, the cost/benefit equation of HP MPS comes out in Silver Valley USD's favor on several fronts. One advantage is the superior performance of HP Original supplies. "Original HP toner cartridges are manufactured to the printer's specifications," Saffel says.

"With HP MPS taking care of our print infrastructure, we save a lot of travel time and free up our technicians to provide support where needed most."

— Robert Saffel, Director of Technology Services, Silver Valley Unified School District

HP MPS ships toner to the district office, labeled so the IT staff knows exactly what classroom or office needs delivery. The print service also recycles spent cartridges. What's more, the district gains the managed print service, as well as OEM parts and supplies, for approximately the same cost it spent previously on just refurbished toner—not counting all the IT staff time spent managing the infrastructure. Now the district benefits from predictable budgeting, fewer overruns for unexpected expenses, and more-efficient use of IT staff time.

"We get better service and benefits with HP versus doing it ourselves in-house or in comparison to our previous MPS provider," Saffel says. "The dollars spent are about the same, but the total cost of ownership (TCO) is lower." Quarterly reports and meetings with HP MPS keep the district apprised of usage data, SLAs, and ongoing optimization opportunities.

Silver Valley USD also is better-positioned for future workflow and mobility initiatives. In recent months, the district has started enabling teachers and students to print from mobile devices. In the next year or two, Saffel plans to explore electronic document workflows. "When I implement systems here, I want to make sure the foundation is set so we can maneuver where we need to go," he says. "Workflow management, electronic document processes, mobility—with HP MPS we can easily move in these directions without having to recreate the whole system."

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ATTACHMENT 9

HP INC. ADDITIONAL TERMS AND CONDITIONS FOR PURCHASES OF HARDWARE, SOFTWARE, SUPPORT, AND SERVICES

1. **Parties.** These Additional Terms and Conditions are in addition to the terms and conditions of the Vendor Contract (Appendix A), and collectively represent the agreement (“**Agreement**”) that governs the purchase of Managed Print Services, and related products and services from the HP Inc. or its Authorized Resellers (“**HP**”) by Region 4 Education Service Center (“**Region 4 ESC**”), The Cooperative Purchasing Network (“**TCPN**”), and TCPN Participating Entities, as applicable (“**Customer**”).
2. **Orders.** “**Order**” means the accepted order including any supporting material 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 (“**SOW**”), published warranties and service level agreements, and may be available to Customer in hard copy or by accessing a designated HP website.
3. **Order Arrangements.** Customer may place orders with HP through our website, customer-specific portal, or by letter, fax or e-mail. Where appropriate, orders must specify a delivery date. If Customer extends the delivery date of an existing Order beyond ninety (90) days, then it will be considered a new order. Customer may cancel a hardware Order at no charge up to five (5) business days prior to shipment date.
4. **Prices and Taxes.** Prices are exclusive of taxes, duties, and fees (including installation, shipping, and handling) unless otherwise quoted. If a withholding tax is required by law, please contact the HP order representative to discuss appropriate procedures.
5. **Invoices and Payment.** Customer agrees to pay all invoiced amounts within thirty (30) days of HP’s invoice date. HP may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.
6. **Products.**
 - (a) **Title.** Risk of loss or damage and 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.
 - (b) **Delivery.** HP will use all commercially reasonable efforts to deliver products in a timely manner. HP may elect to deliver software and related product/license information by electronic transmission or via download.
 - (c) **Installation.** If HP is providing installation with the product purchase, HP’s site guidelines (available upon request) will describe Customer requirements. HP will conduct its standard installation and test procedures to confirm completion.
 - (d) **Product Performance.** All HP-branded hardware products are covered by HP’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 HP installation, or (where Customer delays HP installation) at the latest 30 days from the date of delivery. Non-HP branded products receive warranty coverage as provided by the relevant third party supplier.
 - (e) **Product Warranty Claims.** When we receive a valid warranty claim for an HP hardware or software product, HP will either repair the relevant defect or replace the product. If HP is unable to complete the repair or replace the product within a reasonable time, Customer will be entitled to a full refund upon the prompt return of the product to HP (if hardware) or upon written confirmation by Customer that the relevant software product has been destroyed or permanently disabled. HP will pay for shipment of repaired or replaced products to Customer and Customer will be responsible for return shipment of the product to HP.
7. **Software.**
 - (a) **License Grant.** HP grants Customer a non-exclusive license to use the version or release of the HP-branded software listed in the Order. Permitted use is for internal purposes only (and not for further commercialization), and is subject to any specific software licensing information that is in the software



product or its Supporting Material. For non-HP branded software, the third party's license terms will govern its use.

