



FULLY EXECUTED

Contract Number: 4400018035

Original Contract Effective Date: 05/04/2018

Valid From: 05/01/2018 To: 04/30/2021

All using Agencies of the Commonwealth, Participating Political Subdivision, Authorities, Private Colleges and Universities

Purchasing Agent

Name: Jaime Raymond

Phone: 717-346-3827

Fax: 717-783-6241

Your SAP Vendor Number with us: 312788

Supplier Name/Address:

PREMIER SYSTEM SALES LTD

DBA PREMIER SYSTEMS LTD

P.O. Box 1730

BLUE BELL PA 19422-0467 US

Please Deliver To:

To be determined at the time of the Purchase Order unless specified below.

Supplier Phone Number: 6102721633

Supplier Fax Number: 610-272-1632

Contract Name:

IT Hardware- Servers/Storage & Services

Payment Terms

NET 30

Solicitation No.:

Issuance Date:

Supplier Bid or Proposal No. (if applicable):

Solicitation Submission Date:

This contract is comprised of: The above referenced Solicitation, the Supplier's Bid or Proposal, and any documents attached to this Contract or incorporated by reference.

Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
1	Lot 5 Server(HP)	0.000	Each	0.00	1	0.00
2	Lot 5 Services,Options,Upgrades	0.000	Each	0.00	1	0.00
3	Lot 5 Accessibility Needs	0.000	Each	0.00	1	0.00
4	Lot 5 Consumption Base Pricing	0.000	Each	0.00	1	0.00
5	Lot 6 Storage (HP)	0.000	Each	0.00	1	0.00
6	Lot 6 Services,Options,Upgrades	0.000	Each	0.00	1	0.00

Information:

Supplier's Signature _____

Title _____

Printed Name _____

Date _____

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Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
7	Lot 6 Accessibility Needs	0.000	Each	0.00	1	0.00
8	Lot 6 Consumption Based Pricing	0.000	Each	0.00	1	0.00

General Requirements for all Items:**Header Text**

This contract is to procure (HP) Server and Storage products and Related Services from PREMIER SYSTEM SALES LTD and is a result of RFP 6100039046 Information Technology Hardware.

Approval from the Office of Administration will be required for commonwealth entities to purchase from this contractor since they are considered a Non-Best Value OEM.

This contract has the option for lease, purchase and consumption based pricing.

Term of Contract- Three (3) years with options for up to two (2) years.

No further information for this Contract

Information:

**CONTRACT
FOR
INFORMATION TECHNOLOGY HARDWARE**

THIS CONTRACT for the provision of Information Technology Hardware (“Contract”) is entered into by and between the **Commonwealth of Pennsylvania**, acting through the Department of General Services (“DGS”), and Premier Systems Sales, LTD (“**Contractor**”).

WHEREAS, DGS issued a Request for Proposals for the provision of **Information Technology Hardware** for Commonwealth executive agencies, RFP No. **6100039046** (“RFP”); and

WHEREAS, the RFP consisted of six lots: **Lot 1**, Desktops, Laptops, and Ultra-Portable Laptops; **Lot 2**, Tablets, Rugged Devices and Non-Traditional Desktops; **Lot 3**, General IT Peripherals; **Lot 4**, Apple Devices; **Lot 5**, Server Hardware; and **Lot 6**, Storage Hardware.

WHEREAS, the Contractor submitted a proposal in response to the RFP;

WHEREAS, the Contractor’s proposal was selected for the Best and Final Offer (“BAFO”) phase of the RFP process; and

WHEREAS, in response to the DGS BAFO request, the Contractor submitted a BAFO Cost Submittal and a BAFO Small Diverse Business and Small Business Participation Submittal; and

WHEREAS, DGS determined that Contractor’s proposal for **Lot 5**, and **Lot 6** as revised by its BAFO Cost Submittal Response Template and BAFO Small Diverse Business and Small Business Participation Submittal, was the most advantageous to the Commonwealth after taking into consideration all of the evaluation factors set forth in the RFP and selected Contractor for contract negotiations; and

WHEREAS, DGS and Contractor have negotiated this Contract as their final and entire agreement in regard to providing **Information Technology Hardware** to the Commonwealth for **Lot 5 (Non-Best Value OEM-HP)** and **Lot 6 (Non-Best Value OEM-HP)**.

NOW THEREFORE, intending to be legally bound hereby, DGS and Contractor agree as follows:

1. Contractor shall, in accordance with the terms and conditions of this Contract, provide **Information Technology Hardware** for **Lot 5 (Non-Best Value OEM-HP)** and **Lot 6 (Non-Best Value OEM-HP)** as more fully defined in the RFP, to Commonwealth executive agencies.



2. Commonwealth executive agencies shall procure their requirements for **Information Technology Hardware Lot 5 (Non-Best Value OEM-HP)** and **Lot 6 (Non-Best Value OEM-HP)** in accordance with the terms and conditions of this Contract, which are attached hereto as **Exhibit A** and made a part hereof.
3. The Contractor agrees to provide the Information Technology Hardware listed in its BAFO Cost Submittal Response Template, which is attached as **Exhibit C** and made a part of this Contract, at the prices listed for those items set forth in Tabs Lot 5 and Lot 6 of **Exhibit C**.
4. The Contractor agrees to meet and maintain the commitments to small diverse businesses made in its BAFO Small Diverse Business and Small Business Participation Submittal, which is attached hereto as **Exhibit D** and made a part hereof. Any proposed change to a small diverse business commitment must be submitted to the DGS Bureau of Diversity Inclusion and Small Business Opportunities (“BDISBO”), which will make a recommendation as to a course of action to the Contracting Officer. The Contractor shall complete the Prime Contractor’s Quarterly Utilization Report and submit it to the Contracting Officer and BDISBO within **ten (10) workdays** at the end of each calendar quarter that the Contract is in effect.
5. This Contract is comprised of the following documents, which are listed in order of precedence in the event of a conflict between these documents:
 - (a) The Contract document contained herein.
 - (b) The Standard Contract Terms and Conditions for IT Supplies and Related Services (“Contract Terms and Conditions”) contained in the RFP, attached as **Exhibit A** and made part of this Contract.
 - (c) The Contractor’s Technical Submittal for the awarded lots, attached as **Exhibit B** and made part of this Contract.
 - (d) The Contractor’s BAFO Cost Submittal Response Template, attached as **Exhibit C** and made part of this Contract.
 - (e) The Contractor’s BAFO Small Diverse Business and Small Business Participation Submittal, attached as **Exhibit D** and made part of this Contract.
 - (f) The content of the following correspondence exchanged in negotiations clarification of the final proposal documents, attached as **Exhibit E** and made part of this Contract.
 - Selection for Contract Negotiations Letter from Raymond A. Jaime, dated August 31, 2017; and September 06, 2017 response from the



Contractor entitled “Department of General Services RFP
6100039046—Information Technology Hardware.”

- (g) The RFP, including all of the referenced Appendices and as revised by all Addenda issued thereto, attached as **Exhibit F** and made part of this Contract.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK]

A handwritten signature in black ink, appearing to be "J. Smith", located in the bottom right corner of the page.

IN WITNESS WHEREOF, the parties hereto have signed this Contract as of the dates written below. Execution by the Commonwealth will be as described in the Contract Terms and Conditions, Section 4, Electronic Signatures.

Witness:

PREMIER SYSTEMS Sales LTD

By: 

EILEEN ZARB 11-06-2017
Printed Name/Date

Title CEO/PRESIDENT

CONTRACTOR:

B 

STEPHEN REESE 11/06/2017
Printed Name/Date

Title VP Solutions

SAP Vendor Number: 163101

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer or Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF GENERAL SERVICES**

By: To be obtained electronically
Deputy Secretary for Procurement Date

APPROVED AS TO FORM AND LEGALITY:

To be obtained electronically
Office of Chief Counsel Date

To be obtained electronically
Office of General Counsel Date

To be obtained electronically
Office of Attorney General

APPROVED:

To be obtained electronically
Office of the Budget Date
Office of Comptroller Operations



EXHIBIT A

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

1. TERM OF CONTRACT

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: (a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures) or (b) the “Valid from” date printed on the Contract, whichever is later.

2. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

3. COMMENCEMENT OF PERFORMANCE

(a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:

- (i) the Effective Date has occurred; and
- (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.

(b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. ELECTRONIC SIGNATURES

(a) The Contract and/or Purchase Order may be electronically signed by the Commonwealth.

- (i) Contract. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.

- (ii) Purchase Orders. The electronically-printed name of the Purchasing Agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) No handwritten signature shall be required in order for the Contract to be legally enforceable.
 - (ii) The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
 - (iii) Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

5. DEFINITIONS

As used in this Contract, these words shall have the following meanings:

- (a) Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this contract, that entity shall also be identified as “Agency “.
- (b) Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- (c) Days: Unless specifically indicated otherwise, days mean calendar days.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (d) **Developed Materials:** All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- (e) **Documentation:** All materials required to support and convey information about the Services required by this Contract. It includes, but is not necessarily restricted to, written reports and analyses, diagrams, maps, logical and physical designs, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- (f) **Expiration Date:** The last valid date of this Contract, as indicated in the Contract documents to which these Terms are attached.
- (g) **Services:** All Contractor activity necessary to satisfy the Contract.
- (h) **Statement of Work:** A document attached to a purchase order from the Contractor which details the Services which will be provided by the Contractor.
- (i) **Supplies:** All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.

6. PURCHASE ORDERS

- (a) The Agency may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.
- (b) Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (c) Purchase Orders under ten thousand dollars (\$10,000) in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number, and expiration date of the card. Contractors agree to accept payment through the use of the Commonwealth Purchasing Card.

7. INDEPENDENT PRIME CONTRACTOR

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all Services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

8. SUBCONTRACTS

The Contractor may subcontract any portion of the Services described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of Subcontractor(s) together with the scope of work to be subcontracted in its bid/proposal, award of the Contract is deemed approval of all named Subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon request of the Commonwealth, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor in accordance with the provisions of Section 22(c). The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

9. OTHER CONTRACTORS

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This section shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this section as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

10. DELIVERY

- (a) Supplies Delivery: All Supplies shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other remedies, the Contract is subject to termination for failure to deliver as specified.

Unless otherwise stated in this Contract, delivery must be made within thirty (30) days after the Effective Date.

- (b) Delivery of Services: The Contractor shall proceed with all due diligence in the performance of the Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.

11. PRODUCT CONFORMANCE

The Commonwealth reserves the right to require any and all Contractors to:

- (a) Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
- (b) Supply published manufacturer product Documentation.
- (c) Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
- (d) Complete a survey/questionnaire relating to the bid requirements and specifications.
- (e) Provide customer references.
- (f) Provide a product demonstration at a location near Harrisburg or the using agency location.

12. ACCEPTANCE

- (a) Supplies: No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies. Any Supplies which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within thirty (30) days after notification. Rejected Supplies left longer than thirty (30) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies. Upon notice of rejection, the Contractor shall immediately replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such Supplies, and deduct from any monies due or that may thereafter become

due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

- (b) Services: Acceptance of Services, including Developed Works, will occur in accordance with an Approval Plan (Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Plan by the Commonwealth, the Plan becomes part of this Contract. For contracts where the development of software, the configuration of software or the modification of software is the deliverable, the Plan must include an Acceptance Test Plan. The Acceptance Test Plan will provide for a Final Acceptance Test, and may provide for Interim Milestone Acceptance Tests. Each Acceptance Test will be designed to demonstrate that the Developed Works conform with the functional specification for the Developed Works, if any, and/or the requirements of this Contract. Contractor shall notify the Commonwealth when the deliverable is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.

13. REJECTED MATERIAL NOT CONSIDERED ABANDONED

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

14. ESTIMATED QUANTITIES

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth.

15. MANUFACTURER'S PRICE REDUCTION

If, prior to the delivery of the awarded Supplies by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

16. SPECIAL REQUIREMENTS

The Commonwealth reserves the right to purchase Supplies and Services within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

17. WARRANTIES

- (a) The Contractor warrants that all Supplies furnished and all Services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials and conform in all material respects to the functional specifications and requirements of the Contract. Unless otherwise stated in the Contract, all Supplies are warranted for a period of one (1) year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered Supplies. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.
- (b) The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any action that may directly or indirectly cause a disruption of the Commonwealth's operations.
- (c) Contractor warrants that it has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Supplies and Developed Materials under this Contract.
- (d) THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- (e) All warranties shall survive final acceptance.

18. COMPENSATION

- (a) Compensation for Supplies: The Contractor shall be required to furnish the awarded Supplies at the price(s) quoted in the Purchase Order. All Supplies shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for Supplies that are delivered and accepted by the Commonwealth.
- (b) Compensation for Services: The Contractor shall be required to perform the specified Services at the price(s) quoted in the Contract. All Services shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for work performed to the satisfaction of the Commonwealth. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

19. BILLING REQUIREMENTS

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to “ address, including SAP Vendor number;
- (b) Bank routing information, if ACH;
- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the Supplies/Services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of Supplies or Services.

If an invoice does not contain the minimum information set forth in this section, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

20. PAYMENT

- (a) The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30) days after a proper invoice actually is received at the “Bill To “ address if a date on which payment

is due is not specified in the Contract (a “proper “ invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982, 72 P. S. § 1507, (relating to interest penalties on Commonwealth accounts) and accompanying regulations 4 Pa. Code §§ 2.31—2.40. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- (b) The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth’s purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.
- (c) The Commonwealth will make contract payments through Automated Clearing House (ACH).
 - (i) Within 10 days of award of the contract or purchase order, the Contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth’s procurement system (SRM).
 - (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania’s ACH remittance advice to enable the Contractor to properly apply the state agency’s payment to the invoice submitted.
 - (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

21. TAXES

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 237400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

22. CONFIDENTIALITY

- (a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the applicable document). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration or termination of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the period specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to subsection (c) of Section 27, DEFAULT, in addition to other remedies available to the non-breaching party.
- (b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this Section do not apply to information:

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (i) already known to the recipient at the time of disclosure other than through the contractual relationship and not otherwise subject to any obligation of non-disclosure or confidentiality;
- (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
- (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
- (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with Services provided to the Commonwealth under this Contract.

- (c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (i) Prepare an un-redacted version of the appropriate document, and
 - (ii) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (iii) Prepare a signed written statement that states:
 - (i) the attached document contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.

- (iv) Submit the two documents along with the signed written statement to the Commonwealth.

23. SENSITIVE INFORMATION

- (a) The Contractor shall not publish or otherwise disclose, except to the Commonwealth or the Contractor's subcontractors and except matters of public record (which is to be determined entirely in the discretion of the Commonwealth), any information or data obtained hereunder from private individuals, organizations, or public agencies.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under this Contract for any purpose not connected with the parties' Contract responsibilities except with consent pursuant to applicable state and federal law and regulations. All documents associated with direct disclosures of this kind must be announced to and open for inspection by the Commonwealth.
- (c) Rights and obligations of the parties under this Section 23 survive the expiration or termination of this Contract.

24. DATA BREACH OR LOSS

- (a) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the *Breach of Personal Information Notification Act*, 73 P.S. §§ 2301—2329.
- (b) For Data and Confidential Information in the possession, custody and control of the Contractor or its employees, agents, and/or subcontractors:
- (c) The Contractor shall report unauthorized access, use, release, loss, destruction or disclosure of Data or Confidential Information ("Incident") to the Commonwealth within two (2) hours of when the Contractor knows of or reasonably suspects such Incident, and the Contractor must immediately take all reasonable steps to mitigate any potential harm or further access, use, release, loss, destruction or disclosure of such Data or Confidential Information.
- (d) Contractor shall provide timely notice to all individuals that may require notice under any law or regulation as a result of an Incident. The notice must be pre-approved by the Commonwealth. At the Commonwealth's request, Contractor shall, at its sole expense, provide credit monitoring services to all individuals that may be impacted by any Incident requiring notice.
- (e) Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents.

- (f) As to Data and Confidential Information fully or partially in the possession, custody, or control of the Contractor and the Commonwealth, the Contractor shall diligently perform all of the duties required in this Section 24 in cooperation with the Commonwealth, until the time at which a determination of responsibility for the Incident, and for subsequent action regarding the Incident, is made final.

25. COMMONWEALTH HELD HARMLESS

- (a) The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act* (71 P.S. §§ 732-101—732-506), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

26. LIMITATION OF LIABILITY

- (a) The Contractor's liability to the Commonwealth under the Contract shall be limited to the greater of \$250,000 or the value of the Contract (including any amendments). This limitation will apply, except as otherwise stated in this Section, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to damages for:
 - (i) bodily injury;
 - (ii) death;
 - (iii) intentional injury;
 - (iv) damage to real property or tangible personal property for which the Contractor is legally liable; or

- (v) the Contractor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 34, Patent, Copyright, Trademark and Trade Secret Protection.
 - (vi) the Contractor's indemnity for an Incident as set forth in Section 24, Data Breach or Loss.
- (b) Except as set forth in Section 42, Virus, Malicious, Mischievous or Destructive Programming, the Contractor shall not be liable to the Commonwealth for indirect, consequential, special, incidental or punitive damages.

27. DEFAULT

- (a) The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:
- (i) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (ii) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract or Purchase Order terms;
 - (iii) Unsatisfactory performance of the work as detailed in the specifications referenced in the Contract or a Purchase Order;
 - (iv) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (v) Improper delivery;
 - (vi) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
 - (vii) Delivery of a defective item;
 - (viii) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
 - (ix) Discontinuance of work without approval;
 - (x) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;

- (xi) Insolvency or bankruptcy;
 - (xii) Assignment made for the benefit of creditors;
 - (xiii) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for equipment rentals, or for utility services rendered;
 - (xiv) Failure to protect, to repair, or to make good any damage or injury to property;
 - (xv) Breach of any provision of the Contract;
 - (xvi) Failure to comply with representations made in the Contractor's bid/proposal; or
 - (xvii) Failure to comply with applicable industry standards, customs, and practice.
- (b) In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in Subsection (a) above, the Commonwealth may procure, upon such terms and in such manner as it determines, Supplies and/or Services similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.
- (c) If the Contract or a Purchase Order is terminated as provided in subsection (a) above, the Commonwealth, in addition to any other rights provided in this section, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other Documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.

- (d) The rights and remedies of the Commonwealth provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this section shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in the Section 30, Contract Controversies, the Contractor's exclusive remedy shall be to seek damages in the Commonwealth Board of Claims.

28. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to: acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall: (i) describe fully such cause(s) and its effect on performance; (ii) state whether performance under the contract is prevented or delayed; and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting Documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

29. TERMINATION PROVISIONS

The Commonwealth has the right to terminate this Contract or any Purchase Order for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

- (a) **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor thirty (30) days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination to be in the best interest of the Commonwealth. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

In the event of termination hereunder, Contractor shall receive payment for the following:

- (i) all Services performed and all Supplies delivered consistent with the terms of the Contract prior to the effective date of termination;
- (ii) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract; and

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with Section 30, Contract Controversies, of this Contract.

- (b) **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order in whole or in part. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Supplies or Services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose
- (c) **TERMINATION FOR CAUSE:** The Commonwealth, in addition to its other rights under this Contract, shall have the right to terminate the Contract or a Purchase Order issued from the Contract, in whole or in part, by providing written notice of default if the Contractor materially fails to perform its obligations under the Contract and does not cure such failure within 30 days or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and

continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law.

- (i) Subject to Section 26, Limitation of Liability, in the event the Commonwealth terminates this Contract in whole or in part as provided in this subsection, the Commonwealth may procure Services or Supplies similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth for the difference between the Contract price for the terminated portion of the Services or Supplies and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services or Supplies, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Section.
- (ii) Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.
- (iii) Nothing in this subsection shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.
- (iv) If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under subsection (a).

30. CONTRACT CONTROVERSIES

- (a) In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within sixty (60) days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

- (b) If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

31. ASSIGNABILITY AND SUBCONTRACTING

- (a) Subject to the terms and conditions of this Section, this Contract shall be binding upon the parties and their respective successors and assigns.
- (b) The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (c) The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (d) Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.

- (e) For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (f) Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (g) A change of name by the Contractor, following which the Contractor’s federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

32. AUDIT PROVISIONS

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three (3) years from date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

33. ASSIGNMENT OF ANTITRUST CLAIMS

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor’s suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the Supplies and Services which are the subject of this Contract.

34. PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor,

and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P.S. § 732-10—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under the terms it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement which prevents the Commonwealth from continuing to use the Developed Materials as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth to provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor will, at its expense, provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.
- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.

- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (g) The obligations of the Contractor under this Section continue without time limit and survive the termination of this contract.
- (h) Notwithstanding the above, the Contractor shall have no obligation for:
 - (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or

- (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

35. OWNERSHIP RIGHTS

- (a) Product License. The Contractor grants the Commonwealth a non-exclusive license to use the software required to operate the Supplies.
- (b) Contractor Intellectual Property. The Commonwealth acknowledges that Contractor has previously developed software and related processes, instructions, methods, and techniques, and that the same shall remain the sole and exclusive property of Contractor. Contractor retains ownership of all Contractor Intellectual Property that Contractor delivers to the Commonwealth pursuant to this Contract.
- (c) Commonwealth Intellectual Property and Data. The Commonwealth owns all Data and Intellectual Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract. Commonwealth grants Contractor a non-exclusive, royalty-free, license to use, copy, display, and prepare derivative works of the Commonwealth's Intellectual Property and Data only to fulfill the purposes of this Contract. The Commonwealth's license to Contractor is limited by the terms of this Contract.
- (d) Click-Through Terms. The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions included in click-through agreements or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of this Contract and shall be disregarded by the parties. Any such terms shall be unenforceable by the Contractor and not binding on the Commonwealth.
- (e) No Transfer of Right, Title or Interest. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon Contractor, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Commonwealth or any third party. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon the Commonwealth, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Contractor.

36. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Small Business Opportunities (BSBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the "Initial Contract Compliance Data" form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the "Monthly Contract Compliance Report for Construction Contractors," each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the 15 days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.

- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

37. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the *Public Official and Employees Ethics Act*, 65 Pa.C.S. §§1101 *et seq.*; the *State Adverse Interest Act*, 71 P.S. §776.1 *et seq.*; and the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.*, or to breach any other state or federal law or regulation.
- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.* or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - (iv) Necessary for purposes of Contractor's internal assessment and review; or
 - (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or

- (vii) Otherwise required by law.
- (j) Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
 - (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.
 - (iii) Violation of federal or state antitrust statutes.
 - (iv) Violation of any federal or state law regulating campaign contributions.
 - (v) Violation of any federal or state environmental law.
 - (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.
 - (vii) Violation of the Act of June 2, 1915 (P.L.736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
 - (viii) Violation of any federal or state law prohibiting discrimination in employment.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially notified, charged, or convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by *Section 1641* of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or
 - (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the *Lobbying Disclosure Act, 65 Pa.C.S. § 13A01 et seq.*, and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.
- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the [*Governor's Code of Conduct*](#), or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refers to or concern this contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.
- (q) For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Subsection.
 - (i) “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.
 - (ii) “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.

- (iii) “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
- (iv) “Financial interest” means:
 - (1) Ownership of more than a five percent interest in any business; or
 - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- (v) “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the [*Governor’s Code of Conduct, Executive Order 1980-18*](#), the 4 Pa. Code §7.153(b), shall apply.
- (vi) “Immediate family” means a spouse and any unemancipated child.
- (vii) “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

38. CONTRACTOR RESPONSIBILITY PROVISIONS

For the purpose of these provisions, the term Contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term Contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- (a) The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are

under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.

- (b) The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

39. AMERICANS WITH DISABILITIES ACT

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the **basis** of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subsection (a) above.

40. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- (b) If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- (c) Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
- (d) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
- (e) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

- (f) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- (g) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- (h) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (i) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (j) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- (k) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

41. INFORMATION TECHNOLOGY POLICIES

Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT) (located at: <http://www.oa.pa.gov/Policies/Pages/itp.aspx#>), including the accessibility standards set out in IT Bulletin ACC001, *IT Accessibility Policy*. The Contractor shall ensure that Services procured under this Contract comply with the applicable standards. In the event such standards change during Contractor's performance, and the Commonwealth requests that Contractor comply with the changed standard, then any incremental costs incurred by Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.

42. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) Notwithstanding any other provision in this Contract to the contrary, if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards, and provided further that the Commonwealth can demonstrate that the virus or malicious, mischievous or destructive programming was introduced by the Contractor or any of its employees, subcontractors or consultants, the Contractor shall be liable for any damage to any data and/or software owned or licensed by the Commonwealth. The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that result from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor, its servants, agents or employees through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.). In the event of destruction or modification of software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages. The Contractor shall be responsible for reviewing Commonwealth software security standards in effect at the commencement of the Contract and complying with those standards. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall perform a security scan on any software or computer program developed by the Contractor or its subcontractors in a country other than the United States of America that may come in contact with the Commonwealth's software or computer networks. Contractor shall perform such security scan prior to introducing any such software or computer program into a Commonwealth development environment, test environment or production environment. The results of these security scans will be provided to the Commonwealth prior to installing into any Commonwealth development environment, test environment or production environment. The Commonwealth may perform, at its discretion,

additional security scans on any software or computer program prior to installing in a Commonwealth environment as listed above.

- (c) The Commonwealth may, at any time, audit, by a means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth that will be connected to a Commonwealth network for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made. The Commonwealth shall not install any software or monitoring tools on the Contractor's equipment without the Contractor's written consent to do so.
- (d) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing Services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide Services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (e) Neither the Commonwealth nor the Issuing Agency will be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

43. BACKGROUND CHECKS

- (a) The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx#>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given

to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this Section on more than one occasion or Contractor's failure to appropriately address any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS set forth in Enclosure 3 of [Commonwealth Management Directive 625.10](#) Amended (June 2, 2014) *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

44. ENVIRONMENTAL PROVISIONS

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the *Clean Streams Law*, Act of June 22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 *et seq.*; the *Pennsylvania Solid Waste Management Act*, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. § 6018.101 *et seq.*; and the *Dam Safety and Encroachment Act*, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

45. POST-CONSUMER RECYCLED CONTENT

- (a) Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified on the Department of General Services website at www.dgs.pa.gov on the date of submission of the bid, proposal or contract offer.
- (b) Recycled Content Enforcement: The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

46. HAZARDOUS SUBSTANCES

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the “Worker and Community Right to Know Act“ (the “Act”) and the regulations promulgated pursuant thereto at 4 Pa. Code Section 301.1, *et seq.*

- (a) Labeling. The Contractor shall insure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Paragraph (i) through (iv):
 - (i) Hazardous substances:
 - (1) The chemical name or common name,
 - (2) A hazard warning, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (ii) Hazardous mixtures:
 - (1) The common name, but if none exists, then the trade name,
 - (2) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
 - (3) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
 - (4) A hazard warning, and
 - (5) The name, address, and telephone number of the manufacturer.
 - (iii) Single chemicals:
 - (1) The chemical name or the common name,
 - (2) A hazard warning, if appropriate, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (iv) Chemical Mixtures:
 - (1) The common name, but if none exists, then the trade name,

- (2) A hazard warning, if appropriate,
- (3) The name, address, and telephone number of the manufacturer, and
- (4) The chemical name or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

- (b) Material Safety Data Sheet. The Contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the Contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The Contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

47. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the 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 the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

48. APPLICABLE LAW

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

49. COMPLIANCE WITH LAW

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

50. INTEGRATION

This Contract, including all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

51. ORDER OF PRECEDENCE

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the solicitation; and the Contractor's response to the solicitation.

52. CHANGES

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: (1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; (2) to make changes to the Services within the scope of the Contract; (3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or (4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through Section 30, Contract Controversies.

53. NOTICE

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- (a) If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- (b) If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

54. LEASES

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any Supplies covered by the Contract, the Leasing Terms and Conditions, attached hereto as Appendix 1, shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor ("Lease PO"). By issuing a Lease PO, the Lessee explicitly agrees to the Leasing Terms and Conditions. Any items covered by a Lease shall be termed "Leased Property" in the Leasing Terms and Conditions. To the extent that there is a conflict between the Leasing Terms and Conditions and the other terms and conditions of the Contract, the Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

55. INSTALLMENT PURCHASES

- (a) Installment purchase options. To the extent that the Contractor offers the Commonwealth or any purchasing agency (“Purchaser”) the option to pay for any items covered by the Contract in installments over time, Appendix 2, Installment Purchase Terms and Conditions, in addition to the other terms and conditions of the Contract, shall govern the Installment Purchase. If a Purchaser desires to purchase items on an installment basis, the Purchaser shall indicate its Installment Purchase election on the Purchase Order issued to the Contractor (“Installment Purchase PO”). By issuing an Installment Purchase PO, the Purchaser explicitly agrees to these Installment Purchase Terms and Conditions. Any items covered by an Installment Purchase shall be called “Installment Items” in these Installment Purchase Terms and Conditions.

- (b) Assignments. The Contractor may assign, without DGS or Purchaser consent, any Installment Purchase PO to a third party (“Initial Assignee”) who will fund the purchase of the Installment Items. The Initial Assignee may take title to, and assume the right to receive all payments for, the Installment Items. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.

56. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. All quotations requested and received from the Contractor are for obtaining firm pricing only. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

57. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2 to this Contract's Appendix E, *Software License Requirements Agreement Template*. This sign-off document (a sample of which is

attached hereto as Attachment 3 to this Contract's AppendixE, *Software License Requirements Agreement Template*), will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This Section 57 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 57 are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Contractor shall conduct additional background checks, in addition to those required in Section 43, Background Checks, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

58. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. This sign-off document (a sample of which is attached as Attachment 3 to this Contract's Appendix E, *Software License Requirements Agreement Template*, in addition to any applicable requirements of Section 57, Agency-Specific Sensitive and Confidential Commonwealth Data, will include a description of the required federal provisions, along with the applicable forms necessary for the Contractor and/or Software Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the Purchase Order. The Commonwealth

agency will inform the Contractor whether they must execute the sign-off document as required by the federal government.

APPENDIX 1

LEASING TERMS AND CONDITIONS

A. TERM OF LEASE

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the specifications for the procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. PAYMENTS

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:
 - a. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
 - b. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
 - c. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations, the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. TITLE

Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
- b. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO LEASED PROPERTY

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the

Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. WARRANTIES

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.
2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this Subsection, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.
2. The Contractor may assign, without Lessee consent, any Lease PO to a third party ("Initial Assignee") who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.

3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and
 - b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.
5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED PROPERTY "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.
2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.
3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in Section B, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. REMEDIES FOR DEFAULT

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Lease.
 - b. Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased

Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.

- c. Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.
2. In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:
- a. If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.
 - b. The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.
 - c. If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. PURCHASE OPTION

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property "as is with no additional warranty" by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. EXTENSION

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. RETURN OF LEASED PROPERTY

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand pursuant to Section J, the Lessee shall promptly return the Leased Property, freight prepaid, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. As a matter of policy, the Commonwealth has determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.
2. Except in the event of a total loss of any or all Leased Property as described in Section E., and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.
3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease

term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. GOVERNING LAW

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. NOTICES

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

APPENDIX 2

INSTALLMENT PURCHASE TERMS AND CONDITIONS

A. TERM OF INSTALLMENT PURCHASE

The Contractor may provide any Installment Items under the Contract for any term up to 60 months. The Purchaser shall identify the term selected on the Installment Purchase PO. The Installment Purchase term shall commence on the date the Purchaser accepts the Installment Items by executing the Acceptance Certificate, and the term shall continue for the length specified on the Installment Purchase PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Installment Item in more than one delivery, unless otherwise specified in the Installment Purchase PO, the Purchaser will provide separate Acceptance Certificates for each delivery of the Installment Items, and the Purchaser will make periodic payments for the Installment Items corresponding to the amount of the Installment Items delivered and accepted 30 days prior to the payment due date.

To the extent that there is a conflict between the other terms and conditions of the Contract and these Installment Purchase Terms and Conditions, these Installment Purchase Terms and Conditions shall prevail to the extent that the Purchaser has elected an Installment Purchase option.

B. PAYMENTS

1. Full Term Intention. The Purchaser shall pay the applicable monthly or annual payment for the Installment Items. The Purchaser shall continue payment for the full Installment Purchase term, unless the Purchaser terminates the Installment Purchase, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Purchaser's obligation is payable only and solely from funds allotted for the purpose of the Installment Purchase. If sufficient funds are not appropriated for continuation of performance under any Installment Purchase for any fiscal year subsequent to the one in which the Purchaser issued the Installment Purchase PO, the Purchaser may return the Installment Items to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Purchaser of all further obligations under the Installment Purchase, provided:
 - a. The Purchaser delivers unencumbered title to the Installment Items to the Contractor or Initial Assignee (if applicable);
 - b. The Purchaser returns the Installment Items to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and

- c. The Purchaser gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Installment Items are not being replaced by similar items from another vendor. In the event the Purchaser returns the Installment Items for failure of appropriations, the Purchaser shall pay all amounts then due under the Installment Purchase through the end of the fiscal year for which sufficient funds were appropriated for the Installment Purchase.

C. TITLE

Title to the Installment Items shall pass to the Purchaser at the time and place of delivery to the Purchaser of each unit of equipment, except as otherwise set forth in the Contract or PO. The Contractor or Initial Assignee shall have a purchase money security interest in the Installment Items until payment of all installments as set forth in the payment schedule are made, or if the Purchaser prepays its installments, upon payment of the agreed amount between the Contractor and the Purchaser as set forth in Section I of this Appendix.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Installment Items.
- b. The Installment Items shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Purchaser will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Purchaser will keep the Installment Items free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO INSTALLMENT ITEM

The Purchaser shall keep the Installment Items within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Installment Items. The Purchaser, at its own cost and expense, shall maintain the Installment Items in good operating condition and will not use or deal with the Installment Items in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Purchaser agrees not to misuse, abuse or waste the Installment Items and the Purchaser will not allow the Installment Item to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes or modifications to the Installment Items shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

1. The Purchaser, after acceptance of the installment Items, shall assume and bear the risk of loss or damage to, or theft of, the Installment Items (including all component parts from

any cause other than action or inaction of the Contractor/assignee. The loss or damage of the Installment Items shall not impair any obligation of the Purchaser under these Installment Purchase Terms and Conditions, which shall continue in full force and effect. In the event that all or part of the Installment Items shall, as a result of the above-mentioned causes, become, in the Purchaser's reasonable determination, lost, stolen, destroyed, rendered unusable, or irreparably damaged, then the Purchaser shall notify the Contractor/assignee in writing. At its option, the Purchaser shall elect either:

- a. to replace the equipment with like equipment, or
 - b. to pay pro rata to the Contractor/assignee all payments then currently due according to the payment schedule, plus the pro rata principal portion of any remaining installments. The "pro rata principal portion of remaining installment payments" is that percentage of the principal portion of remaining installment payments as of the date of payment that the cost of the units of the equipment lost, stolen, destroyed, or rendered irreparably unusable or damaged bears to the total cost of the equipment determined by the amounts set forth in the Installment Purchase PO.
2. The Purchaser assumes all risks and liabilities for injury to or death of any person, or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Items, as more fully set forth in Paragraph 1 of Section G, below.
 3. The Purchaser agrees to insure the Installment Items as provided under Paragraph 2 of Subsection G, below.

F. WARRANTIES

1. The Purchaser shall have the benefit of any and all manufacturer or supplier warranties for the Installment Items during the Installment Purchase term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Purchaser's quiet enjoyment of the Installment Items so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Purchaser assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Item, whether such injury or death be of agents or employees of the Purchaser or of third parties, and whether such property damage be to the Purchaser's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Purchaser, its agents or employees, and provided that judgment has been obtained against the Purchaser, its agents or employees.

This provision shall not be construed to limit the governmental immunity of any Purchaser.

2. The Purchaser shall, during the Installment Purchase term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this section, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Purchaser shall not assign any Installment Purchase PO or other interest in the Installment Item without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Installment Purchase PO and Installment Item to an Initial Assignee, who in turn may further assign and/or grant a security interest in an Installment Purchase to a subsequent assignee without the Purchaser's consent. Any other Contractor assignment shall require the Purchaser's prior written consent. Upon written notice to the Purchaser, the Contractor may assign payments under any Installment Purchase to a third party.
2. The Contractor may assign, without Purchaser consent, any Installment Purchase PO to a third party ("Initial Assignee") who will fund the purchase of the Installment Item. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Installment Item. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.
3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants or obligations under the Contract Documents. By issuing an Installment Purchase PO, the Purchaser waives any claims it may have under the Installment Purchase against the Initial Assignee for any loss, damage or expense caused by, defect in, or use or maintenance of any Installment Item. The Purchaser acknowledges that the Initial Assignee is not the supplier of the Installment Item and is not responsible for their selection or installation. After the ordering Purchaser executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Installment Item is unsatisfactory for any reason, the ordering Purchaser shall, nevertheless, continue to make payments under the applicable Installment Purchase terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Purchaser executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Purchaser shall, regardless of whether any portion of the Installment Item is unsatisfactory for any reason, nevertheless, continue to make payments under the

applicable Installment Purchase and shall make any claim relating to the Installment Item against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and

- b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.

5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS AN INSTALLMENT PURCHASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE INSTALLMENT ITEM), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE PURCHASER TAKES THE INSTALLMENT ITEM "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE PURCHASER HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Installment Item, the Contractor will pay the charges for the Installment Items directly to the supplier. In the event the Contractor assigns the Installment Purchase to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Installment Purchase to an Initial Assignee, the Purchaser's obligation to make rental payments for the Installment Item for which the Purchaser has executed and delivered acceptance certificates shall not be affected by any discontinuance, return or destruction of any license or licensed program materials, or by any Purchaser dissatisfaction with any Installment Item.
2. The Purchaser may at any time elect to prepay its remaining Installment Purchase payments. The Purchaser shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Purchaser of the balance to be paid.
3. If the Purchaser purchases Contract items related to Installment Item prior to the expiration of the Installment Purchase terms, or if the Installment Purchase is terminated for any reason except non-appropriation as described in Section B of these Installment

Purchase Terms and Conditions, and if the Installment Item has been delivered and the Purchaser has executed and delivered to the Contractor an acceptance certificate, the Purchaser shall prepay such Installment Item.

J. REMEDIES FOR DEFAULT

1. If the Purchaser does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Purchaser is delinquent in payment, if the Purchaser breaches any other provision under these Installment Purchase Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Purchaser files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Installment Purchase.
 - b. Take possession of any or all Contract items in the Purchaser's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Contract items may be and remove and repossess the Contract items from the premises without being liable to the Purchaser in any action or legal proceedings. The Contractor/assignee, at its option, may, sell the repossessed Contract items at public or private sale for cash or credit. The Purchaser shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Contract items and placing the Contract items in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Contract items shall include only those items that were purchased under the Installment Purchase.
 - c. Recover from the Purchaser all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the Contractor's/assignee's termination of the applicable Installment Purchase. The Treasury Constant Maturities are published in Statistical Release H.15 and may be accessed via the Federal Reserve Board's Internet website at <http://www.federalreserve.gov/>.
2. In the event of Contractor default under the Default provision of the Contract, the Purchaser may pursue one or more of the following remedies:
 - a. If the payments under the Installment Purchase have been assigned to an Initial Assignee, the Purchaser shall continue to make payments for that Installment Item

which has been delivered and for which the Purchaser has provided acceptance certificates to the Contractor/Initial Assignee.

- b. The Purchaser may cancel, without liability for payment, its order for any Installment Item which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the Contract payments will be recalculated to take into consideration and pay for the actual amount of Installment Items which was delivered and accepted. If no Installment Items have been delivered and accepted, the Purchaser may terminate the Installment Purchase without liability for any payment.
- c. If payments have not been assigned, the Purchaser may set off or counterclaim any and all damages incurred by the Purchaser as a result of the Contractor's default against its obligation to make payments.

K. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Purchaser shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Purchaser shall also keep a copy of each notification of assignment with the Purchaser's counterpart of the order and shall not permit, during the Installment Purchase term, the Installment Item to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.
2. Governmental status. Eligible Purchasers include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Purchaser's status under the IRC shall constitute an event of default by the Purchaser. If the Internal Revenue Service rules that the Purchaser does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Purchaser fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Purchaser, upon demand, will pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

L. GOVERNING LAW

All Installment Purchases made under these Installment Purchase Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Installment Purchase Terms and Conditions.

M. NOTICES

Service of all notices under these Installment Purchase Terms and Conditions shall be sufficient if delivered to the Purchaser at the address set forth in the applicable Installment Purchase PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Installment Purchase PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

**APPENDIX D - PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
OA – OFFICE OF INFORMATION TECHNOLOGY
RFP# 6100039046**

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	Premier Systems Sales LTD
Offeror Mailing Address	PO Box 1730, Blue Bell, PA 19422
Offeror Website	www.PremierSystemsLtd.com
Offeror Contact Person	Stephen Reese
Contact Person's Phone Number	610-306-3175
Contact Person's Facsimile Number	610-672-9890
Contact Person's E-Mail Address	Stephen.reese@pscltd.com
Offeror Federal ID Number	[REDACTED]
Offeror SAP/SRM Vendor Number	
Lot(s) You Are Proposing On:	
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops	<input type="checkbox"/>
2 - Tablets, Rugged Devices, and Non-Traditional Desktops	<input type="checkbox"/>
3 - General IT Peripherals	<input type="checkbox"/>
4 - Apple Devices	<input type="checkbox"/>
5 - Server Hardware	HPE <input type="checkbox"/> X
6 - Storage Hardware	HPE <input type="checkbox"/>

Submittals Enclosed and Separately Sealed:	
<input checked="" type="checkbox"/>	Technical Submittal Response Template
<input type="checkbox"/>	Small Diverse Business Participation Submittal
<input type="checkbox"/>	Cost Submittal Response Template

Signature	
Authorized Signatory: [REDACTED]	
<small>Name/Title: Stephen Reese, Vice President, Solutions</small>	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's submittal:	
Printed Name: Stephen Reese	
Title: VP Solutions	

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

Appendix H: Technical Submittal Response Template

Business Proposal

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated. This section contains questions related to general supplier information. The Commonwealth would like to understand your company's background and financial stability.