- (b) Updates. Customer may order new software versions, releases or maintenance updates ("Updates"), if available, separately or through an HP software support agreement. Additional licenses or fees may apply for these Updates or for the use of the software in an upgraded environment. Updates are subject to the license terms in effect at the time that HP makes them available to Customer.
- (c) License Restrictions. HP may monitor use/license restrictions remotely and, if HP makes a license management program available, Customer agrees to install and use it within a reasonable period of time. Customer may make a copy or adaptation of a licensed software product only for archival purposes or when it is an essential step in the authorized use of the software. Customer may use this archival copy without paying an additional license only when the primary system is inoperable. Customer may not copy licensed software onto or otherwise use or make it available on any public external distributed network. Licenses that allow use over Customer's intranet require restricted access by authorized users only. Customer will also not modify, reverse engineer, disassemble decrypt, decompile or make derivative works of any software licensed to Customer under this Agreement unless permitted by statute, in which case Customer will provide HP with reasonably detailed information about those activities.
- (d) License Term and Termination. Unless otherwise specified, any license granted is perpetual, provided however that if Customer fails to comply with the terms of this Agreement, HP may terminate the license upon written notice. Immediately upon termination, or in the case of a limited-term license, upon expiration, Customer will either destroy all copies of the software or return them to HP, except that Customer may retain one copy for archival purposes only.
- (e) License Transfer. Customer may not sublicense, assign, transfer, rent or lease the software or software license except as permitted by HP. HP-branded software licenses are generally transferable subject to HP's prior written authorization and payment to HP of any applicable fees. Upon such transfer, Customer's rights shall terminate and Customer shall transfer all copies of the software to the transferee. Transferee must agree in writing to be bound by the applicable software license terms. Customer may transfer firmware only upon transfer of associated hardware.
- (f) License Compliance. HP may audit Customer compliance with the software license terms. Upon reasonable notice, HP may conduct an audit during normal business hours (with the auditor's costs being at HP's expense). If an audit reveals underpayments then Customer will pay to HP such underpayments. If underpayments discovered exceed five (5) percent of the contract price, Customer will reimburse HP for the auditor costs.
- (g) Software Performance. HP warrants that its branded software products will conform materially to their specifications and be free of malware at the time of delivery. HP warranties for software products will begin on the date of delivery and unless otherwise specified in Supporting Material, will last for ninety (90) days. HP 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 HP in Supporting Material.
- (h) 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.

8. **Services.**

- (a) Support Services. HP's support services will be described in the applicable Supporting Material, which will cover the description of HP's offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer systems supported. Support services are further described in Exhibit A – Supplemental Data Sheet.
- (b) Professional Services. HP will deliver any ordered IT consulting, training or other services as described in the applicable Supporting Material.
- (c) Professional Services Acceptance. The acceptance process (if any) will be described in the applicable Supporting Material, will apply only to the deliverables specified, and shall not apply to other products or services to be provided by HP.
- (d) Services Performance. Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and HP will re-perform any service that fails to meet this standard.



- (e) Services with Deliverables. If Supporting Material for services defines specific deliverables, HP warrants those deliverables will conform materially to their written specifications for 30 days following delivery. If Customer notifies HP of such a non-conformity during the 30 day period, HP will promptly remedy the impacted deliverables or refund to Customer the fees paid for those deliverables and Customer will return those deliverables to HP.
- (f) Dependencies. HP's ability to deliver services will depend on Customer's reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services.
- (g) Expenses. HP will charge separately for reasonable out-of-pocket expenses, such as travel expenses incurred in providing professional services.
- (h) 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.

9. **Eligibility.** HP's service, support and warranty commitments do not cover claims resulting from:
- (a) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material;
 - (b) Modifications or improper system maintenance or calibration not performed by HP or authorized by HP;
 - (c) failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service;
 - (d) malware (e.g. virus, worm, etc.) not introduced by HP; or
 - (e) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP's control.

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

11. **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.

12. **Indemnification.**

12.1 Intellectual Property Rights Infringement Indemnification. HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer's prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. HP is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that HP is not responsible for claims resulting from deliverables content or design provided by Customer or unauthorized use of the products or services.

12.2 General Indemnification. HP will defend and settle third party claims against Customer for tangible property damage, bodily injury and death, to the extent caused by HP's negligence or willful misconduct, provided that Customer promptly notifies HP of such claims, cooperates with HP in the defense of the claims, and grants HP sole defense of such claims. In connection with such claims, HP will pay all defense costs, settlement amounts, court awarded damages (including court costs and reasonable attorneys' fees), and third party costs incurred by Customer at the request of HP in connection with the defense of the claim.

13. **Confidentiality.** 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 three (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.

14. **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.
15. **Limitation of Liability.** HP’s liability to Customer under this Agreement is limited to the greater of \$1,000,000 or the amount payable by Customer to HP for the relevant Order. 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. This provision does not limit either party’s liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; willful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.
16. **Termination.** Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this Agreement and cancel any unfulfilled obligations.
17. **General.**
 - (a) Amendments. Modifications to the Agreement will be made only through a written amendment or change order/request signed by both parties.
 - (b) Governing Law. For disputes between the TCPN Participating Entity and HP, the Agreement shall be governed by, construed, interpreted and enforced solely in accordance with the laws of the state in which the Participating Entity resides, excluding rules as to choice and conflict of law, and the venue of any action shall lie in such state court. For disputes between Region 4 ESC/TCPN and HP, this Agreement shall be governed by, construed, interpreted, and enforced solely in accordance with the laws and within the courts of the State of Texas, excluding rules as to choice and conflict of law. Customer and HP agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply.
 - (c) Disputes. If Customer is dissatisfied with any products or services purchased under these terms and disagrees with HP’s proposed resolution, we both agree to promptly escalate the issue to a Vice President (or equivalent executive) in our respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.
 - (d) 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.
 - (e) Survival. Any terms in the Agreement, which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both parties’ respective successors and permitted assigns.



EXHIBIT A – SUPPLEMENTAL DATA SHEET

This Supplemental Data Sheet provides additional general requirements and limitations that apply to HP's hardware support offerings, which are set forth in detail in offering-specific datasheets, with the exception of those support offerings delivered by HP Software or Managed Print Services.

1. SERVICE ELIGIBILITY

- (a) Hardware Support-General Eligibility. Hardware products must be in good operating condition, as reasonably determined by HP, to be eligible for placement under support. You (“**you**” or “**your**”) must also maintain eligible products at the latest HP-specified configuration and revision levels.
- (b) Return to Support. If you allow support to lapse, HP may charge you additional fees to resume support or require you to perform certain hardware or software upgrades.
- (c) Use of Proprietary Service Tools. HP may require you to use certain hardware and/or software system and network diagnostic and maintenance programs (“**Proprietary Service Tools**”), as well as certain diagnostic tools that may be included as part of the your system. Proprietary Service Tools are and remain the sole and exclusive property of HP, and are provided “as is.” Proprietary Service Tools may reside on your systems or sites. You may only use the Proprietary Service Tools during the applicable Support coverage period and only as allowed by HP and you may not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon termination of Support, you will return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools. You will also be required to:
 - (i) Allow HP to keep the Proprietary Service Tools resident on your systems or sites, and assist HP in running them;
 - (ii) Install Proprietary Service Tools, including installation of any required updates and patches;
 - (iii) Use the electronic data transfer capability to inform HP of events identified by the software;
 - (iv) If required, purchase HP-specified remote connection hardware for systems with remote diagnosis service; and
 - (v) Provide remote connectivity through an approved communications line.

2. SUPPORT LIMITATIONS

- (a) Local Availability of Support. Some offerings, features, and coverage (and related products) may not be available in all countries or areas. In addition, delivery of support outside of the applicable HP coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.
- (b) Version Support. Unless otherwise agreed by HP in writing, and for those offerings not delivered by HP Software, HP only provides support for the current version and the immediately preceding version of HP branded software, and provided that HP branded software is used with hardware or software included in HP-specified configurations at the specified version level. “**Version**” means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to our customers.
- (c) Relocation and Impact on Support. Relocation of any products under support is your responsibility and is subject to local availability and fee changes. Reasonable advance notice to HP may be required to begin support after relocation. For products, any relocation is also subject to the license terms for such products.
- (d) Multi-vendor Support. HP provides support for certain non-HP branded products. The relevant data sheet will specify availability and coverage levels and the support will be provided accordingly, whether or not the non-HP branded products are under warranty. HP may discontinue support of non-HP branded products if the manufacturer or licensor ceases to provide support for them.
- (e) Modifications. You will allow HP, at HP's request, and at no additional charge, to modify products to improve operation, supportability, and reliability, or to meet legal requirements.