Offeror Name: Premier Systems Sales LTD

General Questions and Supplier Stability

1. Provide the name, title, street address, city, state, zip code, e-mail address, and telephone numbers (including mobile) of the primary contact person for this RFP.

Name of Primary Contact	Stephen Reese
Title	VP Solutions
Address	149 Inverness Drive
City	Blue Bell
State	PA
Zip Code	19422
Email Address	Stephen.reese@pscltd.com
Telephone	610-306-3175
Mobile	610-306-3175

2. Please provide the following corporate information.

Primary Line of Business:	HPE Servers, Storage, Networking, Security Solutions, IT Consulting since 1992		
Type of Business Organization (e.g. LLC)	Sub Chapter S		
# of years in business:	Establish 1992; 25 years		
# of employees:	11		
Annual Revenue for 2015:	\$1.77M		
Annual Revenue for each of the last 5 years:	2016: \$2.46M	2015: \$1.77M	2014: \$3.41M
	2013: \$3.21M	2012: \$ 6.99M	
Annual Revenue from Public Sector Clients for 2015:	30%		
Name of Parent Company, if any:	N/A		
Name of Subsidiaries, if any:	N/A		

3. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Attach your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

Premier Systems Sales LTD was established in 1992 and has been profitable each year as a Sub Chapter S Corporation. 3 Years financial statements are inclosed for 2015, 2014 & 2013. Premier Systems Sales LTD is HPE Certified Partner, WOSB, ISO9001 with DCAA Compliant Financial Systems. Our HPE Distributor is Ingram Micro Corporation and is in full support of Premier Systems in providing lines of credit to meet the requirements for the Commonwealth of PA. See the attached Letter of Support from Ingram Micro and HPE (Hewlett Packard Enterprise) to support Premier Systems Sales LTD at a Prime Contractor that is SDB.

Current Forecasted Sales for FY2017 is up 75% from 2016 sales, mutually exclusive of the Commonwealth of Pennsylvania RFQ 6100039046. Premier Systems Sales LTD is a privately held corporation.

4. Is your firm's primary line of business in the area of Information Technology Hardware and Services? Indicate with an "X" below:

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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5. Are there other related lines of business that your firm is engaged in? If so, please list and describe.

Premier Systems Sales LTD provides Information Technology Solutions to Commercial, Federal, State, Local and Educational only.

6. Are major changes (acquisitions, re-structuring, alliances, joint ventures) taking place in your organization? Please provide your answer as succinctly as possible since we are only asking for very critical business changes that might significantly impact our evaluation of your company/proposal.

Premier Systems holds the following 4 Federal Contract Vehicles. 2 Contracts are as Prime Suppliers and 2 as Joint Venture Partners.

- 1. GSA Prime Contractor: Premier Systems Sales LTD GSA Schedule Number: GS-35F-0365U**
- 2. NASA SEWPV Joint Venture Contractor: SEWP SOLUTIONS LLC Schedule Number: NNG15SC19B**

- 3. NIH CIO-CS Joint Venture Contractor: Inforeliance Solutions LLC Schedule Number: HHSN316201500016W
- 4. NAVY SEAPORT-e Prine Contractor: Premier Systems Contract Number: N00178-12-D-7010

See our web page www.PremierSystemsLTD.com using Public Sector Tab for additional information on each contract vehicle

7. Who are your five largest customers? Please state the % of your revenue derived from your top 5 customers. Please list the % for each of your top 5 customers separately. (e.g., customer 1 - X%, customer 2 - Y%, customer 3 - Z%).

Customer Name	2015 Revenue from Customer (\$)	% of Revenue derived from Customer
Internal Revenue Service (IRS)	\$159,000.00	8%
NASA	\$87,982.00	5%
Astra Zeneca Pharmaceuticals	\$177,208.00	10%
Sharp Packaging Solutions Inc	\$108,260.00	6%
Radian Guaranty Inc	\$415,179.00	23%

8. **Objections and/or additions to standard Terms and Conditions and / or SLAs.** Please document any objections and/or requested additions to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix E, Software License Requirements Agreement Template, and Appendix K, Service Level Requirements** here. Please attach redlined versions for all Appendices A, E, and K that you take exception to.

Offeror Response

ADDITIONS TO STANDARD TERMS AND CONDITIONS:

- 1. Commonwealth is requesting a standard delivery of 15 days ARO. Typical HPE lead times range between 3 to 4 weeks based on availability of parts for custom engineered solutions. These are unexpedited lead time. When solutions are quoted, Premier Systems Sales LTD can provide accurate lead time for the Commonwealth and expedite accordingly. If stocking programs are established with firm commitments, lead time can be adjusted accordingly.

9. **Emergency Preparedness.** Referencing RFP Part IV, Section IV-3 I, Emergency Preparedness, please describe your company’s emergency response continuity of operations plan specific to this Lot. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

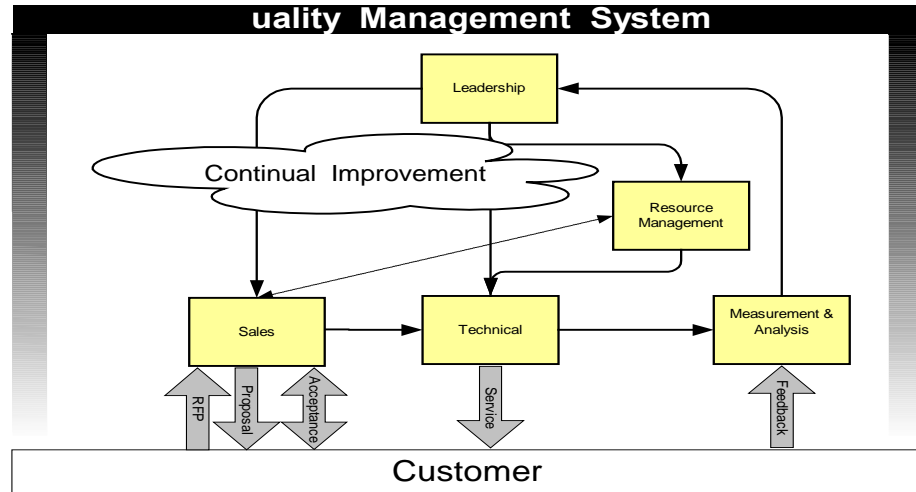
- a) Employee training (describe Offeror’s training plan, and how frequently it will be shared with employees)

- b) *Identified essential business functions and key employees (of yours) necessary to carry them out*
- c) *Contingency plans for:*
 - i.) *How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.*
 - ii.) *How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.*
- d) *How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.*
- e) *How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.*

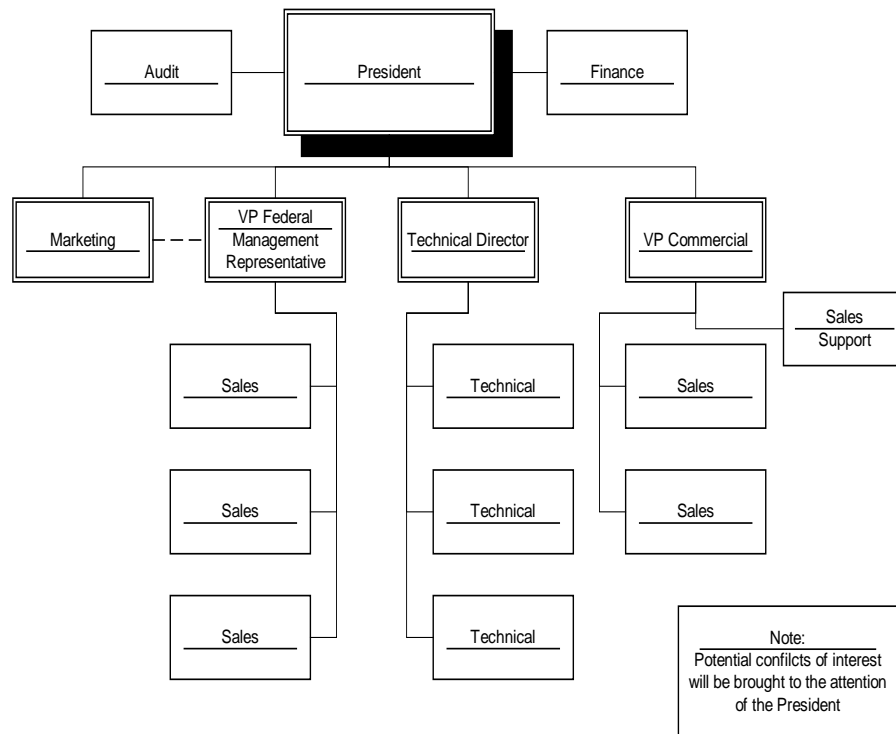
Offeror Response

Emergency Preparedness: It is assumed that Commonwealth of PA has Highly Available, Fault Resistant, Failover Capabilities for Disaster Recovery of the primary IT systems. Premier Systems Sales Ltd has the background to design, develop and deploy HA systems for the Commonwealth of PA and has completed HP Solutions for Tier 1 Commercial Accounts.

- A. Employee Training – Premier Systems has a training director that maintains training certifications meeting the requirements of HP and HPE for the highest level of certifications for Servers, Storage and Networking. Certifications are maintained for both Sales and Technical Certifications. Certifications are maintained on the HP and HPE Websites and validated by HP and HPE. To date, Premier Systems has taken over 250 tests for certifications. Premier follows ISO9001/2015 from a training/planning perspective and follow a quality model for disaster recovery which is structured per key company processes. The following figure illustrates the interaction of our key processes and their interface with the customer



Premier Systems has a weekly customer review on the first working day of each week from 8:30 to 9:00 AM. Customer issues, training issues or action items are discussed. Additional training is presented by suppliers from 9-10AM as needed or scheduled by suppliers.



B. Identified essential business functions and key employees (of yours) necessary to carry them out.

Management Responsibility for Disaster Recovery Plans for Customers

Top management appoints a member of the organization's management who, irrespective of other responsibilities, shall have responsibility and authority that includes:

- Ensuring that processes needed for the quality management and disaster recovery system are established, implemented and maintained,
- Reporting to top management on the performance of the quality management system and any need for improvement, and Ensuring the promotion of awareness of customer requirements throughout the organization
- The Organizational Chart above shows Premier's Roles and Responsibilities and corresponds with the Quality Management System Chart for resolving Disaster Recovery Procedures for customer resolution
- Primary and Secondary Personnel are identified for coverage based on PTO, sick days and scheduled holidays to insure customer satisfaction is maintained at the highest levels
- Premier's team sales and pre-sales teams are supported through the Ingram Micro HPE Team and HPE directly and can provide resources to meet any emergency
- For technical issues, customers contact HP and HPE directly via the 24/7 Response Center. This is a world-wide organization with all technical specialties, and direct lines to level 2 technical support experts and lab engineers. The Response Center engineers are trained in the operating systems and many third-party vendor products that run on HP and HPE servers, storage, and end-user devices, to function as customers' one stop for support questions, issues, troubleshooting and problem resolution.

C. Contingency plans for:

i.) How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.

- Premier's ISO9001/2008 Policies provides for Primary and Secondary assignments to customers for both Technical Support and Sales Support.
- Premier can also provide Support through HPE directly upon request and the Ingram Micro HPE Distribution Team.

ii.) How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.

- Premier will establish remote access capabilities (with PA permission) to insure continuous support of the end customer. Premier currently provides remote support to customers throughout the USA with proper customer access.

D. How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

- Premier Employees, customers, suppliers, both sales and technical are established with primary contact information and personal secondary contact information.
- Primary contact information includes: Business phone number, fax number, email, business mobile and secondary contacts at the business location needed to support the client.

- **Secondary contact information includes: Personal home phone, Personal mobile phone, personal email, personal fax and texting on mobile phones. The secondary contact assumes the primary communication of customers, or suppliers has been compromised.**
- E. How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.*
- **Premier's Emergency Plan has been documented in ISO9001/2008 and performed over the years with current customers.**
 - **Premier documents and improves processes via Corrective/Preventative Actions as issues occur with recommendations for improvements to increase customer satisfaction.**
 - **The processes have been reviewed, expanded in detail and approved by ISO9001/2008 certifying agencies on an annual basis.**

Technical Submittal Response Template

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.

Offeror Name:

Premier Systems Sales LTD

Please indicate below with an "X" the Lots for which your company is submitting a proposal:

- a. Lot 1 – Desktops, Laptops, Tablets, Ultra-Portable Laptops
- b. Lot 2 – Tablets, Rugged Devices, Non-Traditional Desktops
- c. Lot 3 – General Information Technology Peripherals
- d. Lot 4 – Apple Devices
- e. Lot 5 – Server Hardware
- f. Lot 6 – Storage Hardware

Lot 5 – Server Hardware and Services

All your answers in this section should be specific to Lot 5.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

UNDERSTANDING PRODUCTS AND SERVICES REQUIRED: The Commonwealth is looking to integrate current industry best in class server and storage products and technologies into their environments to replace aging server and storage infrastructure, and to accommodate growth and new applications. The goal is to design new state of the art environments, and deploy and migrate from old to new equipment as seamlessly as possible, and in the most cost-

effective ways. This will be an on-going process, rather than an all at once replacement of existing infrastructure.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

HPE ProLiant DL Servers

HPE ProLiant DL Servers offer versatile rack-optimized servers that balance efficiency, performance, and management. HPE DL Servers deliver decades of engineering knowledge and integration experience to speed the implementation of new business computing technology.

HPE ProLiant DL Servers are powerful servers in flexible configurations that are ideal for performance-driven compute processes with an array of internal storage options in a dense rack package. In addition the HPE ProLiant Gen9 servers offer an increased processor core count, faster memory speeds and increased internal storage capacities and the next generation of embedded HPE Smart Array technology.

HPE ProLiant DL Advantage

HPE ProLiant DL servers offer key benefits that can enhance the Commonwealth's productivity and end-user satisfaction, while increasing investment protection and lowering costs. These benefits include the following:

- Innovation based on standards with reusable components and industry-standard architectures
- Industry-leading management tools provide exceptional lifecycle management, remote management capabilities and increased resource utilization
- Increased system up-time with tool-free serviceability and easy entry and access to critical system components
- Continued innovation and processor choice from Intel® and AMD for improved performance of existing applications
- Expert services and support to help ensure the successful planning, implementation and ongoing support for the Commonwealth's IT environment
- Factory-integrated solutions customized to the Commonwealth's specification that are built, tested, shipped and ready to deploy on delivery
- Optimal power management provides energy efficiency and savings on system power and cooling costs without performance degradation

HPE Server Management

HPE offers a broad portfolio of management tools that enables the Commonwealth to reduce costs, exceed service-level expectations and gain control of complex distributed computing environments. These powerful management tools include HPE Systems Insight Manager (SIM), HPE Service Pack, HPE Insight Control, and HPE OneView. They enable faster deployment, proactive system monitoring and provide key benefits that enhance IT staff productivity, increase end-user satisfaction and reduce IT costs.

- **HPE Systems Insight Manager (SIM)**—forms the foundation for the HPE unified infrastructure-management strategy. HPE Systems Insight Manager provides a unified, secure, and extensible environment to manage servers, storage, and other infrastructure devices centrally across multiple operating system platforms.
- **HPE Service Pac for ProLiant (SPP)**—using Smart Update Manager—is a breakthrough system maintenance tool that can systematically update server and blade infrastructures. They simplify and consolidate the system software update process enabling the Commonwealth to update ProLiant servers faster, and due to the online update process, require less downtime. SPP includes firmware, drivers and tools, and HPE SUM which is the deployment utility. This comprehensive update package provides fewer and more predictable updates.
- **HPE Insight Control**—delivers essential server management, including proactive health management, lights out remote control, optimization of power usage, rapid server deployment, server migration, performance analysis and virtual machine management. the Commonwealth can get more from every hour, watt and dollar they invest in their infrastructure with this essential server management software that unlocks the potential of the Commonwealth's virtual and physical ProLiant and BladeSystem infrastructure.
- **HPE iLO Management** —is a complete set of embedded management features supporting the complete lifecycle of the server, from initial deployment, through ongoing management, to service alerting. HPE iLO Management comes standard on all HPE ProLiant Gen8 and Gen9 Servers. By delivering comprehensive embedded management that covers every step of the server lifecycle for every server in their environment, HPE helps customers speed time to deployment, maximize server and application availability through proactive notification, and dramatically accelerate time to resolution when issues do arise.
- **HPE OneView** —delivers infrastructure lifecycle management through a modern platform designed for the way people work, allowing every member of the team to increase their productivity. It facilitates collaboration, removes friction, and accelerates time to value. And because HPE OneView is designed for open integration with existing tools and processes, it enables you to more effectively pursue your organization's IT objectives. With HPE OneView, you can work smarter—with greater visibility and control—and fully capitalize on the benefits of a Converged Infrastructure.

Comprehensive Support and Service

HPE is widely recognized for its responsive, flexible and high-quality support and consulting service. The broad service portfolio includes mission-critical support, consulting and integration, outsourcing, education and finance. Global capabilities include technical professionals in more than 170 countries and the industry's largest channel-partner network. HPE support provides the Commonwealth with a single, dependable point of contact to speed and simplify issue resolution, regardless of the location or nature of the problem. Services available to the Commonwealth include

- **HPE Technology Services**—delivers continuous care that allows the Commonwealth to upgrade or extend the standard warranty with cost-effective, easy-to-buy, easy-to-use support packages. HPE Support Services reduce the risk of downtime by providing optimum support levels through a globally integrated delivery model.
- **HPE Financial Services**—provides flexible, innovative and globally consistent financial-management programs that simplify the entire IT financial lifecycle-management process—

from flexible acquisition alternatives to TCO-reducing asset-management services to value-maximizing end-of-life solutions.

- **HPE Factory E press**—offers a comprehensive portfolio of configured, customized and integrated factory solutions and deployment services. the Commonwealth can choose how its factory solutions are built, tested, integrated, shipped and deployed from a portfolio of more than 50 services.

He lett Pac ard Enterprise Meets the Challenge

HPE believes that the best value comes from offering the Commonwealth a superior total solution. In addition to providing high-performance products and global service and support capabilities, HPE offers high-availability alternatives, intelligent manageability, strong partner relationships, and an industry-wide reputation for quality and reliability. All of these features, along with ease of ownership, investment protection and lower total cost of ownership, contribute to synergistic solutions that make HPE the clear choice for the Commonwealth's enterprise computing environment.

3. **PRODUCT DESCRIPTIONS.** Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

HPE ProLiant DL20 Gen9

The dense and compact HPE ProLiant DL20 Gen9 Server powered by Intel® Pentium®, Intel® Core i3 and Intel® Xeon® E3-1200v5 processors provides a unique blend of enterprise-class capabilities at a great value—making it an ideal rack server platform for growing businesses and service providers. It offers outstanding configuration flexibility to cater to a wide variety of business requirements at an affordable price point.

The HPE ProLiant DL20 Gen9 Server features four (4) DIMM slots of DDR4 HPE SmartMemory with speeds up to 2133 MHz with built-in intelligence to reduce downtime and provide better throughput performance. It supports HPE SmartDrive technology with up to 4 SFF or 2 LFF HDD/SSD and embedded SATA HPE Dynamic Smart Array B140i Controller for boot and data with a choice of HPE Smart Array Controllers with increased performance, data availability or HPE Smart HBAs with reliable high performance. In addition, it comes standard with up to two (2) PCIe slots and 2 x 1GbE adapter with a choice of HPE FlexibleLOM networking cards—helping the Commonwealth find the right configuration for its workloads.



HPE ProLiant DL20
Gen9.pdf

HPE ProLiant DL180 Gen9

The HPE ProLiant DL180 Gen9 Server delivers an optimized 2U server, designed with the right balance of expandability, performance, reliability and manageability, making it the ideal platform for small to medium databases, file serving, Windows® storage, and even the most demanding Big Data applications like Apache™ Hadoop®, which require the right mix of compute and storage.