3. CUSTOMER RESPONSIBILITIES

- (a) Site and Product Access. You will provide HP access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, customer resources, and facilities as reasonably determined necessary by HP to service the products; and other access requirements described in the relevant data sheet. If you fail to provide such access, resulting in HP's inability to provide support, HP shall be entitled to charge you for the support call at HP's published service rates. You are responsible for removing any products ineligible for support, as



advised by HP, to allow HP to perform support. If delivery of support is made more difficult because of ineligible products, HP will charge you for the extra work at HP's published service rates.

- (b) Licenses. You may purchase available product support for HP branded products only if you can provide evidence that you have rightfully acquired an appropriate HP license for the products, and you may not alter or modify the products unless authorized by HP at any time.
- (c) Software Support Documentation and Right to Copy. You may only copy documentation updates if you purchased the right to copy them for the associated products. Copies must include appropriate HP trademark and copyright notices.
- (d) Loaner Units. HP maintains title and you shall have risk of loss or damage for loaner units if provided at HP's discretion as part of hardware support or warranty services and such units will be returned to HP without lien or encumbrance at the end of the loaner period.
- (e) Hardware Support. Compatible Cables and Connectors. You will connect hardware products covered under support with cables and connectors (including fiber optics if applicable) that are compatible with the system, according to the manufacturer's operating manual.
- (f) Data Backup. To reconstruct your lost or altered files, data, or programs, you must maintain a separate backup system or procedure that is not dependent on the products under support.
- (g) Temporary Workarounds. You will implement temporary procedures or workarounds provided by HP while HP works on a permanent solution.
- (h) Hazardous Environment. You will notify HP if you use products in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require you to maintain such products under HP supervision and may postpone service until you remedy such hazards.
- (i) Authorized Representative. You will have a representative present when HP provides support at your site.
- (j) Product List. You will create, maintain and update a list of all products under support including: the location of the products, serial numbers, the HP-designated system identifiers, and coverage levels.
- (k) Solution Center Designated Callers. You will identify a reasonable number of callers, as determined by HP and Customer ("**Designated Callers**"), who may access HP's customer Support call centers ("**Solution Centers**") or online help tools.
- (l) Solution Center Caller Qualifications. Designated Callers must be generally knowledgeable and demonstrate technical aptitude in system administration, system management, and, if applicable, network administration and management and diagnostic testing. HP may review and discuss with you any Designated Caller's experience to determine initial eligibility. If issues arise during a call to the Solution Center that, in HP's reasonable opinion, may be a result of a Designated Caller's lack of general experience and training, you may be required to replace that Designated Caller. All Designated Callers must have the proper system identifier as provided to you when Support is initiated. Solution Centers may provide support in English or local languages, or both.

4. GENERAL PROVISIONS

- (a) Cancellation. You may cancel support orders or delete products from support upon thirty (30) days written notice, unless otherwise agreed in writing. HP may discontinue support for products and specific support services no longer included in HP's support offering upon sixty (60) days written notice, unless otherwise agreed in writing. If you cancel prepaid support, HP will refund you a pro-rata amount for the unused prepaid support subject to any restrictions or early termination fees as may be set forth in writing.
- (b) Pricing. Except for prepaid support or if otherwise agreed in writing, HP may change support prices upon sixty (60) days' written notice.
- (c) Additional Services. Additional services performed by HP at your request, and that are not included in your purchased support, will be chargeable at the applicable published service rates for the country where the service is performed.
- (d) Replacement Parts. Parts provided under hardware support may be whole unit replacements, or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of HP, unless HP agrees otherwise and you pay any applicable charges.



ATTACHMENT 10

HP MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

[Date]

This Managed Print Services and Support Schedule ("Schedule") defines the activities to be provided by the HP entity named below ("HP") to the customer named below ("Customer") and applies to Customer's purchases of and HP's provision of managed print services (the "Services").

TERM: _____ MONTHS

HP WILL PROVIDE SUPPORT WHICH INCLUDES THE FOLLOWING:

- ☑ Toner and Ink Cartridges
☑ Maintenance Items
☑ Toner and Ink Cartridge Disposal
☑ Location Specific Response Times
☑ Repair Services
☑ Cleanings at Every Technician Visit
☑ Phone and Online Support
☑ HP JetAdvantage Insights
☑ Customer Business Reviews
☑ Assigned Account Manager
☑ Remote Monitoring Software

PRICING SCHEDULE

SUPPORT RATES FOR THE VARIOUS DEVICES ARE AS FOLLOWS:

Table with 8 columns: MODEL, TYPE, RATE, PROG, MODEL, TYPE, RATE, PROG. Rows include HP Black, HP Mono, HP Color, and HP Mono with rates of \$0.0000.