The HPE ProLiant DL180 Gen9 Server features up to two Intel® Xeon® processor E5-2600 v3 or E5-2600 v4 series with up to 18 cores and 16 DIMM slots of DDR4 HPE SmartMemory offering improved performance and efficiency and provides ample storage capacity on demand with drive configurations ranging from 4 to 12 Large Form Factor (LFF) or 8 to 16 Small Form Factor (SFF) HPE SmartDrives. It offers up to 6 PCIe 3.0 riser slots to support a wide range of GPUs and networking cards offering increased IO bandwidth and seamless expandability and embedded SATA HPE Dynamic Smart Array B140i Controller for boot and data and a choice of HPE Smart Array Controllers with increased performance, data availability with 12Gb/s SAS technology or HPE Smart HBAs with reliable high performance SAS connectivity capable of running HBA mode or simple RAID mode.

In addition, the HPE ProLiant DL180 Gen9 offers embedded management to deploy, monitor and support your server remotely, out of band with HPE iLO makes it easier to manage complex IT environments thereby minimizing the IT resource requirements.



HPE ProLiant DL180
Gen9 .pdf

HPE ProLiant DL 80 Gen9

The HPE ProLiant DL380 Gen9 Server delivers the latest performance and expandability in the 2P rack portfolio. Reliability, serviceability and near continuous availability, backed by a comprehensive warranty, making it ideal for any server environment.

Designed to reduce costs and complexity, leveraging Intel's latest E5-2600 v3 or E5-2600 v4 processors with outstanding performance gain, plus up to 3.0 TB in 24 HPE DDR4 SmartMemory DIMMs an optional new HPE Persistent Memory. The HPE ProLiant DL380 Gen9 Server has a flexible redesigned chassis, including HPE Universal Media Bay configuration options with 8 to 24 Small Form Factor (SFF) and 4 or 12 Large Form Factor (LFF) drive options along with NVMe PCIe options, additional rear drive support for expandability and investment protection. Additional support for 12 Gb/s SAS, 40GbE NIC with a broad range of graphics and compute options.

Manage the DL380 Gen9 Server in any IT environments by automating the most essential server lifecycle management tasks: deploy, update, monitor, and maintain with ease. the Commonwealth can run everything from the most basic application to mission critical applications.



HPE ProLiant DL380
Gen9.pdf

HPE ProLiant DL580 Gen9

The HPE ProLiant DL580 Gen9 Server is HPE's four socket (4S) enterprise standard x86 server offering commanding performance, rock-solid reliability and availability, and compelling consolidation and virtualization efficiencies.

Supporting Intel® Xeon® E7-4800/8800 v3/v4 processors, the HPE DL580 Gen9 offers enhanced processor performance, up to 6 TBs of memory with 96 HPE DDR4 SmartMemory slots with speeds up to 2400 MHz, greater I/O bandwidth (9 PCIe Gen3.0 slots), and 12 Gb/s of SAS speeds. Adapt and grow to meet changing business needs with nine FL/FH PCIe 3.0 slots (standard) for GPGPUs and choice of HPE FlexibleLOM or PCIe standup, and 1GbE, 10GbE, or InfiniBand adapters. HPE ProLiant DL580 Gen9 has security and data protection features for system resiliency that your business can depend on. All, making it ideal for mission-critical enterprise, business intelligence, and database applications.



HPE ProLiant DL580 Gen9.pdf

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope	HPE Servers Enterprise Wide supporting DNS Security Software provided by Premier Systems Sales Ltd	HPE Servers and related services	HPE-brand servers (file and blade), server accessories, storage arrays, backup solutions, HPE Care Pack products (maintenance), enterprise software solutions (inclusive of annual software licensing fees), training and installation services.
Client Name	Internal Revenue Services (IRS)	State of North Carolina	Illinois Department of Central Management Services (CMS)
Contact Name	Timothy (Scott) Morizot	Debbie Patterson	Craig Holloway
Contact Title	Senior Director Security IRS	Contract 204S - Servers and Peripherals	Senior Public Service Administrator, Illinois Department of Central Management Services (CMS)
Address	4050 Alpha Road, Dallas,	PO Box 17209	100 West Randolph 4 th

	Reference 1	Reference 2	Reference 3
	TX 75244	Raleigh, NC 27619-7209	Floor – James R. Thompson Center Chicago, IL 60601
Email	timothy.s.morizot@irs.gov	debbie.patterson@nc.gov	craig.holloway@illinois.gov
Telephone #	(512) 460-2605	(919) 754-6619	(312) 814-4603
State Government? Y/ N	NO-Federal Agency	Y	Y

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

PUBLIC SECTOR EXPERIENCE: Premier Systems Sales LTD has implemented HPE Servers, HPE Storage and Networking solutions since 1992 to commercial accounts both Tier 1 and SMB companies. In 2008, HPE awarded Premier Systems Sales LTD a GSA schedule for HPE products. In 2014, HPE supported Premier Systems Sales LTD in obtaining the NASA SEWPV Contract and National Institute of Health (NIH) CIO-CS Contract as a SDB.

HPE has supported Premier Systems in the Public Sector due to our outstanding references, technical certifications and support of the end customers. Perfect examples is Premier Systems Sales LTD deploying DNS Security solutions enterprisewide to IRS on HPE servers. These security solutions on HPE servers have been servicing IRS for 5 years with Premier Systems as the exclusive consulting organization supporting and consulting to IRS for support of this solution. IRS is a classic example of providing HPE Servers for a high availability environment similar to the solutions suggested to the Commonwealth of PA.

6. REPORTING. Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

REPORTING: Premier Systems Sales LTD utilizes a fully integrated ERP system to capture all financial transaction and will generate the required reports suggested by the Commonwealth of PA. Premier’s ERP system is DCAA compliant for reporting capabilities by the Federal Government DOD Agency. Reports are currently generate on a Quarterly basis for GSA sales. Quarterly Business Reviews will be established 90 days in advance with the required Commonwealth personnel for on-site or remote meetings as required. Custom reports have been established based on the requirements currently suggested for objective measurements. See embedded excel sheet showing the current SLA’s, Dashboard summary tab, and the corresponding tabs for SLA’s.



7. **STAFFING.** Please provide a staffing plan for your proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Include an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Key Staffing:

- Technical: Rene Feitelson & Tricia Sambrano
- Program Managers: Stephen Reese & Stuart Klein

Experience, Roles & Responsibility

- Rene Feitelson – 35+ years in IT operations, architecture design, implementation, performance and turning, and support. Primary technical resource for storage (Lot 6), secondary technical resource for servers (Lot 5).



ReneFeitelson_resu
me_jan17.pdf

- Tricia Sambrano – 25+ years experience in IT architecture, administration, resiliency, and support. Primary technical resource for servers (Lot 5) and secondary technical resource for storage (Lot 6).



Tricia Sambrano
Resume Std1602.pdf

- Stephen Reese – Program Manager with 35+ years in IT and Senior Management Positions for both commercial and public sector.



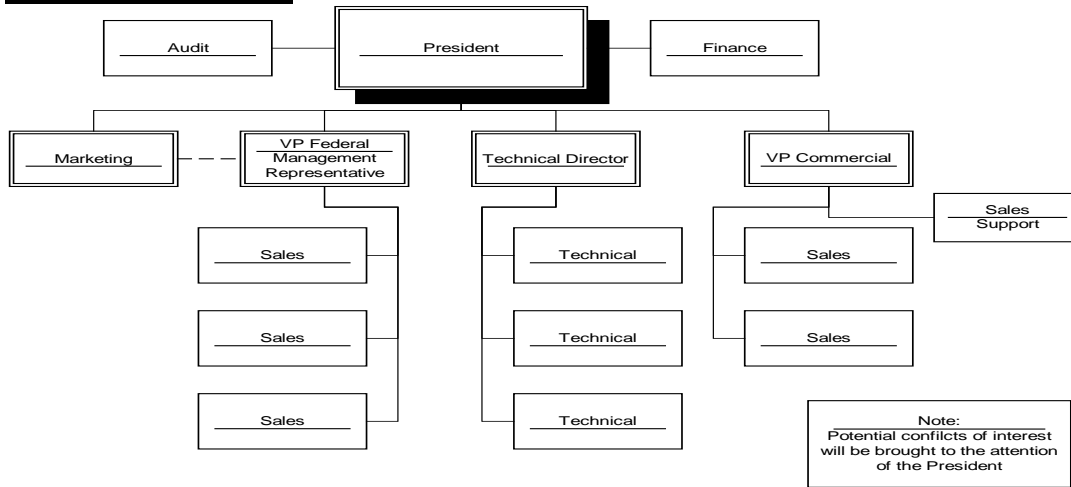
SMR Functional
Resume Eagle2 v2.p

- Stuart Klein – Assistant Program Manger with 30+ years in IT consulting, program management in commercial and public sector.



Stuart A Klein –
Resume.pdf

Organizational chart



Resumes- see appendix section of proposal

- 8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.

IMPLEMENTATION PLAN: The framework for success in implementing smooth transitions to new IT architecture and components will start with Premier understanding the current architecture, current pain points, and the projections for growth and future projects. Premier will work with the end-user departments in these areas, and will make recommendations for new equipment, IT architecture changes, and transition plans that are smooth and as non-disruptive as possible. Once new equipment and implementation services have been agreed upon, quoted, and ordered, Premier Technical Consultants will prepare implementation plans, and coordinate with all parties involved with the installations and implemenations.

The Premier Systems Project Plan Process has 8 Steps:

Step One: Understand the scope and value of your project plan

Step Two: Conduct extensive research

Step Three: Ask the tough questions

Step Four: Create your project plan outline

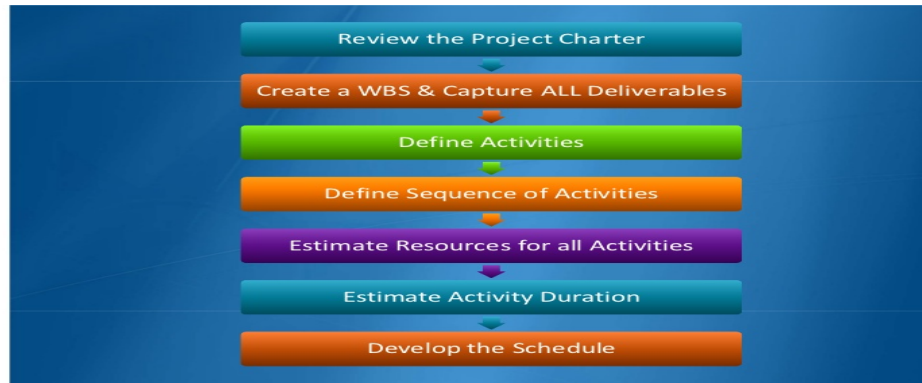
Step Five: Talk with your team

Step Six: Write your full project plan & Publish your plan

Step Seven: Share your plan with the team and make sure they read it!

Step Eight: Prepare to keep planning

Included in eight steps are: Scope Mgt, Schedule Mgt, Financial Mgt, Quality Mgt, Resource Mgt, Communications Mgt, Project Change Mgt, Risk Mgt, Procurement Mgt.



Summary Diagram Flow Chart

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

JUST-IN-TIME-PURCHASING: Where common hardware is appropriate for multiple installations and deployments, Premier, HPE and Ingram Micro will maintain template configurations, in order to facilitate rapid turnaround times for quotes and order processing. Where product customization is required, Ingram Micro has a staging and integration center, where equipment will be received, customized, and then shipped to the end-user sites. When the Commonwealth can provide advanced timetables and purchase orders for new equipment, Premier, HPE and Ingram Micro will schedule orders to facilitate “just in time” delivery of equipment.

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.

Offeror Response

SERVICE INTEGRATION: Premier Systems’s implemenations follow industry best practices for design and deployment processes and documentation. Premier Systems will work with the Commonwealth staff and will follow ITIL procedures and processes for Service Asset and Configuration Management (SACM), data modeling and testing, validation, error handling, and reporting. All implemenations will follow and adhere to all Commonwealth Change Management procedures and documentation standards and formats. All new equipment orders will be documented, and all serial numbers and software licenses will be documented and tracked. The configuration and physical layouts of each new environment will be documented at the beginning of each project, and will be updated during the implementation phase(s). At the end of each project, “as built” documentation will be provided to the Commonwealth IT staff.

Premier Systems's style of IT implementations is to work in mentorship roles with the customer's IT staff. Customers are encouraged to participate in deployments, in order to learn the new technologies and best practices from the Premier Systems consultants.

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

INVENTORY MANAGEMENT: When HPE orders are about to ship, we receive Order Detail Reports that include the product serial numbers and software license key information. Shortly after order shipment, we receive copies of the new support contract(s). This information is sent to the customer and is incorporated into pre-deployment configuration and physical layout documentation. We create Visio(s) that document all hardware components, cabling and connectivity information, the order line items, and support contract information. These Visios and configuration documents are updated during the deployments, as additional information is known, and as information changes. The final "as built" Visios and other documents are sent to the customer with final project documentation.

Following implementation, the HPE support contracts become the important documents to track products, serial numbers, and support lifecycle information. This information will also be available via the HPE Support Center web site (<http://www.hpe.com/support/hpesc>) for the individuals who are allowed to share visibility to each contract.

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

EMERGING TECHNOLOGIES: Premier keeps up to date on new products and technologies via HPE product announcements and documentation, HPE Partner webinars, and technical training. We meet with our customers regularly to review new products and technologies, and to plan for how these will fit into the customer's environments. This becomes an iterative process that meshes into our continual architecture planning, design, and implementation. Quarterly Review meetings are established as required and Premier provides technical updates via on site or remote seminars

HPE's The Machine: A New Kind of Computer

Right now, we're facing a data explosion and we're going to hit a technology inflection point where we cannot effectively store, process, and secure all the information coming at us. The Machine is HPE's solution to this problem. It is our vision for where we see the future of technology and enterprise technology solutions. The Machine will reinvent the fundamental architecture of computers to enable a quantum leap in performance and efficiency, while lowering costs over the long term and improving security. It will also be scalable from handheld to laptop to workstation to data center to supercomputer—essentially everything related to how we currently think about technology.

The Machine will collapse the current memory hierarchy, combining memory and storage into what we call Universal Memory, to enable the manipulation of massive data sets that are impossible using today's technology. The Machine will communicate using light—photronics—instead of electrons for massive bandwidth and power-efficiency increases.

HPE is uniquely positioned to help our customers meet their current challenges and run their businesses today, while also working on technology breakthroughs that will be ready to face the looming business and technology challenges of tomorrow. Customers can buy HPE products today secure in the knowledge that we will help them make a smooth transition to the future. The Machine demonstrates the innovation agenda that will drive our company, and the world, forward.

HPE and Intel have had one of the deepest technology partnerships in the industry for many years. In 1994, HP and Intel signed an Advanced Technology Cooperation agreement. Over the last three years, HP and Intel have jointly invested over \$3 Billion in research and development including server and software design and application solutions.

HPE Enterprise Innovation operates a global applied network, leveraging deep technical experts and delivery teams to explore the future implications of emerging technologies and trends. These vary from relatively immediate technologies such as wearables through to the evolution of robotics in the data center.

The categories that we are focusing on today are:

- Internet of things (IoT): sensing meets analytics, meets context, meets machine-to-machine
- Better bigger data: practical management, exploitation, and representation of massive data sets
- Computer human interaction: wearables, augmented reality, displays, and haptics
- Drones and robotics: how will these augment the world of our clients and their customers
- Artificial intelligence: rise of intelligent agents, building an autonomous enterprises, and smart machines

To view a video about The Machine, please click on the following Internet link:

<https://www.hpe.com/us/en/newsroom/news-archive/feature/2016/06/The-Machine-Discover.html>

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of

updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

ASSET FLEXIBILITY: Premier will meet with the Commonwealth regularly to review upcoming projects and new products and technologies. During the planning phases for new projects and infrastructure refreshes, we will advise the Commonwealth where it makes sense to deploy or migrate to new hardware and/or technologies. In the changing world of IT, it is good to keep up to date, but not every new technology makes sense or is urgent for every existing environment. Premier's goal is to design environments that provide the required functionality, excellent performance, ease of management, and that provide growth flexibility.

For all new configurations and hardware and technology refreshes, we work in teams to review the configuration choices, and to validate functionality and supportability. Then, we submit our configurations to Ingram Micro for validation against HP and HPE build requirements. The validated configurations then come back to us for final customer pricing.

Infrastructures evolve, requires regular refresh schedules; with HPE's innovation we can deliver best-in-class, next-generation datacenter platforms spanning servers, storage, networking, converged infrastructure:

- Accelerating innovation
- Improving total cost of ownership
- Increasing realized ROI
- Improving user experience
- Increasing system availability
- Ensuring system security

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

Premier Systems Sales Inc leverages the HPE distribution partners for supply chain logistics for staging, storage, inventory for quick shipment, value added support with things such as asset tagging, serialization and inventory control.

80% of all HPE sales are sold through VARS such as Premier Systems Sales LTD utilizing either HPE directly or HPE Distribution Partners such as Ingram Micro. Premier's value proposition for the Commonwealth of Pennsylvania is our ability to leverage various HPE distribution partners and HPE directly for the best value for the Commonwealth.

Premier Systems has a letter of supply from both HPE and Ingram Micro (See Addendum) in support of Premier Systems Sales LTD being a SDB Prime on the Commonwealths Bid. Both Billion Dollar organizations will support Premier Systems for pricing, technical support, staging and financial support to meet all the needs of the commonwealth.

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

Premier Systems Sales LTD accepts the ITP as currently written.

16. SELF-CLEANSING. Referring to Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.5.iii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

SELF CLEANSING: HPE Data Privacy Services bring your organization the necessary infrastructure support to help you protect and optimize sensitive data across the entire IT lifecycle, while accelerating business innovation and complying with data security regulations. The need for data privacy solutions and infrastructure support continues to rise at a very high rate due to changes in government regulations and the business risk mitigation associated with material management and control. When your organization is retiring systems, upgrading storage and servers, returning leased equipment, or redeploying data storing devices, it is critical that you take steps to protect the company information they contain. Simply deleting the files on the hard drive, however, is not enough to make the data permanently inaccessible.

HPE Data Sanitization Services provide the skilled resources and tools to help your organization address this important but often overlooked security risk. Using specialized software techniques, an HPE service specialist or authorized service partner will help ensure that data cannot be reconstructed or retrieved from hard disk media in your server and storage devices. These services offer you a smart alternative or augmentation to physical hardware destruction by executing procedures to remove data from disk media.

HPE Data Sanitization Services include:

- HPE provides the Customer with an upfront document defining the device(s) to be sanitized and the method of sanitization to be used. The Customer is required to sign this document prior to work commencement to avoid the possible elimination of valuable data.
- At the completion of the sanitization procedure(s), HPE will provide the Customer with a data erasure confirmation report documenting data removal procedures and post-sanitization state, and identification of any hard disk drive(s) failing the sanitization process that require further action by the Customer to secure the media.
- A Project manager who will manage the project end to end
- Sanitization using a standard three-pass wipe method; additional methods available upon request
- Onsite sanitization performed on powered and functional systems
- Sanitization of storage formats including SAS, SATA, Solid State (SSDs), and Fiber Channel

- Service can be performed on non-HPE, multi-vendor products
- HPE Data Sanitization for Storage Services include
 - HPE Data Sanitization for Storage Services Tier 1 will sanitize storage devices with up to 220 spindles/hard disk drives on one or multiple smaller disk enclosures (e.g., HPE MSA storage enclosures)
 - HPE Data Sanitization for Storage Services Tier 2 will sanitize storage devices with up to 660 spindles/hard disk drives on up to 3 storage arrays
- HPE Data Sanitization for Server Services include:
 - Service performed on all HPE and non-HPE, x86-based laptop, desktop, and server products
 - HPE Sanitization Tier 1 for Server Service will sanitize up to 25 servers, each with up to 48 direct attached spindles/hard disk drives, not to exceed a total of 256 spindles/hard disk drives
 - HPE Sanitization Tier 2 for Server Service will sanitize up to 75 servers, each with up to 48 direct attached spindles/hard disk drives, not to exceed a total of 768 spindles/hard disk drives
- HPE Data Sanitization Custom Service can be customized to your business needs and can include:
 - Project management services, as determined by the complexity of the project
 - Quote for an offsite sanitization process
 - Onsite/Offsite destruction and offsite recycling
 - Sanitization of loose disk media
 - Service can be performed on storage LUNs
 - The accommodation of any number of storage array frames and spindles
 - The accommodation of any number of servers and direct attached spindles

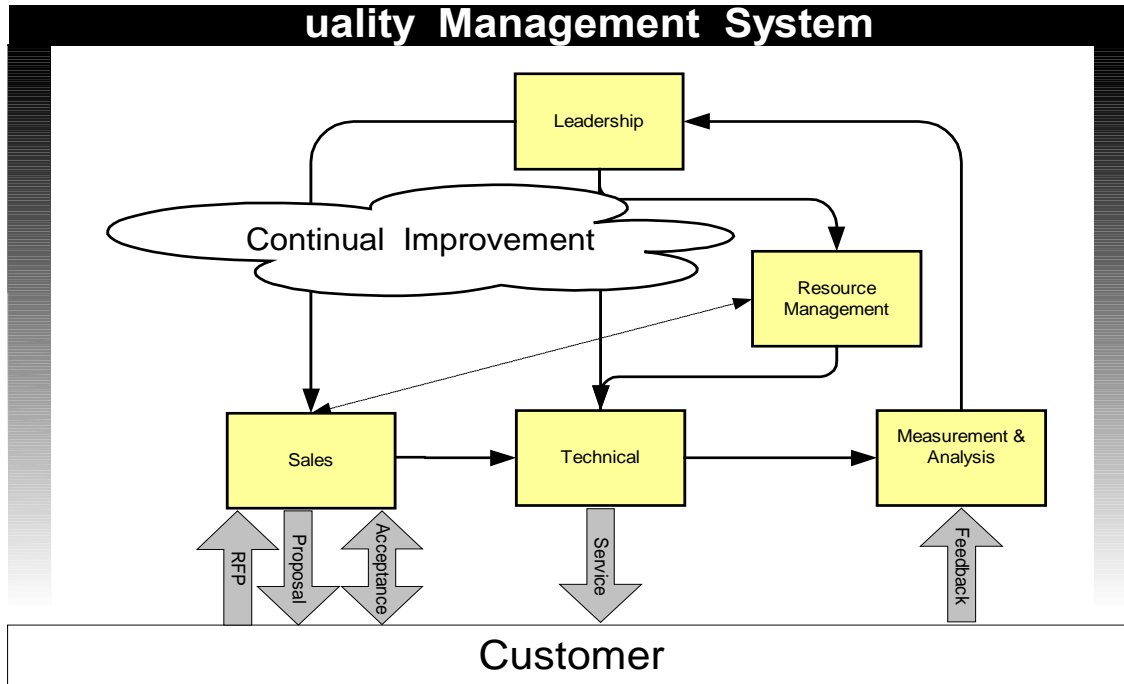
17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

CONTINUOUS IMPROVEMENT: Premier Systems Sales LTD is ISO9001/2008 certified and practices continuous improvement through the complete life cycle with customer engagements from systems analysis of current infrastructure to replacement technology. Continuous improvement in technology provides our end customers with the opportunity to reduce costs while improving customer satisfaction. Our ISO 9001:2008 Quality and Procedures Manual contains the requirements for the Premier Systems LTD quality management system.