SUPPORT RATES FOR THE VARIOUS mSKU DEVICES ARE AS FOLLOWS:

Table with 8 columns: MODEL, TYPE, RATE, PROG, MODEL, TYPE, RATE, PROG. Rows include HP Black, HP Mono, HP Color, and HP Mono with rates of \$0.0000.

1. SUPPORT PROGRAMS ("PROG").

1.1 Managed Print Services (MPS): Includes toner and ink cartridges, maintenance kits, parts, and repairs.

1.2 Service requests can be made twenty-four (24) hours a day, seven (7) days a week by calling HP's toll-free number (1-800-745-2025) and leaving a voice mail or through the online portal (www.hp.com/go/mpsservice).

2. SERVICE LEVEL DEFINITIONS.

2.1 MPS Response Times: HP offers four (4) response times depending on locations:

- HP Premium - Priority 2-Hour Response with toner and ink installation
• HP Priority - Priority 4-Hour Response, toner and ink drop ship
• HP Advantage - Next Business Day Response, toner and ink drop ship
• HP Extended Reach - Depending on location, it may be greater than Next Business Day Response, toner and ink dropship

2.2 MPS Response Times only applies to devices supported by the MPS program. Location specific MPS Response Times can be found in Exhibit B, attached hereto.



3. TERM, TERMINATION, AND RENEWAL.

The term of this Schedule will begin on the Schedule Effective Date and will continue for the Term indicated above. This Schedule will automatically renew for successive twelve (12) month terms unless: (i) HP is notified, in writing, of Customer's intention not to renew at least sixty (60) days before the Term expiration; or (ii) HP notifies Customer of its intent not to renew. Rates listed in the Pricing Schedule above are fixed for the initial Term of this Schedule. HP reserves the right to increase the rates at each renewal.

Customer may only terminate this Schedule in the event of HP's non-performance. HP will have thirty (30) days from Customer's written notice to cure such concerns. If HP's cure does not resolve Customer's reasonable concerns within the thirty (30) day period, this Schedule will terminate, with no Termination Fee, ninety (90) days after the written notice was received.

This Schedule may not be cancelled for convenience by Customer. In the event of any early termination of this Schedule by Customer for any reason other than HP's non-performance, HP, in its sole discretion, may assess and invoice Customer the number of impressions estimated to be remaining for the term of this Schedule based on the most recent historical impression counts ("Termination Fee"). Upon termination of this Schedule, Customer will pay HP for all Services performed, and all charges and expenses then due HP under this Schedule, including any applicable Termination Fee.

HP reserves the right to terminate this Schedule at any time.

4. DEVICES COVERED UNDER THIS SCHEDULE.

The impression rates listed in the Pricing Schedule above and the terms contained herein are offered based on supporting all eligible devices within Customer's supportable locations and Customer keeping the remote monitoring software active and reporting. All devices of a similar model/series must be enrolled in the support program and covered under this Schedule unless a specific written exception is granted. Devices can only be removed from the support program if they are taken out of service and permanently removed from a supportable location. Additional devices may be added at any time if HP currently provides support for that model/series. Supportable devices that are added at a later date that are not currently included in the Pricing Schedule will be added at the then current rate. Devices must be in a working condition prior to being enrolled in this program. If a device to be added to this Schedule is not new, HP will determine if repairs are required to bring the device to a working condition. If repairs are required, HP will notify Customer and, with Customer's approval, will provide those parts and repairs at HP's standard parts and service rates. If a mono device to be enrolled is in a "toner low" or "ink low" condition, Customer will be invoiced 50% of the retail price of a new toner or ink cartridge. If a color device to be enrolled is in a "toner low" or "ink low" condition, Customer will not be invoiced for the first cartridge, but will be invoiced for additional cartridges at retail price. Customer agrees to follow correct device operation guidelines as specified by the manufacturer for all devices covered under this Schedule.

In the event that a device reaches defined end of service-life or if HP cannot acquire spare parts with commercially reasonable efforts, HP may terminate Services for the respective device and potentially all like devices.