Scope of Registration: Premier Systems LTD is a real/virtual environment company that provides configured hardware, software and consulting services for commercial and public sector/government environments.

Structure: The manual is structured according to key company processes. The following figure illustrates the interaction of our key processes and their interface with the customer.



Management Principles: Our quality management system is based on the following eight management principles:

- **Customer focus**

Premier Systems LTD depends on our customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

- **Leadership**

Leaders establish unity of purpose and direction of the company. They should create and maintain the internal environment in which people can become fully involved in achieving the company's objectives.

- **Involvement of people**

People at all levels are the essence of a company. Their full involvement enables their abilities to be used for the company's benefit.

- **Process approach**

A desired result is achieved more efficiently when activities and related resources are managed as a process.

- **System approach to Management**

Identifying, understanding and managing interrelated processes as a system contributes to the company's effectiveness and efficiency in achieving its objectives.

- **Continual improvement**

Continual improvement of the company's overall performance should be a permanent objective of the company.

- **Factual approach to decision making**

Effective decisions are based on the analysis of data and information.

- **Mutually beneficial supplier relationships**

A company and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

Hewlett Packard Enterprise's Commitment to Accessibility

Hewlett Packard Enterprise (HPE) aims to serve the world, from major national and multinational organizations to the billions of individuals those organizations interact with every day. In fulfilling its mission, Hewlett Packard Enterprise is committed to providing products and services that are accessible to people with disabilities. This commitment supports our company's diversity objectives and helps us ensure that the benefits of technology are available to all.

Our accessibility goal is to design, produce, and market products and services that can effectively be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

As a company with global reach, we aim to conform to national technology accessibility standards in all the countries in which we operate.

In addition, Hewlett Packard Enterprise contributes to, and participates in, the development of worldwide standards and policies that improve access to information and technology through industry and government efforts. We then work to apply those standards where achievable.

HPE software applications and web solutions are designed to conform to the Web Content Accessibility Guidelines v2.0 (ISO/IEC 40500:2012) Level A and Level AA to the greatest extent possible. Similarly, we aim for full conformance to the U.S. Section 508 standards, as well as the European EN 301 549 standard for accessible information and communication technology.

U.S. Compliance—Section 508 and VPATs

Hewlett Packard Enterprise supports Section 508 of the amended U.S. Rehabilitation Act (1998) and the ongoing efforts of the U.S. federal government to make technology and information accessible to people with disabilities. We use the Voluntary Product Accessibility Template (VPAT) to report how our products conform to Section 508 standards. As a member of the Information Technology Industry Council (ITIC), we worked with the IT industry and the Government Services Administration (GSA) to develop the VPAT in 2001.

HP, our legacy company, was also one of the very first companies to include both summary-level and detailed VPAT information on our website. Today, we still develop summary and detailed VPATs on individual products to assist our customers in determining what products meet their requirements and to help public-sector customers comply with Section 508.

We apply accessible design principles for electronic and information technology in all HPE product development processes. This includes:

- Employing ITIC VPAT best practices (visit <http://www.itic.org/> for more details.)
- Collaborating with suppliers and partners to improve accessibility

Using industry-leading third-party Assistive Technology (AT) products in VPAT testing

Accessibility support testing can be performed throughout the product development process in association with our suppliers, third-party companies that specialize in testing IT products for accessibility, or both. This may also include specific testing by persons with disabilities or age-related limitations.

Buy Accessible

Hewlett Packard Enterprise is committed to helping our U.S. federal and state customers comply with Section 508. This assistance extends to our support for GSA Buy Accessible (<http://www.buyaccessible.gov>) and the Accessibility Resource Center (<http://buyaccessible.gov/content/VARC/>).

Customer Service Accessibility

Hewlett Packard Enterprise has implemented various measures to increase the accessibility of our support services. For instance, we provide training to customer service and technical support representatives to better serve customers with disabilities or age-related limitations.

Customers with vision, hearing, or age-related limitations, or who otherwise need accessible customer support, may contact Hewlett Packard Enterprise Customer Support at the following numbers. Please advise the support representative of your needs so we can better assist you.

- 844-806-3425 Warranty
- 800-633-3600 Contract

a) *Note:* Available 24/7/365 for most products.

For customers in the United States, the Federal Communications Commission adopted the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the [FCC's consumer guide](#) or visit the [website of the FCC Disability Rights Office \(DRO\)](#).

Worldwide Standards and Policy

In addition to providing accessible products and services, Hewlett Packard Enterprise contributes to, and participates in, the development of worldwide standards and policies that improve access to information and technology through industry and government efforts. Hewlett Packard Enterprise is actively working with other stakeholders to promote accessible IT standards and policies in the U.S., Europe, Japan, Canada, and other countries around the world.

For additional accessibility information, our corporate website provides a resource center at <http://www.hpe.com/accessibility>.

19. **REQUIRED CONTRACT SERVICES PLAN:** Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

REQUIRED CONTRACT SERVICES PLAN: Per this bid, the services requested include installation, asset tagging, data wipe services, relocation services, training, and support services. Premier Systems fully intends to deliver all of these services completely and professionally, with the end result being functional hardware and software that will be turned over to the Commonwealth IT staff for final rollout into production.

Installation services: Racking, cabling, connectivity to power, power up, and basic cabling and configuration to network and FC infrastructure components.

Asset tagging services: Creation of asset tags with the information required per Commonwealth standards. Attachment of tags to the hardware.

Data Wipe Services: Please see Data Sanitation Services section above. These services will pertain to retiring servers and storage and failed storage devices that have been replaced via HPE and other support contracts.

Relocation Services: 1) Preparation for shipping, including equipment and cable labeling, and securing equipment for physical transfer, 2) transportation of equipment to target location, and 3) setup and reinstallation of equipment, as required, at the target location. Relocation services will include insurance for equipment being moved. These services will pertain to retiring servers and storage, transportation of failed equipment that has been replaced via HPE and other support contracts, and equipment that needs to be moved to another data center.

Training: Training is available via standard classroom courses, CBT (Computer-Based Training, typically no charge), VILT (Virtual Instructor-Led Training), and customized training. Premier Systems sells and delivers all of these types of training. Customized training may be a standard course that is delivered just for Commonwealth staff, a course that combines information from multiple standard courses, or completely customized information particular to the Commonwealth's need for education on any number of topics.

Support Services: HPE support services include a worldwide team of 24x7 support engineers who answer questions, provide comprehensive and detailed troubleshooting, and on-site repair and assistance. Support engineers have access to backline experts and lab engineers. As required, HPE will contact other vendors for coordinated troubleshooting. Ex: For a problem with non-HPE software running on HPE servers and storage. HPE support includes access to the

HPE Support Center web portal (<http://www.hpe.com/support/hpesc>), that includes a wealth of technical information, support contract information, support case submittal and tracking, patches and drivers, product documentation, and more. HPE support contracts include software and firmware updates, as well as the ability to request assistance to install updates. Many HPE products incorporate "phone home" capabilities. The HPE Response Center is the focal point for handling "phone home" information and responding to "phone home" alerts that require support assistance.

Premier Systems can delivery consulting services for any number of technologies and implementations. These services are typically chargeable services. A customized SOW (Statement of Work) is written and executed for each engagement. The SOW includes tasks and deliverables for each project, requirements of both Premier Systems and the customer, proposed delivery timeframes, and pricing and invoicing schedules.

20. CONSUMPTION BASED PRICING MODEL: Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

CONSUMPTION BASED PRICING MODEL: Premier Systems Sales LTD will provide Consumption Based Pricing via HPE's global Flexible Capacity offering that delivers a pay-per-use converged infrastructure (storage, servers and networking) – with all infrastructure housed in YOUR data center, managed by YOUR IT staff.

In the HPE Flexible Capacity model, HPE absorbs a share of your business risk by installing no cost variable capacity and buffer capacity ahead of demand allowing the ability to dial up or down infrastructure consumption instantly, without enduring a long procurement process. You pay for additional capacity only when used/consumed. All infrastructure is serviced under the watchful eye of HPE's award-winning Data Center Care, purpose built and right sized for Commonwealth of Pennsylvania, thus ensuring you have the infrastructure you need and that is available based on your SLA requirements.

As Commonwealth of Pennsylvania looks for creative ways to provision IT infrastructure, reduce the cost of IT Supply Chain management, minimize risk of new capacity roll outs and diminish the bubble cost of technology migration, Premier Systems Ltd would like to propose to you an HPE optional solution to the standard purchase or lease model for your consideration.

HPE AWARDS

In September 2015, Frost & Sullivan recognized HPE with the 2015 North American Frost & Sullivan Award for Customer Value Leadership with respect to HPE's Flexible Capacity.

PRICING MODEL

A utility price is specified upfront in the Flexible Capacity service contract. This price is fixed for the duration of the contract. It specifies the cost per server used per day, per gigabyte of storage, per port or use for networking, and per software license.

Server and cloud software like HPE Cloud Service Automation Enterprise Suite may be billed on actual usage of virtual machines or servers. Storage and networking software is charged, based on the number of required licenses configured and can vary up and down monthly to meet your needs. The “power-on” days of the servers are metered along with the number of gigabytes used in your storage devices, using software on an onsite server. SaaS software is integrated into the monthly payment based on usage.

(See the enclosed HPE Brochure in the Appendix Section for additional information on Flexible Capacity)

Capabilities Statement

Technology Solutions for an Agile & Secure Information Technology Infrastructure

Premier Systems Ltd. is an information technology solutions provider that has been providing IT products and services since 1992. Founded by Eileen Zaro, Premier is a Woman-Owned Small Business/Woman Business Enterprise (WOSB/WBE) and an HP Elite Enterprise Partner. Our certified technicians and consultants have many areas of expertise including: computer systems planning and implementation, performance analysis and tuning, IT Service Automation and Management, DNS Security, Enterprise Resource Planning (ERP) consulting, HP-UX, Windows, Linux, and OVMS Operating environments, consolidation and secure virtualization of servers, storage, and desktops. Our consultants are available to consult directly with you on your IT projects; they are also available as subcontractors to major Systems Integrators for various programs. Our primary offerings are listed below with additional information following:

- **Mission Critical Computing**
(HP Itanium Servers)
Point)
- **Consolidation & Secure Virtualization**
(Server, Desktop, & Storage)
Optimization)
- **Big Data Storage Solutions-Flash Memory**
(HP – XP, EVA, LeftHand P4000, MSA P2000)
(Pharos)
- **Networking & FlexFabric**
(ProCurve, 3COM, H3C, Tipping
Point)
- **HP Software**
(HP Business Tech. & Information
Optimization)
- **DNS Security (Secure64)**
Print Management Solutions

Mission Critical Computing: Premier Systems specializes in Mission-Critical Computing Infrastructures. HP is reshaping the landscape of mission critical computing with new economies, stellar performance, and significantly reduced power requirements. The HP Integrity platform, with its deep integration (hardware, software, firmware, and workload management), makes it possible to achieve a long release and support life that is necessary for a mission critical platform. This is a perfect platform to offload expensive mainframe workloads. Even workloads that you currently run on x86 servers may be candidates to run on a mission critical server to alleviate the build, release, patch, and replace management cycle that is becoming so costly to many IT departments. Additionally, Premier can now deliver performance leading, cost-effective data analytics capabilities based on HP's Vertica solution. If you are challenged by massive amounts of data and traditional cost models associated with analyses, contact Premier today to arrange a demo and witness the new paradigm.

Consolidation and Virtualization Evolution: Premier Systems' technicians continue to deploy secure server virtualization on the award winning HP Blade Infrastructure using industry leading virtualization technologies. Interestingly, emphasis seems to be expanding from just consolidating workloads and simplifying management to ensuring disaster tolerance and recovery, improving availability, integrating IT test and development into the virtual environment, and improving security. Premier can implement tools and services in all of these areas to help your evolving virtual server environment. We work with Reflex Systems to ensure

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Fax: 610-672-9890

www.PremierSystemsLtd.com

sales@pscltd.com

- **Woman-Owned Small Business (WOSB)**
- **Woman Business Enterprise (WBE)**
- **PA SDB Certified**
- **GSA Contract: GS-35F-0365U**
- **Seaport-e (Prime Contractor)**
- **FBI ITSSS Contract: J-FBI-11-047 (Subcontractor)**
- **NYC Vendor ID#: VC00203073**
- **NASA SEWPV Prime (JV)**
- **NIH CIO-CS Prime (JV)**
- **TIN: 74-3078873**
- **CAGE Code: 4UT35**
- **DUNS: 13524-4304**
- **NAICS: 334111, 334112, 334122, 334113, 334119, 334210, 334310, 334410, 423440, 511210, 518210, 541511, 541512, 541513, 541519, 541611, 811212, 541618, 561110, 611420, 811212**
- **Facility Clearance: SECRET**
- **Consultant Clearances: Various**
- **Certifications to: ISO 9001:2008, HP Elite Partner for Business Critical Systems, Converged Infrastructure, Enterprise Storage, Oracle, SAP, QAD Virtualization, High Performance Computing, and HP Services, DNSSEC Security, Pharos Print Management Solution**
- **Products:**
 - HP Integrity Servers (Blade, Rack, and Superdome)
 - ProLiant Servers
 - HP Blade System
 - HP Disk Storage (XP, EVA, LeftHand/P4000, Scalable NAS, MSA/P2000)
 - ProCurve Networking
 - HP Software (Business Technology Optimization and Business Information Optimization)
 - Secure64-DNSSEC Security
 - Pharos – Print Mgt Solution
- **Key Personnel:**
 - Eileen Zaro – President
 - Steve Reese – VP Solutions
 - Stuart Klein – Federal Mgr.
 - Gary McMonagle-Sales Mgr.
 - Rene.Feitelson-Sr.Cconsult
 - Tricai.Sambrano-Sr Consult

- **Offices:**

that your virtual environment is secure and compliant. Also, Premier can provide virtualization assessments for your organization to demonstrate the cost reductions and other benefits from a virtualized server or desktop environment.

Data Storage Solutions: Although structured data continues to grow, it is the exponential growth of unstructured data that can lead to rampant infrastructure costs and new islands of information. Premier can implement a networked storage solution that can scale-out and outperform traditional network attached storage offerings. Zero-downtime expansion is achieved in a non-disruptive manner. The growth of data storage also highlights the need for unified enterprise class data protection and recovery. Premier can help you with your data storage needs from departmental to mainframe attached. Contact Premier today to learn the latest on solid state drives, deduplication, iSCSI storage, SAN, and Storage Consolidation & Virtualization. HP's recent acquisition of *3Par* makes takes the HP Storage story to a whole new level!

Networking and FlexFabric: Networking groups continue to be under pressure to manage ever more complex and expensive networking environments. *FlexFabric* from HP combines the technology and management tools of *HP ProCurve* and *HP Virtual Connect* to improve performance, utilization, and flexibility. This step toward the Converged Infrastructure has dramatic cost savings over traditional approaches and offers a modular design to work in multi-vendor solutions. If you have not heard about *FlexFabric* yet, or are not currently using HP Networking products, schedule an appointment today to learn about the many benefits. This compelling value proposition continues to become even stronger as HP combines *3COM*, *H3C*, *Tipping Point*, and HP Networking and Security solutions to enable convergence and business acceleration at a lower total cost of ownership.

HP Software: Information Technology departments continue to strive to become more efficient in their own operations in order to manage increasing workloads and complexity with static or perhaps decreasing resources. Premier consultants can provide valuable tools and applications to automate IT Strategic Management, Applications, and Operations efforts. HP's industry leading *Business Technology Optimization* portfolio provides proven solutions to Portfolio Management, Application Quality, Performance, and Security, as well as IT Service Management and Automation. Additionally, Premier can provide the benefits of HP's *Business Information Optimization* products including the award winning TRIM records management software.

DNS Security: The National Strategy to Secure Cyberspace (NSSC-2003) recognized DNS as a critical weakness. NSSC called for the Department of Homeland Security to coordinate public-private partnerships to address this weakness. *Secure64* products are the result of such a public-private partnership. Further, the Office of Management and Budget (OMB) issued Memorandum 08-23 directing Federal agencies to implement DNSSEC, "thereby removing threats of DNS-based attacks and improving the overall integrity and authenticity of information processed over the Internet." Many agencies have implemented manual methods to meet this directive. These methods become cumbersome and time consuming over time and can in themselves lead to additional security vulnerabilities. *Secure64's* suite of DNS products includes *Secure64 DNS Signer*, a software product that fully automates Domain Name System Security Extensions (DNSSEC) key generation, key rollover, zone signing and re-signing processes. *DNS Signer* reduces deployment and administration costs while eliminating

- Blue Bell, PA
- Springfield, VA,

Preferred Partner 

➤ **Past Performance:**

- **Government** - US Army, NIH, US Navy, USAID, USAF, ONI, MDA, DOE, DOJ, ARNG, DLA, NRC, FBI, IRS, USCG, DOJ, US Naval Observatory, GSA, DHS, FAA, DOC, NYCDOTT
- **Commercial** - IDD Aerospace, AT&T, AstraZeneca, R.H. Donnelley (Dex One), Ohio Modular, Sharp Inc, Carlise Corp., Boat America, Mobis Corp., Capital Safety Inc,
- Englert Inc, EVCO Plastics,

Elite Partner 
Business Critical Systems

Elite Partner 
SAP Solutions

Elite Partner 
Oracle Solutions

Elite Partner 
Converged Infrastructure

Elite Partner 
Enterprise Storage

errors that can cause domains to become unavailable. The software also scales to extremely large, dynamic environments by safely keeping DNSSEC signing keys online while providing incremental zone signing and extremely high signing performance. Premier is a fully certified partner to sell and implement Secure64 products.

IT Security Solutions: As the costs of cybercrime continue to escalate, IT Security is becoming more complex than ever. Premier works with Hewlett-Packard (HP) to deliver best of breed products and services to protect your organization's assets from compromise. Our offerings in this area include **Tipping Point** Intrusion Prevention System (IPS), **Fortify** software security, and **ArcSight** Security Information and Event Management (SIEM) solution. These products are accompanied by related consulting engagements and implementation services.



CLOUD SERVICES:

Buy Cloud Services: Premier Systems works with organizations to determine requirements for cloud services. Whether your requirements are for single or multiple applications, and whether it is a full time, temporary, or a peak period requirement – Premier can help. We partner with several of the largest cloud services providers and can quote cost-effective and comprehensive solutions. And to start, we will complete an assessment of your environment and applications to determine cloud integration feasibility.