5. HOURS OF SERVICE.

5.1 HP's normal business hours are Monday through Friday, 8:00 a.m. through 5:00 p.m. local time. HP does not provide Services during the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

5.2 HP does not provide office support, but does provide technician support during the following holidays:

- Martin Luther King Day
- Presidents' Day
- Friday following Thanksgiving
- Christmas Eve
- HP company-wide shut down between Christmas Day and New Year's Day

6. PRICING; CUSTOMER REQUIREMENTS.

6.1 Customer will be billed at the per impression rates by device model/series as listed in the Pricing Schedule. One (1) 8 ½" x 11" (A4) print will be charged as one (1) impression. One (1) 8 ½" x 14" (legal) print will be charged as one point three (1.3) impressions. One 11" x 17" (A3) size print will be charged as two (2) impressions. A duplex print will be charged as two (2) times the number of impressions that would be charged for a one-sided print. All other page sizes will be charged as reported by the device. If no purchase order is issued then, by signing this Schedule, Customer authorizes HP to provide the Services and will not contest payment. HP reserves the right to change credit or payment terms due to adverse changes in Customer's financial condition or payment history.

6.2 Customer Requirements.

Customer is responsible for assisting in a timely installation of the remote monitoring software and for keeping the remote monitoring software active. Customer understands that if the remote monitoring software is de-activated, HP will not be able to receive "Toner Low" or "Service Alert" messages from devices and HP will not be held to the response time commitments listed in Exhibit B. Upon either notice or discovery of a non-reporting device, Customer shall promptly return the Device to a reporting condition. Customer may be responsible for manually reporting impression counts for non-networked devices or for non-reporting devices to ensure current and accurate data for billing and reporting purposes. Customer acknowledges that Customer has no ownership of software provided by HP, including the remote monitoring software. Subject to the terms of this Schedule, Customer agrees to allow HP the right to collect and use data through the remote monitoring software.

HP also uses the remote monitoring software to collect impression counts for billing. If HP is unable to retrieve impression counts for billing, HP will invoice Customer with an estimated billing at the recent historical billing interval impression count for each device. If an estimated billing occurs, HP will credit Customer for any over-billing and Customer agrees to pay HP for any under-billing that is discovered once the impression counts are reconciled. HP may change credit terms or payment terms due to materially adverse changes in Customer's financial condition or payment history.



6.3 Special Note for Devices Not Capable of Reporting Page Counts: There are some older printers or devices more suited for personal use that are unable to report page counts for regular collection. For these models, pricing will be based on actual ink or toner cartridges delivered to Customer during the billing period. HP will use the manufacturer's stated yield as assumed use for each cartridge, multiplied by the impression rates listed in the Pricing Schedule; actual impression counts will not be reported. This does not apply to devices that are capable of reporting page counts, but which are not reporting page counts as a result of the monitoring software being de-activated or otherwise failing.

6.4 Special Note for mSKU Devices: Any devices designated as mSKU devices in the Pricing Schedule must be connected to the JetAdvantage Management (JAM) software at all times. Customer must assist HP in a timely installation of JAM and support HP in resolving any issues with devices that are not properly connected to JAM. Use of supplies on any mSKU device that are not provided directly by HP as a part of this Schedule may result in the device being disconnected from JAM. HP may increase the impression rate of any mSKU device that is disconnected from JAM, on a forward looking basis, if such non-reporting condition is due to Customer or lack of cooperation of Customer. HP will notify Customer of any adjustment to the impression rates. HP will implement the new impression rates unless notified of a concern within ten (10) Business Days from the notice date. In case of timely notification of concern, HP and Customer will work in good faith to resolve the dispute in a timely manner. During such time, Customer will be invoiced and pay the unadjusted impression rates until resolution of the dispute.

7. HP JETADVANTAGE INSIGHTS.

If HP JetAdvantage Insights is included as a part of this Schedule, then Customer also agrees to the terms and conditions with respect to HP JetAdvantage Insights located at <https://www.insights.hpdemand.com/files/SaaS/JAISPSaaS11302016.pdf>.

8. TONER COVERAGE.

HP regularly reviews toner consumption. If it is discovered that there are devices that are printing with greater than 7% toner coverage for mono, and 28% toner coverage for color, HP will notify the Customer in writing. HP will work with Customer to correct this problem by making recommendations that may include but are not limited to print policy changes, workflow changes, and device changes. If after sixty (60) days, Customer has not or will not make changes to reduce toner coverage below these limits, HP may increase the rates by the same percentage that the toner coverage exceeds the targets. Those increased rates will remain in place until the next annual review.

9. DEVICE OBSOLESCENCE.

When the manufacturer no longer supports a device and replacement parts are no longer available for that device model/series, HP will make reasonable commercial efforts to continue to provide Service for the device, but HP reserves the right to discontinue providing Services on the respective device and potentially all like devices. If the respective device has been on contract for greater than three (3) months, then a standard credit will be provided towards the purchase of an HP printing device.

10. ITEMS NOT COVERED.

The following items are not covered under the Services: paper, staples, font cartridges, firmware upgrades, third-party SIMM or DIMMs, third-party accessories, and all external interface cards.

11. REMOVAL OF CONFIDENTIAL INFORMATION.

In the event that Customer requests that HP repair or replace a device or upon termination of the Schedule, Customer shall have completed final data disposition of any confidential or proprietary Customer information, including Personally Identifiable Information ("PII") and Protected Health Information ("PHI"), on such device, e.g. encryption, overwriting or degaussing, prior to the repair and/or delivery of such device to HP. Customer remains fully responsible for the protection and privacy of the data residing on such device and HP is not responsible for any of Customer's confidential or proprietary information contained in the device which is delivered to HP.

12. SCHEDULE REVISIONS.

If the assumptions and/or circumstances used to create the Pricing Schedule are found to be incorrect or misstated or to have substantially changed, then HP and Customer shall meet and in good faith negotiate equitable changes to the Schedule, which may include, but is not limited to, adjusting rates and/or service level commitments. Any changes will only have effect for the future without any retroactive effect on any rates or charges that have already been invoiced. HP will not be liable for failure to meet any obligations in this Schedule to the extent such failure is due to delayed, false, or inaccurate information provided by Customer.

13. ASSIGNMENT.

Neither this Schedule nor any right or obligation hereunder shall be assigned or delegated, in whole or part, by either party without the prior written consent of the other; provided, however, that in the event of a transfer (through a spin-off, split-off, sale of assets or other similar transaction, whether by contract or through operation of law) of one of the business units of HP, HP shall be entitled to assign and/or delegate any rights and obligations under this Schedule that pertain to the transferred business unit to the party acquiring such transferred business unit or an affiliate of such party or relevant third party provider. HP shall provide a written notice to Customer as soon as reasonably practicable after any assignment and/or delegation of any of its rights or obligations pursuant to the above.

14. PUBLICITY.

HP may use Customer's name and identification of this engagement in connection with general lists of customers and experience.

15. INVOICING.

HP will invoice quarterly in advance, based on the impressions made during the previous quarter. Invoice terms are 30 days from HP's invoice date.

[SIGNATURE PAGE FOLLOWS.]



HP MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

[Date]

APPROVED AND AGREED:

HP and Customer agree by application of their duly authorized representative's respective signatures below that this Schedule should become effective as of the Schedule Effective Date. Customer also warrants that signature of this Schedule authorizes HP to provide the Services and that Customer will pay for all Services provided under this Schedule. This Schedule must be signed within ninety (90) days from the date listed in the header of this Schedule. The Parties also agree that this Schedule and any subsequent amendments or change orders are binding upon HP and Customer.

SCHEDULE EFFECTIVE DATE: _____

HP INC.	CUSTOMER NAME: _____
Signature:	Signature:
Printed Name: Kelly Larsen	Printed Name:
Title: Director US MPS Specialty Sales	Title:
Date:	Date:
Address: 11311 Chinden Blvd. MS 335 Boise, ID 83714	Address:
Contact Name:	Contact Name:
Contact Email:	Contact Email:
Contact Phone:	Contact Phone:

**EXHIBIT A: HP CUSTOMER TERMS – SUPPORT AGREEMENT**

1. Parties. These terms represent the agreement (“**Agreement**”) that governs the purchase of support services from the HP Inc. entity identified in the signature section above (“**HP**”) by the Customer entity identified above (“**Customer**”). HP and Customer may be individually referred to as “**Party**,” and collectively as the “**Parties**.”

2. Orders. “**Order**” means the signed HP Managed Print Services and Support Schedule including any supporting material which the Parties identify as incorporated either by attachment or reference (“**Supporting Material**”). Supporting Material may include (as examples) support product lists, hardware or software specifications, standard or negotiated service descriptions, data sheets and their supplements, and statements of work (“**SOW**”), published warranties and service level agreements.