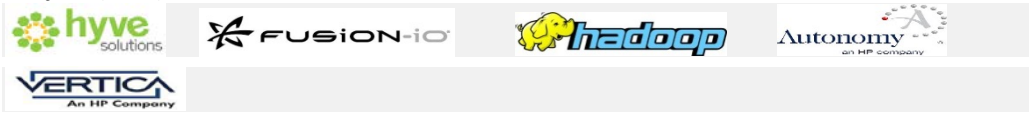
Build a Cloud: We've all seen nice puffy white clouds, but we've also seen dark, ominous looking clouds as well. What kind of experience will you have in implementing a cloud environment? Many experienced information technology professionals shake their heads at some of the marketing surrounding Cloud Computing. Premier's approach is to move beyond the hype, analyze business and mission requirements, and implement a solution that is right for you.

Advancements in virtualization technologies, converged infrastructure, and automation tools have made it easier than ever to move from stove-piped, manual methods of IT deployment and management to automated cloud systems. Contact Premier today to develop a cloud solution, or to implement supporting infrastructures that will put you on the road to a cloud environment. Solutions include Managed Clouds, Co-locations, Private Clouds and Public Clouds.

BIG DATA:

Big Data means different things to different people, but the fact remains that data continues to grow and demands to improve access and analytics continue to grow also. The ability to analyze large data sets can mean a significant competitive or mission advantage. Premier partners with leading vendors to provide both scale-out and scale-up platforms and the software tools to handle even the largest requirements. Premier delivers software solutions including Vertica and Autonomy to provide analytics capabilities in your existing hardware environment. We provide purpose-built, workload specific servers utilizing Hadoop and Fusion I/O as well as other leading technologies. Premier partners with leaders in cost-effective, power

efficient scale-out servers. Contact us to learn more about this leading Open Compute Project (OCP) suite of datacenter solutions.



Print Management:

A 2011 Gartner report indicated that organizations can spend as much as 7% – 12% of their total revenue on document production. When printer proliferation, waste, toner and paper costs are considered, these numbers seem very believable. In this time when Business and IT Managers are being pressed harder than ever to reduce costs – Premier Systems can help!

Our approach to Print Management uses industry leading Pharos software and people friendly methods. Additionally, this solution works regardless of the brand of printers in your environment. This vendor-neutral approach is important because it allows your organization to continue to negotiate the best value from various printer manufacturers.

You may not even be aware of the printer use in your organization. Our analysis and reporting capabilities will make this totally visible and capable of being managed. **Print Management Software by Pharos** provides typical ROI of 6 months or less with significant cost saving in Toner Printing, Policy and Security. Contact us today for additional information!



Security First: Bit Splitting Data at Rest Solution

Former Apple CEO John Scully said on Fox Business:

From a technology standpoint, there really is a game changing technology that is available today. The military knows about it, the government knows about it, and commercial companies need to know about it.

What we had up until now (Security Options) is vulnerable. We have focused our technology around the user and around the network. This is like securing the vault but not the cash inside.

*The real future is about securing the data. How you do that well is something called “**Bit Splitting**”.*

*You can split the data at that level and you disburse it out to multiple locations. If someone tries to intrude on the network, the data is going to be completely meaningless. **Bit splitting** is a technology that was impossible until the cloud computing became reliable and affordable. This technology is being deployed in Military and Government. It can be used for commercial, financial, medical, healthcare, retail or any solution that needs to protect the data vs the network. **Videos***

1. John Scully, Former Apple CEO on Fox Business News 2015

https://www.youtube.com/watch?v=Jv1Op3A9sks&feature=player_detailpage

2. Summary of Bit Splitting...How it works


https://www.youtube.com/watch?feature=player_detailpage&v=xk-csHeycnw

**APPENDIX D - PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
OA – OFFICE OF INFORMATION TECHNOLOGY
RFP# 6100039046**

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	Premier Systems Sales LTD
Offeror Mailing Address	PO Box 1730, Blue Bell, PA 19422
Offeror Website	www.PremierSystemsLtd.com
Offeror Contact Person	Stephen Reese
Contact Person's Phone Number	610-306-3175
Contact Person's Facsimile Number	610-672-9890
Contact Person's E-Mail Address	Stephen.reese@pscltd.com
Offeror Federal ID Number	74-3078873
Offeror SAP/SRM Vendor Number	
Lot(s) You Are Proposing On:	
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops	<input type="checkbox"/>
2 - Tablets, Rugged Devices, and Non-Traditional Desktops	<input type="checkbox"/>
3 - General IT Peripherals	<input type="checkbox"/>
4 - Apple Devices	<input type="checkbox"/>
5 - Server Hardware	HPE <input type="checkbox"/>
6 - Storage Hardware	HPE <input checked="" type="checkbox"/>

Submittals Enclosed and Separately Sealed:	
<input checked="" type="checkbox"/>	Technical Submittal Response Template
<input type="checkbox"/>	Small Diverse Business Participation Submittal
<input type="checkbox"/>	Cost Submittal Response Template

Signature
Authorized Signatory:  Name/Title: <u>Stephen Reese, Vice President, Solutions</u>
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's submittal:
Printed Name: Stephen Reese
Title: VP Solutions

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

Appendix H: Technical Submittal Response Template

Business Proposal

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated. This section contains questions related to general supplier information. The Commonwealth would like to understand your company's background and financial stability.

Offeror Name: Premier Systems Sales LTD

General Questions and Supplier Stability

1. Provide the name, title, street address, city, state, zip code, e-mail address, and telephone numbers (including mobile) of the primary contact person for this RFP.

Name of Primary Contact	Stephen Reese
Title	VP Solutions
Address	149 Inverness Drive
City	Blue Bell
State	PA
Zip Code	19422
Email Address	Stephen.reese@pscltd.com
Telephone	610-306-3175
Mobile	610-306-3175

2. Please provide the following corporate information.

Primary Line of Business:	HPE Servers, Storage, Networking, Security Solutions, IT Consulting since 1992		
Type of Business Organization (e.g. LLC)	Sub Chapter S		
# of years in business:	Establish 1992; 25 years		
# of employees:	11		
Annual Revenue for 2015:	\$1.77M		
Annual Revenue for each of the last 5 years:	2016: \$2.46M	2015: \$1.77M	2014: \$3.41M
	2013: \$3.21M	2012: \$ 6.99M	
Annual Revenue from Public Sector Clients for 2015:	30%		
Name of Parent Company, if any:	N/A		
Name of Subsidiaries, if any:	N/A		

3. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Attach your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

Premier Systems Sales LTD was established in 1992 and has been profitable each year as a Sub Chapter S Corporation. 3 Years financial statements are inclosed for 2015, 2014 & 2013. Premier Systems Sales LTD is HPE Certified Partner, WOSB, ISO9001 with DCAA Compliant Financial Systems. Our HPE Distributor is Ingram Micro Corporation and is in full support of Premier Systems in providing lines of credit to meet the requirements for the Commonwealth of PA. See the attached Letter of Support from Ingram Micro and HPE (Hewlett Packard Enterprise) to support Premier Systems Sales LTD at a Prime Contractor that is SDB.

Current Forecasted Sales for FY2017 is up 75% from 2016 sales, mutually exclusive of the Commonwealth of Pennsylvania RFQ 6100039046. Premier Systems Sales LTD is a privately held corporation.

4. Is your firm's primary line of business in the area of Information Technology Hardware and Services? Indicate with an "X" below:

Yes No

5. Are there other related lines of business that your firm is engaged in? If so, please list and describe.

Premier Systems Sales LTD provides Information Technology Solutions to Commercial, Federal, State, Local and Educational only.

6. Are major changes (acquisitions, re-structuring, alliances, joint ventures) taking place in your organization? Please provide your answer as succinctly as possible since we are only asking for very critical business changes that might significantly impact our evaluation of your company/proposal.

Premier Systems holds the following 4 Federal Contract Vehicles. 2 Contracts are as Prime Suppliers and 2 as Joint Venture Partners.

- 1. GSA Prime Contractor: Premier Systems Sales LTD GSA Schedule Number: GS-35F-0365U**
- 2. NASA SEWPV Joint Venture Contractor: SEWP SOLUTIONS LLC Schedule Number: NNG15SC19B**

- 3. NIH CIO-CS Joint Venture Contractor: Inforeliance Solutions LLC Schedule Number: HHSN316201500016W
- 4. NAVY SEAPORT-e Prine Contractor: Premier Systems Contract Number: N00178-12-D-7010

See our web page www.PremierSystemsLTD.com using Public Sector Tab for additional information on each contract vehicle

7. Who are your five largest customers? Please state the % of your revenue derived from your top 5 customers. Please list the % for each of your top 5 customers separately. (e.g., customer 1 - X%, customer 2 - Y%, customer 3 - Z%).

Customer Name	2015 Revenue from Customer (\$)	% of Revenue derived from Customer
Internal Revenue Service (IRS)	\$159,000.00	8%
NASA	\$87,982.00	5%
Astra Zeneca Pharmaceuticals	\$177,208.00	10%
Sharp Packaging Solutions Inc	\$108,260.00	6%
Radian Guaranty Inc	\$415,179.00	23%

8. **Objections and/or additions to standard Terms and Conditions and / or SLAs.** Please document any objections and/or requested additions to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix E, Software License Requirements Agreement Template, and Appendix K, Service Level Requirements here.** Please attach redlined versions for all Appendices A, E, and K that you take exception to.

Offeror Response

ADDITIONS TO STANDARD TERMS AND CONDITIONS:

- 1. Commonwealth is requesting a standard delivery of 15 days ARO. Typical HPE lead times range between 3 to 4 weeks based on availability of parts for custom engineered solutions. These are unexpedited lead time. When solutions are quoted, Premier Systems Sales LTD can provide accurate lead time for the Commonwealth and expedite accordingly. If stocking programs are established with firm commitments, lead time can be adjusted accordingly.

9. **Emergency Preparedness.** Referencing RFP Part IV, Section IV-3 I, **Emergency Preparedness**, please describe your company’s emergency response continuity of operations plan specific to this Lot. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

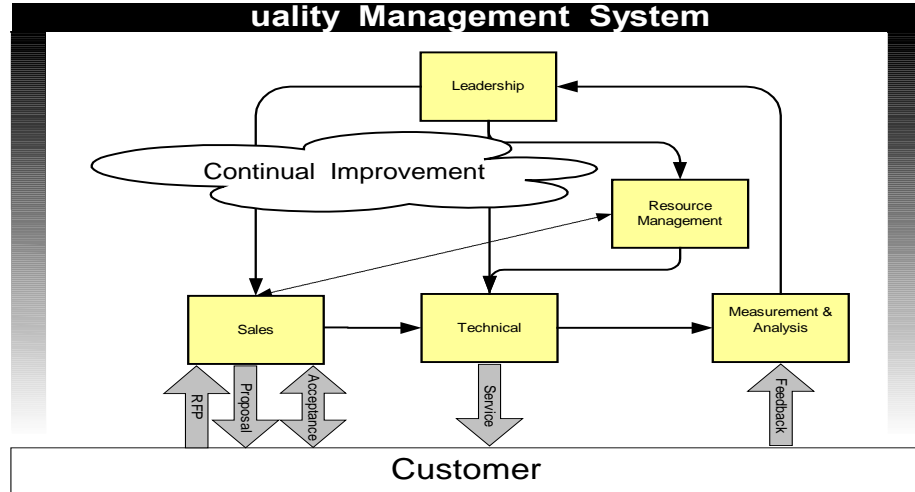
- a) Employee training (describe Offeror’s training plan, and how frequently it will be shared with employees)

- b) *Identified essential business functions and key employees (of yours) necessary to carry them out*
- c) *Contingency plans for:*
 - i.) *How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.*
 - ii.) *How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.*
- d) *How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.*
- e) *How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.*

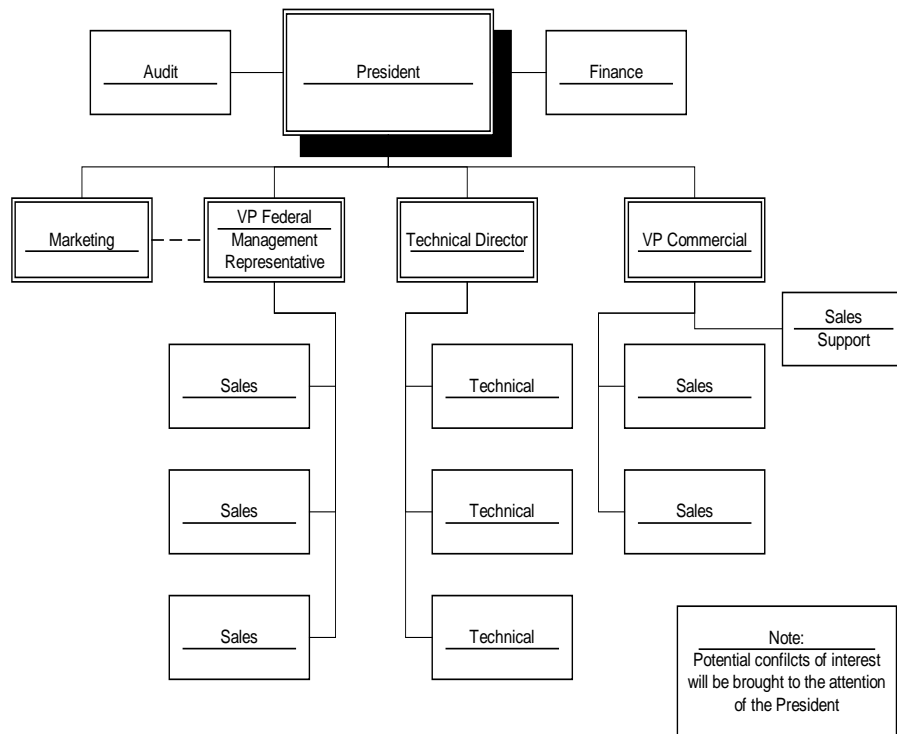
Offeror Response

Emergency Preparedness: It is assumed that Commonwealth of PA has Highly Available, Fault Resistant, Failover Capabilities for Disaster Recovery of the primary IT systems. Premier Systems Sales Ltd has the background to design, develop and deploy HA systems for the Commonwealth of PA and has completed HP Solutions for Tier 1 Commercial Accounts.

- A. Employee Training – Premier Systems has a training director that maintains training certifications meeting the requirements of HP and HPE for the highest level of certifications for Servers, Storage and Networking. Certifications are maintained for both Sales and Technical Certifications. Certifications are maintained on the HP and HPE Websites and validated by HP and HPE. To date, Premier Systems has taken over 250 tests for certifications. Premier follows ISO9001/2015 from a training/planning perspective and follow a quality model for disaster recovery which is structured per key company processes. The following figure illustrates the interaction of our key processes and their interface with the customer



Premier Systems has a weekly customer review on the first working day of each week from 8:30 to 9:00 AM. Customer issues, training issues or action items are discussed. Additional training is presented by suppliers from 9-10AM as needed or scheduled by suppliers.



B. Identified essential business functions and key employees (of yours) necessary to carry them out.

Management Responsibility for Disaster Recovery Plans for Customers

Top management appoints a member of the organization's management who, irrespective of other responsibilities, shall have responsibility and authority that includes:

- Ensuring that processes needed for the quality management and disaster recovery system are established, implemented and maintained,
- Reporting to top management on the performance of the quality management system and any need for improvement, and Ensuring the promotion of awareness of customer requirements throughout the organization
- The Organizational Chart above shows Premier's Roles and Responsibilities and corresponds with the Quality Management System Chart for resolving Disaster Recovery Procedures for customer resolution
- Primary and Secondary Personnel are identified for coverage based on PTO, sick days and scheduled holidays to insure customer satisfaction is maintained at the highest levels
- Premier's team sales and pre-sales teams are supported through the Ingram Micro HPE Team and HPE directly and can provide resources to meet any emergency
- For technical issues, customers contact HP and HPE directly via the 24/7 Response Center. This is a world-wide organization with all technical specialties, and direct lines to level 2 technical support experts and lab engineers. The Response Center engineers are trained in the operating systems and many third-party vendor products that run on HP and HPE servers, storage, and end-user devices, to function as customers' one stop for support questions, issues, troubleshooting and problem resolution

C. Contingency plans for:

i.) How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.

- Premier's ISO9001/2008 Policies provides for Primary and Secondary assignments to customers for both Technical Support and Sales Support.
- Premier can also provide Support through HPE directly upon request and the Ingram Micro HPE Distribution Team.

ii.) How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.

- Premier will establish remote access capabilities (with PA permission) to insure continuous support of the end customer. Premier currently provides remote support to customers throughout the USA with proper customer access.

D. How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

- Premier Employees, customers, suppliers, both sales and technical are established with primary contact information and personal secondary contact information.
- Primary contact information includes: Business phone number, fax number, email, business mobile and secondary contacts at the business location needed to support the client.

- **Secondary contact information includes: Personal home phone, Personal mobile phone, personal email, personal fax and texting on mobile phones. The secondary contact assumes the primary communication of customers, or suppliers has been compromised.**
- E. How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.*
- **Premier's Emergency Plan has been documented in ISO9001/2008 and performed over the years with current customers.**
 - **Premier documents and improves processes via Corrective/Preventative Actions as issues occur with recommendations for improvements to increase customer satisfaction.**
 - **The processes have been reviewed, expanded in detail and approved by ISO9001/2008 certifying agencies on an annual basis.**

Technical Submittal Response Template

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.

Offeror Name:

Premier Systems Sales LTD

Please indicate below with an "X" the Lots for which your company is submitting a proposal:

- a. Lot 1 – Desktops, Laptops, Tablets, Ultra-Portable Laptops
- b. Lot 2 – Tablets, Rugged Devices, Non-Traditional Desktops
- c. Lot 3 – General Information Technology Peripherals
- d. Lot 4 – Apple Devices
- e. Lot 5 – Server Hardware
- f. Lot 6 – Storage Hardware

Lot 6 – Storage Hardware and Services

All your answers in this section should be specific to Lot 6.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the products and services required by this RFP for this Lot.

Offeror Response

UNDERSTANDING PRODUCTS AND SERVICES REQUIRED: The Commonwealth is looking to integrate current industry best in class server and storage products and technologies into their environments to replace aging server and storage infrastructure, and to accommodate growth and new applications. The goal is to design new state of the art environments, and deploy and migrate from old to new equipment as seamlessly as possible, and in the most cost-

effective ways. This will be an on-going process, rather than an all at once replacement of existing infrastructure.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

PROPOSAL SUMMARY: Premier Systems Sales LTD will provide access to HPE's comprehensive storage portfolio which includes converged storage, virtual storage, all-flash and hybrid array storage, midrange and enterprise storage, and entry storage for availability, protection and retention, software-defined storage, storage management software, and storage networking products.

Premier Systems Sales LTD also offers storage services for consulting expertise and technology support to help the Commonwealth move to a modern storage architecture.

HPE 3PAR StoreServ 8000 Storage

HPE 3PAR StoreServ 8000 Storage (HPE 3PAR StoreServ 8200, 8400, 8440, and 8450 Storage) offers enterprise Tier 1 storage at a midrange price. HPE 3PAR StoreServ 8000 Storage delivers the performance advantages of a purpose-built, flash-optimized architecture without compromising resiliency, efficiency, or data mobility. The new HPE 3PAR Gen5 Thin Express ASIC provides silicon-based hardware acceleration of thin technologies, including inline deduplication, to reduce acquisition and operational costs by up to 75 percent without compromising performance.

With unmatched versatility, performance, and density, HPE 3PAR StoreServ 8000 Storage gives the Commonwealth a range of options that support true convergence of block and file protocols, all-flash array performance, and the use of spinning media to further optimize costs.

Features

Lower your cost of storage by up to 75 percent:

- Benefit from an all-flash architecture as low as \$1.50 USD per GB usable with a five-year warranty on all SSDs.
- Cut capacity requirements by up to 75 percent with data compaction technologies.
- Simplify storage management and reduce your footprint by up to 67 percent with unified block and file.
- Get industry-leading density of 5.5 PB per floor tile.

Deliver performance without compromise:

- Remove bottlenecks with a flash-optimized, scale-out architecture delivering over one million IOPS.
- Protect service levels with Quality of Service (QoS) optimization and consistent, sub-millisecond latency.

- Support mixed workloads and accelerate performance with the Gen5 Thin Express ASIC.
- Boost flash performance by up to 35 percent and reduce latency by up to 2.5 times with 16 Gb/s Fibre Channel.

Avoid downtime and consolidate with confidence:

- Maintain high availability and Tier-1 resiliency with a complete set of persistent technologies.
- Achieve near-synchronous RPOs with flexible, transparent, and model-agnostic remote replication.
- Simplify backup and restores with application-aware, storage-integrated data protection.

Respond effortlessly to unpredictable and changing demands:

- Grow with freedom in any direction, from as little as 3.6 TB to 7.3 PB usable in a single system.
- Remove complexity with iSCSI for Ethernet and speed configuration with automated storage networking.
- Modernize your EMC® and Hitachi Data Systems storage infrastructure with painless, no-cost data migration.
- Optimize storage at the data center level with seamless data movement between arrays.

HPE 3PAR StoreServ 8000 Storage Software

In addition to the extensive selection of software applications for HPE 3PAR StoreServ 8000 Storage, Hewlett Packard Enterprise provides the opportunity for the Commonwealth to purchase software bundled into a series of suites designed to be affordable and simple to purchase. The software suites are:

- **HPE 3PAR Operating System Software Suite (required)**—Provides everything the Commonwealth needs to get up and running quickly and efficiently. The suite is powered by HPE 3PAR ASIC with HPE 3PAR StoreServ Storage's Thin Technologies, which include HPE 3PAR Thin Provisioning, HPE 3PAR Thin Persistence, HPE 3PAR Thin Conversion, and HPE 3PAR Thin Deduplication. Performance acceleration is provided by HPE 3PAR Adaptive Flash Cache, which reduces application response time.

Network simplification is handled with VLAN tagging. Simplified management is offered by the HPE 3PAR Operating System, HPE 3PAR StoreServ Management Console, and HPE 3PAR Host Explorer. HPE SmartStart Software is designed to get you off to a quick start with your new HPE 3PAR StoreServ Storage system; HPE 3PAR System Reporter and HPE 3PARInfo Software are designed to track performance and capacity utilization trends for multiple HPE 3PAR StoreServ systems. Other highlights of this suite include HPE 3PAR Full Copy, autonomic rebalancing capabilities that help you optimize the use of future capacity expansions, and support for standard multi-pathing software for high availability in

clustered environments. A one-year license for online import is included to enable migration from HPE EVA, EMC CLARiiON CX4, EMC VNX/VNX2, EMC VMAX (VMAX, VMAX SE, VMAX 10K, 20K, 40K) or HDS NSC, USP, USP V, or USP VM.

- **HPE 3PAR Replication Software Suite**—Bundles HPE 3PAR Virtual Copy Software with HPE 3PAR Remote Copy Software. HPE 3PAR Virtual Copy Software protects and shares data affordably with rapid recovery using reservationless, non-duplicative, copy-on-write snapshots. HPE 3PAR Remote Copy Software offers simple and cost effective data protection for efficient multi-tenant disaster recovery. Also included in this bundle is HPE 3PAR Peer Persistence Software, which helps ensure transparent automatic failover over metropolitan distances using Remote Copy Synchronous mode. The Suite also includes HPE 3PAR Cluster Extension Software, which enables automatic failover across data centers using Remote Copy Asynchronous mode.
- **HPE 3PAR Data Optimization Software Suite**—Combines HPE 3PAR Dynamic Optimization Software, HPE 3PAR Adaptive Optimization Software, HPE 3PAR Priority Optimization Software, and HPE 3PAR Peer Motion Software. HPE 3PAR Dynamic Optimization delivers the required service levels for the lowest possible cost throughout the data lifecycle. HPE 3PAR Adaptive Optimization improves storage utilization by enabling cost-optimized storage tiering. HPE 3PAR Priority Optimization helps ensure service levels with QoS controls for mission critical applications. HPE 3PAR Peer Motion enables load balancing such that movement of data and workloads between arrays is initiated without impacting applications, users, or services.
- **HPE 3PAR File Persona Software Suite**—Enables a rich set of file protocol services, core file data services, and an Object Access API to extend the spectrum of primary storage workloads natively addressed by HPE 3PAR StoreServ 8000 Storage. With this solution, the architectural benefits of HPE 3PAR StoreServ 8000 Storage can be extended to use cases such as: home directories and user shares; content management and collaboration; data preservation and governance; and custom cloud applications.
- **HPE 3PAR Security Software Suite**—Bundles HPE 3PAR Virtual Domains Software and HPE 3PAR Virtual Lock Software. With this suite, you can segregate access and deliver robust storage services for different applications and user groups with additional security attached to retention of storage volumes.
- **HPE Smart SAN for HPE 3PAR**—Makes end-to-end SAN configuration and management simple and autonomic, reducing the probability of errors through SAN automation. This application is embedded in SAN components (array, hosts, and switches) to enable HPE 3PAR StoreServ Storage to automate configuration settings and policies across the SAN. Smart SAN features will enable the Commonwealth to automate peer zoning, resulting in the creation of fewer zones, and will enable configuration of zones in a matter of minutes, not hours.
- **HPE 3PAR Application Software Suite for Hyper-V**—Protects your Microsoft Hyper-V environment with HPE 3PAR Recovery Manager Software for Microsoft Hyper-V and the HPE 3PAR VSS Provider Software.

- **HPE 3PAR Application Software Suite for Exchange**—Gives you the essentials for use with Microsoft Exchange, including HPE 3PAR Recovery Manager for Exchange and the HPE 3PAR VSS Provider Software.
- **HPE 3PAR Application Software Suite for Oracle**—Protect Oracle databases with HPE 3PAR Recovery Manager for Oracle and Oracle space reclamation capabilities.
- **HPE StoreOnce Recovery Manager Central**—By combining the performance of snapshots with the protection of backups, this software integrates HPE 3PAR StoreServ Storage with HPE 3PAR StoreOnce (D2D) Backup Systems to provide a converged availability and flat backup service that augments traditional backup processes. With this automated, non-intrusive software, the simplicity and performance of local and remote snapshots can be combined with the reliability and cost effective retention of deduplicated backups.
- **HPE StoreFront Remote SaaS Portal**—Provides proactive tools and integrated data collection from the HPE 3PAR StoreServ Storage arrays that call home; and delivers unique insights and analytics in one dashboard. Identifies capacity and performance issues early through intuitive capacity and performance trend analysis and forecasting. These valuable analytics help maximize asset utilization and optimize the data center with recommendations and remedial actions when issues arise.

Why HPE 3PAR StoreServ 8000 Storage

- Consolidate onto an enterprise-class flash array without compromising performance, scalability, data services, or resiliency with HPE 3PAR StoreServ 8000 Storage's unmatched versatility, performance, and density. HPE 3PAR StoreServ 8000 Storage offers rich, Tier-1 data services, quad-node resiliency, seamless data mobility between systems, high availability through a complete set of persistent technologies, and simple and efficient data protection with a flat backup to HPE StoreOnce Backup appliances.

3. **PRODUCT DESCRIPTIONS.** Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**. Please also include your strategy to meet the Commonwealth's Scalability and Reliability needs for these devices.

PRODUCT DESCRIPTIONS

HPE 3PAR StoreServ 8000 Storage

The HPE 3PAR StoreServ 8000 Storage offers enterprise Tier 1 storage at a midrange price. HPE 3PAR StoreServ 8000 Storage delivers the performance advantages of a purpose-built, flash-optimized architecture without compromising resiliency, efficiency, or data mobility. The new HPE 3PAR Gen5 Thin Express ASIC provides silicon-based hardware acceleration of thin technologies, including inline deduplication, to reduce acquisition and operational costs by up to 75% without compromising performance. With unmatched versatility, performance, and

density, HPE 3PAR StoreServ 8000 Storage gives you a range of options that support true convergence of block and file protocols, all-flash array performance, and the use of spinning media to further optimize costs. HPE 3PAR StoreServ 8000 Storage offers rich, Tier-1 data services, quad-node resiliency, seamless data mobility between systems, high availability through a complete set of persistent technologies, and simple and efficient data protection with a flat backup to HPE StoreOnce Backup appliances. Four models are available: 8200, 8400, 8440, and 8450. You can start small and grow without painful upgrades down the road.



HPE 3PAR StoreServ
8000 Storage.pdf



HPE 3PAR Software
Products.pdf

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot

	Reference 1	Reference 2	Reference 3
Contract Scope	Storage Systems, Networking for Disaster Recovery in DOD Project	HPE-brand servers (file and blade), server accessories, storage arrays, backup solutions, HPE Care Pack products (maintenance), enterprise software solutions (inclusive of annual software licensing fees), training and installation services.	HPE Servers/Storage and related services
Client Name	Dept of Defense DOD Inspector General Office	Illinois Department of Central Management Services (CMS)	State of Georgia
Contact Name	Ricardo Ferreira	Craig Holloway	Steve Thorton
Contact Title	DOD Inspector General Office-Chief Information Office, Mission Support Team	Senior Public Service Administrator, Illinois Department of Central Management Services (CMS)	Georgia Server-Storage Contract SWC 90813-04
Address	4800 Mark Center DR. Alexandria, VA 22350-1500	100 West Randolph 4 th Floor – James R. Thompson Center Chicago, IL 60601	200 Piedmont Avenue, S.E. Suite 1804, West Tower Atlanta, Georgia30334

Email	ricardo.ferreira@dodig.mil	craig.holloway@illinois.gov	steve.thornton@doas.ga.gov
Telephone #	(703) 310-8463	(312) 814-4603	(404) 657-4248
State Government? Y/ N	N – Federal Govt.	Y	Y

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot

Offeror Response

PUBLIC SECTOR EXPERIENCE: Premier Systems Sales LTD has implemented HPE Servers, HPE Storage and Networking solutions since 1992 to commercial accounts both Tier 1 and SMB companies. In 2008, HPE awarded Premier Systems Sales LTD a GSA schedule for HPE products. In 2014, HPE supported Premier Systems Sales LTD in obtaining the NASA SEWPV Contract and National Institute of Health (NIH) CIO-CS Contract as a SDB. HPE has supported Premier Systems in the Public Sector due to our outstanding references, technical certifications and support of the end customers. Installation Services at DOD Inspector Generals Office is a classic example of providing 3PAR Storage for a high availability environment similar to the solutions suggested to the Commonwealth of PA.

States of Georgia and Illinois are classic examples of HPE end users leveraging the best technology for the greatest ROI cost effectively. The same type of opportunity exists with the Commonwealth of PA with the solutions presented by Premier Systems Sales LTD.

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

REPORTING: Premier Systems Sales LTD utilizes a fully integrated ERP system to capture all financial transaction and will generate the required reports suggested by the Commonwealth of PA. Premier’s ERP system is DCAA compliant for reporting capabilities by the Federal Government DOD Agency. Reports are currently generated on a Quarterly basis for GSA sales. Quarterly Business Reviews will be established 90 days in advance with the required Commonwealth personnel for on-site or remote meetings, as required. Custom reports have been established based on the requirements currently suggested for objective measurements. See embedded excel sheet showing the current SLA’s, Dashboard summary tab, and the corresponding tabs for SLA’s.



Appendix K. Service Level Agreements.re

7. STAFFING. Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and relevant experience, and describing their roles and

responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

Key Staffing:

- Technical: Rene Feitelson & Tricia Sambrano
- Program Managers: Stephen Reese & Stuart Klein

Experience, Roles & Responsibility

- Rene Feitelson – 35+ years in IT operations, architecture design, implementation, performance and tuning, and support. Primary technical resource for storage (Lot 6), secondary technical resource for servers (Lot 5).



ReneFeitelson_resume_jan17.pdf

- Tricia Sambrano – 25+ years experience in IT architecture, administration, resiliency, and support. Primary technical resource for servers (Lot 5) and secondary technical resource for storage (Lot 6).



Tricia Sambrano Resume Std1602.pdf

- Stephen Reese – Program Manager with 35+ years in IT and Senior Management Positions for both commercial and public sector.



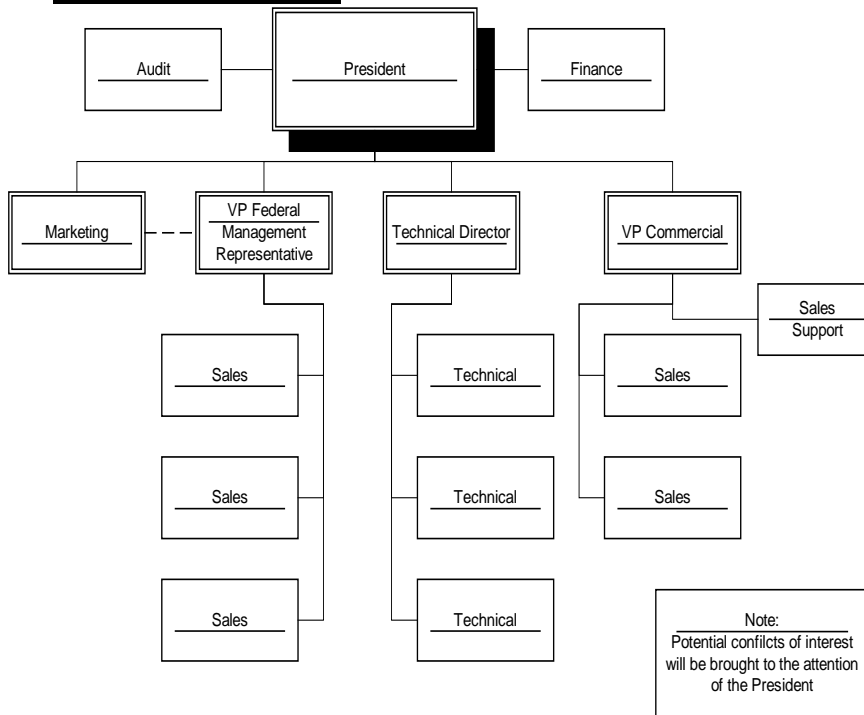
SMR Functional Resume Eagle2 v2.pdf

- Stuart Klein – Assistant Program Manager with 30+ years in IT consulting, program management in commercial and public sector.



Stuart A Klein - Resume.pdf

Organizational chart



Resumes- see appendix section of proposal

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

Offeror Response

IMPLEMENTATION PLAN: The framework for success in implementing smooth transitions to new IT architecture and components will start with Premier Systems Sales LTD understanding the current architecture, current pain points, and the projections for growth and future projects. Premier will work with the end-user departments in these areas, and will make recommendations for new equipment, IT architecture changes, and transition plans that are smooth and as non-disruptive as possible. Once new equipment and implementation services have been agreed upon, quoted, and ordered, Premier Technical Consultants will prepare implementation plans, and coordinate with all parties involved with the installations and implemenations.

The Premier Systems Project Plan Process has 8 Steps:

Step One: Understand the scope and value of your project plan

Step Two: Conduct extensive research

Step Three: Ask the tough questions

Step Four: Create your project plan outline

Step Five: Talk with your team

Step Six: Write your full project plan & Publish your plan

Step Seven: Share your plan with the team and make sure they read it!

Step Eight: Prepare to keep planning

Included in eight steps are: Scope Management, Schedule Management, Financial Management, Quality Management, Resource Management, Communications Management, Project Change Management, Risk Management and Procurement Management.



Summary Diagram Flow Chart

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

JUST-IN-TIME PURCHASING: Where common hardware is appropriate for multiple installations and deployments, Premier Systems Sales LTD, HPE and Ingram Micro will maintain template configurations, in order to facilitate rapid turnaround times for quotes and order processing.

Where product customization is required, Ingram Micro has a staging and integration center, where equipment will be received, customized, and then shipped to the end-user sites. When the Commonwealth can provide advanced timetables and purchase orders for new equipment, Premier, HPE and Ingram Micro will schedule orders to facilitate “just in time” delivery of equipment.

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

SERVICE INTEGRATION: Premier Systems's implementations follow industry best practices for design and deployment processes and documentation. Premier Systems will work with the Commonwealth staff and will follow ITIL procedures and processes for Service Asset and Configuration Management (SACM), data modeling and testing, validation, error handling, and reporting. All implementations will follow and adhere to all Commonwealth Change Management procedures and documentation standards and formats. All new equipment orders will be documented, and all serial numbers and software licenses will be documented and tracked. The configuration and physical layouts of each new environment will be documented at the beginning of each project, and will be updated during the implementation phase(s). At the end of each project, "as built" documentation will be provided to the Commonwealth IT staff.

Premier Systems's style of IT implementations is to work in mentorship roles with the customer's IT staff. Customers are encouraged to participate in deployments, in order to learn the new technologies and best practices from the Premier Systems consultants.

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

INVENTORY MANAGEMENT: When HPE orders are about to ship, Premier Systems receives Order Detail Reports that include the product serial numbers and software license key information. Shortly after order shipment, Premier Systems receives copies of the new support contract(s). This information is sent to the customer and is incorporated into pre-deployment configuration and physical layout documentation. Premier Systems creates Visio(s) that document all hardware components, cabling and connectivity information, the order line items, and support contract information. These Visios and configuration documents are updated during the deployments, as additional information is known, and as information changes. The final "as built" Visios and other documents are sent to the customer with final project documentation.

Following implementation, the HPE support contracts become the important documents to track products, serial numbers, and support lifecycle information. This information will also be available via the HPE Support Center web site (<http://www.hpe.com/support/hpesc>) for the individuals who are allowed to share visibility to each contract.

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

EMERGING TECHNOLOGIES: Premier Systems keeps up to date on new products and technologies via HPE product announcements and documentation, HPE Partner webinars, and technical training. We meet with our customers regularly to review new products and technologies, and to plan for how these will fit into the customers' environments. This becomes an iterative process that meshes into our continual architecture planning, design, and implementation. Quarterly Review meetings are established, as required, and Premier provides technical updates via on-site or remote seminars

HPE's The Machine: A New Kind of Computer

Right now, we're facing a data explosion and we're going to hit a technology inflection point where we cannot effectively store, process, and secure all the information coming at us. The Machine is HPE's solution to this problem. It is our vision for where we see the future of technology and enterprise technology solutions. The Machine will reinvent the fundamental architecture of computers to enable a quantum leap in performance and efficiency, while lowering costs over the long term and improving security. It will also be scalable from handheld to laptop to workstation to data center to supercomputer—essentially everything related to how we currently think about technology.

The Machine will collapse the current memory hierarchy, combining memory and storage into what we call Universal Memory, to enable the manipulation of massive data sets that are impossible using today's technology. The Machine will communicate using light—photonics—instead of electrons for massive bandwidth and power-efficiency increases.

HPE is uniquely positioned to help our customers meet their current challenges and run their businesses today, while also working on technology breakthroughs that will be ready to face the looming business and technology challenges of tomorrow. Customers can buy HPE products today secure in the knowledge that we will help them make a smooth transition to the future. The Machine demonstrates the innovation agenda that will drive our company, and the world, forward.

HPE and Intel have had one of the deepest technology partnerships in the industry for many years. In 1994, HP and Intel signed an Advanced Technology Cooperation agreement. Over the last three years, HP and Intel have jointly invested over \$3 Billion in research and development including server and software design and application solutions.

HPE Enterprise Innovation operates a global applied network, leveraging deep technical experts and delivery teams to explore the future implications of emerging technologies and trends. These vary from relatively immediate technologies such as wearables through to the evolution of robotics in the data center.

The categories that we are focusing on today are:

- Internet of things (IoT): sensing meets analytics, meets context, meets machine-to-machine
- Better bigger data: practical management, exploitation, and representation of massive data sets
- Computer human interaction: wearables, augmented reality, displays, and haptics
- Drones and robotics: how will these augment the world of our clients and their customers
- Artificial intelligence: rise of intelligent agents, building an autonomous enterprises, and smart machines

To view a video about The Machine, please click on the following Internet link:

<https://www.hpe.com/us/en/newsroom/news-archive/feature/2016/06/The-Machine-Discover.html>

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

ASSET FLEXIBILITY: Premier will meet with the Commonwealth regularly to review upcoming projects and new products and technologies. During the planning phases for new projects and infrastructure refreshes, we will advise the Commonwealth where it makes sense to deploy or migrate to new hardware and/or technologies. In the changing world of IT, it is good to keep up to date, but not every new technology makes sense or is urgent for every existing environment. Premier's goal is to design environments that provide the required functionality, excellent performance, ease of management, and that provide growth flexibility.

For all new configurations and hardware and technology refreshes, Premier Systems works in teams to review the configuration choices, and to validate functionality and supportability. Then, we submit our configurations to Ingram Micro for validation against HPE build requirements. The validated configurations then come back to us for final customer pricing.

Infrastructures evolve, require regular refresh schedules; with HPE's innovation we can deliver best-in-class, next-generation datacenter platforms spanning servers, storage, networking, converged infrastructure:

- Accelerating innovation
- Improving total cost of ownership
- Increasing realized ROI

- Improving user experience
- Increasing system availability
- Ensuring system security

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

Premier Systems Sales Inc leverages the HPE distribution partners for supply chain logistics for staging, storage, inventory for quick shipment, value added support with things such as asset tagging, serialization and inventory control.

80% of all HPE sales are sold through VARS such as Premier Systems Sales LTD utilizing either HPE directly or HPE Distribution Partners such as Ingram Micro. Premier's value proposition for the Commonwealth of Pennsylvania is our ability to leverage various HPE distribution partners and HPE directly for the best value for the Commonwealth.

Premier Systems has a letter of supply from both HPE and Ingram Micro (See Addendum) in support of Premier Systems Sales LTD being a SDB Prime on the Commonwealths Bid. Both Billion Dollar organizations will support Premier Systems for pricing, technical support, staging and financial support to meet all the needs of the commonwealth.