3. Prices and Taxes. Initial prices will be as quoted in writing by HP. Prices are exclusive of taxes, duties, and fees (including installation) unless otherwise quoted. If a withholding tax is required by law, please contact the HP order representative to discuss appropriate procedures.

4. Invoices and Payment. Customer agrees to pay all invoiced amounts within thirty (30) days of HP’s invoice date. HP may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.

5. Support Services. HP’s support services will be described in the Order and any applicable Supporting Material, which will cover the description of HP’s offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer devices supported.

6. Eligibility. HP’s service, support and warranty commitments do not cover claims resulting from: (a) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material; (b) Modifications or improper system maintenance or calibration not performed by HP or authorized by HP; (c) failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service; (d) malware (e.g. virus, worm, etc.) not introduced by HP; or (e) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP’s control.

7. Dependencies. HP’s ability to deliver services will depend on Customer’s reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services.

8. Change Orders. Both Parties 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 add additional service locations or modify current service locations will require a Change Order signed by both Parties. Additional models/series of devices not currently priced on the Order will be added at the then-current rates.

9. Services Performance. Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and HP will re-perform any service that fails to meet this standard.

10. 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.

11. Indemnification.

11.1 Intellectual Property Rights Infringement Indemnification. HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer’s prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent, or HP may procure a license. If these options are not available, HP will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. HP is not responsible for claims resulting from any unauthorized use of the products or services.

11.2 General Indemnification. HP will defend and settle third party claims against Customer for tangible property damage, bodily injury and death, to the extent caused by HP’s negligence or willful misconduct, provided that Customer promptly notifies HP of such claims, cooperates with HP in the defense of the claims, and grants HP sole defense of such claims. In connection with such claims, HP will pay all defense costs, settlement amounts, court awarded damages (including court costs and reasonable attorneys’ fees), and third party costs incurred by Customer at the request of HP in connection with the defense of the claim.

12. Confidentiality. 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.

13. 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.

14. Global Trade compliance. Services provided under these terms are for Customer’s internal use and not for further commercialization. HP may suspend its performance under this Agreement to the extent required by laws applicable to either Party.

15. Limitation of Liability. HP’s liability to Customer under this Agreement is limited to the greater of \$1,000,000 or the amount payable by Customer to HP for the relevant Order. 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. This provision does not limit either Party’s liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; willful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.

16. Disputes. If Customer is dissatisfied with any services purchased under these terms and disagrees with HP’s proposed resolution, both parties agree to promptly escalate the issue to a Director (or equivalent executive) in our respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.

17. Force Majeure. Neither Party will be liable for performance delays or for non-performance due to causes beyond its reasonable control, except for payment obligations.

18. Termination. Either Party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. If either Party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other Party may terminate this Agreement and cancel any unfulfilled obligations. Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both Parties’ respective successors and permitted assigns.

19. General. This Schedule and the contract resulting from an award to HP of Region 4 Education Service Center’s Solicitation Number 17-14 for Managed Print Solutions (the “**Region 4 ESC Contract**”) represents the Parties’ entire understanding with respect to its subject matter and supersedes any previous communication or agreements that may exist. In the event of a conflict between this Schedule and the Region 4 ESC Contract, the terms of this Schedule shall govern. Modifications to the Agreement will be made only through a written amendment signed by both parties. Modifications to the Agreement will be made only through a written amendment signed by both Parties. The Agreement will be governed by the laws of the country of HP or the HP Affiliate accepting the Order and the courts of that locale will have jurisdiction, however, HP or its Affiliate may, bring suit for payment in the country where the Customer Affiliate that placed the Order is located. Customer and HP agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply. Claims arising or raised in the United States will be governed by the laws of the state of California, excluding rules as to choice and conflict of law.



HP MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

[Date]

EXHIBIT B: SERVICE LEVEL AGREEMENTS BY LOCATION

Address	City	State	ZIP	MPS Response Time	Toner/Ink Install
TBD					

MPS Response Times: HP offers 4 response times depending on locations:

- **HP Premium** – Priority 2-Hour Response, toner, and ink installation (available in limited markets only)
- **HP Priority** – Priority 4-Hour Response, toner, and ink drop ship
- **HP Advantage** – Next Business Day Response, toner, and ink drop ship
- **HP Extended Reach** – Depending on location, it may be greater than Next Business Day Response, toner, and ink drop ship

All Response Times are determined by the ZIP codes listed above, therefore, if a location is listed with an incorrect ZIP code, then the Response Time may be incorrect and will be corrected by way of a Change Order.