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

Premier Systems Sales accepts the ITP as currently written

16. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.6.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

SELF CLEANSING: HPE Data Privacy Services bring your organization the necessary infrastructure support to help you protect and optimize sensitive data across the entire IT lifecycle, while accelerating business innovation and complying with data security regulations. The need for data privacy solutions and infrastructure support continues to rise at a very high rate due to changes in government regulations and the business risk mitigation associated with material management and control. When your organization is retiring systems, upgrading storage and servers, returning leased equipment, or redeploying data storing devices, it is critical that you

take steps to protect the company information they contain. Simply deleting the files on the hard drive, however, is not enough to make the data permanently inaccessible.

HPE Data Sanitization Services provide the skilled resources and tools to help your organization address this important but often overlooked security risk. Using specialized software techniques, an HPE service specialist or authorized service partner will help ensure that data cannot be reconstructed or retrieved from hard disk media in your server and storage devices. These services offer you a smart alternative or augmentation to physical hardware destruction by executing procedures to remove data from disk media.

HPE Data Sanitization Services include:

- HPE provides the Customer with an upfront document defining the device(s) to be sanitized and the method of sanitization to be used. The Customer is required to sign this document prior to work commencement to avoid the possible elimination of valuable data.
- At the completion of the sanitization procedure(s), HPE will provide the Customer with a data erasure confirmation report documenting data removal procedures and post-sanitization state, and identification of any hard disk drive(s) failing the sanitization process that require further action by the Customer to secure the media.
- A Project manager who will manage the project end to end
- Sanitization using a standard three-pass wipe method; additional methods available upon request
- Onsite sanitization performed on powered and functional systems
- Sanitization of storage formats including SAS, SATA, Solid State (SSDs), and Fiber Channel
- Service can be performed on non-HPE, multi-vendor products
- HPE Data Sanitization for Storage Services include
 - HPE Data Sanitization for Storage Services Tier 1 will sanitize storage devices with up to 220 spindles/hard disk drives on one or multiple smaller disk enclosures (e.g., HPE MSA storage enclosures)
 - HPE Data Sanitization for Storage Services Tier 2 will sanitize storage devices with up to 660 spindles/hard disk drives on up to 3 storage arrays
- HPE Data Sanitization for Server Services include:
 - Service performed on all HPE and non-HPE, x86-based laptop, desktop, and server products
 - HPE Sanitization Tier 1 for Server Service will sanitize up to 25 servers, each with up to 48 direct attached spindles/hard disk drives, not to exceed a total of 256 spindles/hard disk drives
 - HPE Sanitization Tier 2 for Server Service will sanitize up to 75 servers, each with up to 48 direct attached spindles/hard disk drives, not to exceed a total of 768 spindles/hard disk drives
- HPE Data Sanitization Custom Service can be customized to your business needs and can include:
 - Project management services, as determined by the complexity of the project
 - Quote for an offsite sanitization process
 - Onsite/Offsite destruction and offsite recycling

- Sanitization of loose disk media
- Service can be performed on storage LUNs
- The accommodation of any number of storage array frames and spindles
- The accommodation of any number of servers and direct attached spindles

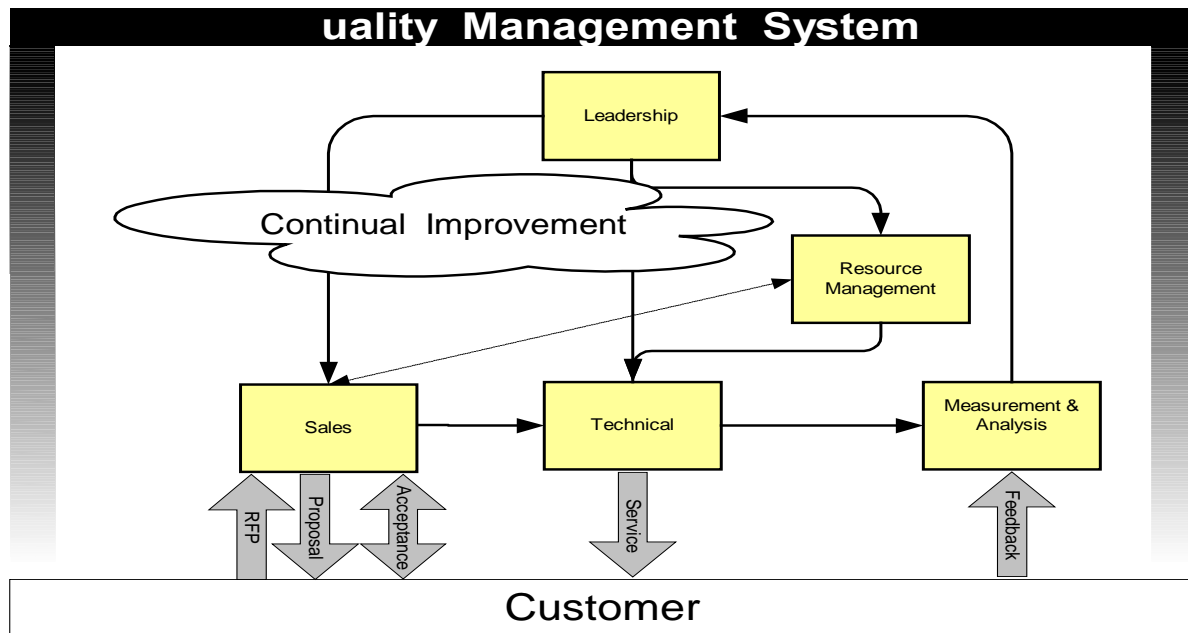
17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

CONTINUOUS IMPROVEMENT: Premier Systems Sales LTD is ISO9001/2008 certified and practices continuous improvement through the complete life cycle with customer engagements from systems analysis of current infrastructure to replacement technology. Continuous improvement in technology provides our end customers with the opportunity to reduce costs while improving customer satisfaction. Our ISO 9001:2008 Quality and Procedures Manual contains the requirements for the Premier Systems LTD quality management system.

Scope of Registration: Premier Systems LTD is a real/virtual environment company that provides configured hardware, software and consulting services for commercial and public sector/government environments.

Structure: The manual is structured according to key company processes. The following figure illustrates the interaction of our key processes and their interface with the customer.



Management Principles: Our quality management system is based on the following eight management principles:

- **Customer focus**

Premier Systems LTD depends on our customers and therefore should understand current and

future customer needs, should meet customer requirements and strive to exceed customer expectations.

- **Leadership**

Leaders establish unity of purpose and direction of the company. They should create and maintain the internal environment in which people can become fully involved in achieving the company's objectives.

- **Involvement of people**

People at all levels are the essence of a company. Their full involvement enables their abilities to be used for the company's benefit.

- **Process approach**

A desired result is achieved more efficiently when activities and related resources are managed as a process.

- **System approach to Management**

Identifying, understanding and managing interrelated processes as a system contributes to the company's effectiveness and efficiency in achieving its objectives.

- **Continual improvement**

Continual improvement of the company's overall performance should be a permanent objective of the company.

- **Factual approach to decision making**

Effective decisions are based on the analysis of data and information.

Mutually beneficial supplier relationships

A company and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

ACCESSIBILITY PLAN

Hewlett Packard Enterprise's Commitment to Accessibility

Hewlett Packard Enterprise (HPE) aims to serve the world, from major national and multinational organizations to the billions of individuals those organizations interact with every day. In fulfilling its mission, Hewlett Packard Enterprise is committed to providing products and services that are accessible to people with disabilities. This commitment supports our company's diversity objectives and helps us ensure that the benefits of technology are available to all.

Our accessibility goal is to design, produce, and market products and services that can effectively be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

As a company with global reach, we aim to conform to national technology accessibility standards in all the countries in which we operate.

In addition, Hewlett Packard Enterprise contributes to, and participates in, the development of worldwide standards and policies that improve access to information and technology through industry and government efforts. We then work to apply those standards where achievable.

HPE software applications and web solutions are designed to conform to the Web Content Accessibility Guidelines v2.0 (ISO/IEC 40500:2012) Level A and Level AA to the greatest extent possible. Similarly, we aim for full conformance to the U.S. Section 508 standards, as well as the European EN 301 549 standard for accessible information and communication technology.

U.S. Compliance—Section 508 and VPATs

Hewlett Packard Enterprise supports Section 508 of the amended U.S. Rehabilitation Act (1998) and the ongoing efforts of the U.S. federal government to make technology and information accessible to people with disabilities. We use the Voluntary Product Accessibility Template (VPAT) to report how our products conform to Section 508 standards. As a member of the Information Technology Industry Council (ITIC), we worked with the IT industry and the Government Services Administration (GSA) to develop the VPAT in 2001.

HP, our legacy company, was also one of the very first companies to include both summary-level and detailed VPAT information on our website. Today, we still develop summary and detailed VPATs on individual products to assist our customers in determining what products meet their requirements and to help public-sector customers comply with Section 508.

We apply accessible design principles for electronic and information technology in all HPE product development processes. This includes:

- Employing ITIC VPAT best practices (visit <http://www.itic.org/> for more details.)
- Collaborating with suppliers and partners to improve accessibility
- Using industry-leading third-party Assistive Technology (AT) products in VPAT testing

Accessibility support testing can be performed throughout the product development process in association with our suppliers, third-party companies that specialize in testing IT products for accessibility, or both. This may also include specific testing by persons with disabilities or age-related limitations.

Buy Accessible

Hewlett Packard Enterprise is committed to helping our U.S. federal and state customers comply with Section 508. This assistance extends to our support for GSA Buy Accessible (<http://www.buyaccessible.gov>) and the Accessibility Resource Center (<http://buyaccessible.gov/content/VARC/>).

Customer Service Accessibility

Hewlett Packard Enterprise has implemented various measures to increase the accessibility of our support services. For instance, we provide training to customer service and technical support representatives to better serve customers with disabilities or age-related limitations.

Customers with vision, hearing, or age-related limitations, or who otherwise need accessible customer support, may contact Hewlett Packard Enterprise Customer Support at the following numbers. Please advise the support representative of your needs so we can better assist you.

- 844-806-3425 Warranty
- 800-633-3600 Contract

Note: Available 24/7/365 for most products.

For customers in the United States, the Federal Communications Commission adopted the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the [FCC's consumer guide](#) or visit the [website of the FCC Disability Rights Office \(DRO\)](#).

Worldwide Standards and Policy

In addition to providing accessible products and services, Hewlett Packard Enterprise contributes to, and participates in, the development of worldwide standards and policies that improve access to information and technology through industry and government efforts. Hewlett Packard Enterprise is actively working with other stakeholders to promote accessible IT standards and policies in the U.S., Europe, Japan, Canada, and other countries around the world.

For additional accessibility information, our corporate website provides a resource center at <http://www.hpe.com/accessibility>.

19. **REQUIRED CONTRACT SERVICES PLAN:** Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

CONTRACT SERVICES PLAN: Per this bid, the services requested include installation, asset tagging, data wipe services, relocation services, training, and support services. Premier Systems fully intends to deliver all of these services completely and professionally, with the end result being functional hardware and software that will be turned over to the Commonwealth IT staff for final rollout into production.

Installation services: Racking, cabling, connectivity to power, power up, and basic cabling and configuration to network and FC infrastructure components.

Asset tagging services: Creation of asset tags with the information required per Commonwealth standards. Attachment of tags to the hardware.

Data Wipe Services: Please see Data Sanitation Services section above. These services will pertain to retiring servers and storage, and failed storage devices that have been replaced via HPE and other support contracts.

Relocation Services: 1) Preparation for shipping, including equipment and cable labeling, and securing equipment for physical transfer, 2) transportation of equipment to target location, and 3) setup and reinstallation of equipment, as required, at the target location. Relocation services will include insurance for equipment being moved. These services will pertain to retiring servers and storage, transportation of failed equipment that has been replaced via HPE and other support contracts, and equipment that needs to be moved to another data center.

Training: Training is available via standard classroom courses, CBT (Computer-Based Training, typically no charge), VILT (Virtual Instructor-Led Training), and customized training. Premier Systems sells and delivers all of these types of training. Customized training may be a standard course that is delivered just for Commonwealth staff, a course that combines information from multiple standard courses, or completely customized information particular to the Commonwealth's need for education on any number of topics.

Support Services: HPE support services include a worldwide team of 24x7 support engineers who answer questions, provide comprehensive and detailed troubleshooting, and on-site repair and assistance. Support engineers have access to backline experts and lab engineers. As required, HPE will contact other vendors for coordinated troubleshooting. Ex: For a problem with non-HPE software running on HPE servers and storage. HPE support includes access to the HPE Support Center web portal (<http://www.hpe.com/support/hpesc>), that includes a wealth of technical information, support contract information, support case submittal and tracking, patches and drivers, product documentation, and more. HPE support contracts include software and firmware updates, as well as the ability to request assistance to install updates. Many HPE products incorporate "phone home" capabilities. The HPE Response Center is the focal point for handling "phone home" information and responding to "phone home" alerts that require support assistance.

Premier Systems can delivery consulting services for any number of technologies and implementations. These services are typically chargeable services. A customized SOW (Statement of Work) is written and executed for each engagement. The SOW includes tasks and deliverables for each project, requirements of both Premier Systems and the customer, proposed delivery timeframes, and pricing and invoicing schedules.

20. **CONSUMPTION BASED PRICING MODEL:** Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

CONSUMPTION BASED PRICING MODEL: Premier Systems Sales LTD will provide Consumption Based Pricing via HPE's global Flexible Capacity offering that delivers a pay-per-use converged infrastructure (storage, servers and networking) – with all infrastructure housed in YOUR data center, managed by YOUR IT staff.

In the HPE Flexible Capacity model, HPE absorbs a share of your business risk by installing no cost variable capacity and buffer capacity ahead of demand allowing the ability to dial up or down infrastructure consumption instantly, without enduring a long procurement process. You pay for additional capacity only when used/consumed. All infrastructure is serviced under the watchful eye of HPE's award-winning Data Center Care, purpose built and right sized for Commonwealth of Pennsylvania, thus ensuring you have the infrastructure you need and that is available based on your SLA requirements.

As Commonwealth of Pennsylvania looks for creative ways to provision IT infrastructure, reduce the cost of IT Supply Chain management, minimize risk of new capacity roll outs and diminish the bubble cost of technology migration, Premier Systems Ltd would like to propose to you an HPE optional solution to the standard purchase or lease model for your consideration.

HPE AWARDS

In September 2015, Frost & Sullivan recognized HPE with the 2015 North American Frost & Sullivan Award for Customer Value Leadership with respect to HPE's Flexible Capacity.

PRICING MODEL

A utility price is specified upfront in the Flexible Capacity service contract. This price is fixed for the duration of the contract. It specifies the cost per server used per day, per gigabyte of storage, per port or use for networking, and per software license.

Server and cloud software like HPE Cloud Service Automation Enterprise Suite may be billed on actual usage of virtual machines or servers. Storage and networking software is charged, based on the number of required licenses configured, and can vary up and down monthly to meet your needs. The "power-on" days of the servers are metered along with the number of gigabytes used in your storage devices, using software on an onsite server. SaaS software is integrated into the monthly payment based on usage.

(See the enclosed HPE Brochure in the Appendix Section for additional information on Flexible Capacity)



Hewlett Packard Enterprise

Premier Systems Sales Ltd.
PO Box 1730
Blue Bell, PA 19422

31 January 2017

The purpose of this letter is to acknowledge Premier Systems Sales Ltd. is a certified Hewlett Packard Enterprise (“HPE”) Partner, in good standing, and is authorized to provide HPE Servers and Storage equipment in support of the Commonwealth RFP 6100039046.

Premier Systems Sales Ltd LOC ID with HPE is 10028966

Should you have any questions or require additional information, please contact the undersigned at robert.strelser@hpe.com or 703-321-6187.

Sincerely,

Robert Strelser
Director, Federal EG Channels and Alliances
Hewlett Packard Enterprise
robert.strelser@hpe.com
703-321-6187 (C)
13600 EDS Drive, Herndon, VA 20171



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13600 EDS Drive, Herndon, VA 20171



February 1, 2017

**Commonwealth of Pennsylvania
Bureau of IT Procurement**

c/o Commonwealth Mail Processing Center

2 Technology Park (Rear)

Attn: IT Procurement, 506 Finance

Harrisburg, PA 17110

Solicitation Number 6100039046

Kind Attention: Raymond Jaime, Contracting Officer

Subject: **Letter of Financial and HPE Distribution Support to Premier Systems Sales LTD on PA RFQ: 6100039046**

Dear Mr. Jaime:

This is to confirm that **Premier Systems Sales LTD (HPE Location ID 10028966)** is an authorized reseller of all products and services requirement in the minimum mandatory requirement for LOT 5 & LOT 6 of the Commonwealth of PA RFQ#6100039046.

Ingram Micro Inc (“Ingram Micro”), is a distributor of Hewlett Packard Enterprise (“HPE”) products, software and services. Ingram agrees, that so long as (i) an engagement to provide HPE products, software and services is in effect between Ingram Micro and Premier Systems Sales LTD, (ii) conditioned upon HPE’s continued provision of HPE products, software and services to Ingram Micro for provision of such to Premier Systems Sales LTD, and (iii) conditioned upon HPE’s continued authorization of Premier System Sales LTD as an authorized reseller of HPE products, software and services, Ingram Micro will provide **Premier Systems Sales LTD (Prime Contractor that is SDB)** with distribution support during the term of Premier System Sales LTD’s prime contract with the Commonwealth of Pennsylvania i.e. Pennsylvania Contract [Solicitation Number 6100039046].



Premier Systems Sales LTD is in good standing with Ingram Micro.

Sincerely,

David Michalek

David Michalek
Sr. Credit Manger
Ingram Micro Inc



February 1, 2017

**Commonwealth of Pennsylvania
Bureau of IT Procurement**

c/o Commonwealth Mail Processing Center

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Premier Systems Sales LTD is in good standing with Ingram Micro.

Sincerely,

David Michalek

David Michalek
Sr. Credit Manger
Ingram Micro Inc

RENE FEITELSON

1717 Gwynedd View Road
North Wales, PA 19454

215 218-3505

SUMMARY

Highly successful **Senior Systems and Storage Architect** with expertise in complex system design and implementation incorporating performance, high availability, virtualization, and architecture best practices. Well respected technical contributor, project leader mentor, trusted advisor. Excellent professional documentation and presentation skills. Applies extensive experience to deliver innovative solutions.

- **High Availability Design and Implementation**
- **Performance Analysis and Capacity Planning**
- **System and Storage Design and Consolidation**
- **Virtualization technologies**
- **Client Relationships: Trusted Advisor**
- **Mentoring and Instruction**
- **Reliable and supportable architectures**

Premier Systems LTD, Blue Bell, PA

4/2007 – present

Senior Technical Consultant

Designs new server and storage architectures for new customers, and add-on infrastructure for existing environments. Advises customers on flexible and cost-effective infrastructure designs that accommodate growth, allow for optimal performance, and are easy to manage. Technical Delivery Lead in the implementation of new technologies, servers, storage, performance design and tuning, Capacity Planning, High Availability, virtualization, Disaster Recovery. Mentors customers on best practices in systems and storage management procedures.

- Generates new and repeat business for Premier Systems, contributing to increased revenue and profitability, resulting in excellent customer satisfaction.
- Mentors other Premier Systems consultants and Sales teams on state-of-the-art architectures and management practices.

GMAC Mortgage, Horsham, PA

1/2006 – 2/2007

Electronic Data Systems (EDS) at GMAC Mortgage, Horsham, PA

10/2002 – 12/2005

Senior Systems and Storage Architect, Midrange Services Department

Designed and lead major server and SAN-based storage consolidation projects of applications between geographically dispersed data centers. Lead server technology refresh project. Architected and implemented high availability for GMAC Mortgage's entire complement of HP production applications. Deployed SAN-based storage for all data bases and applications. Monitored performance and provided performance and capacity planning advice for major applications, data bases, and servers. Provided production support for 250+ HP and Sun UNIX servers. Architecture and support technical lead for six (6) HP Superdome complexes. Mentored more junior Midrange Services team members.

- Saved millions of dollars in downtime due to high availability designs.
- Significantly improved server and storage infrastructure supportability due to well designed, well documented architectures.
- Migrated data bases and applications with little or no application downtime.
- Trusted advisor IT/business unit liaison to insure that infrastructure designs aligned with the needs of the company.

HEWLETT-PACKARD COMPANY, King of Prussia, PA

1/1980 – 8/2002

Senior Solution Architect, Superdome Detail Designs

2001 – 2002

Performed functional and technical design of large Superdome architectures, including storage and SANs. Documented CPU partitioning, I/O architectures, networking, power subsystems, and operating system configurations.

- Streamlined factory configuration of large architectures per best practices design criteria: Facilitated custom configurations to be built in same timeframes as generic systems.
- Significantly improved customer satisfaction of new systems: Shortened timeframes to deploy applications on new architectures.
- Selected to mentor colleagues in system designs that incorporate high availability and performance: Increased department knowledge and customer satisfaction.

Senior Technical Consultant, High Availability Specialist

1992 – 2002

Worked with customers to identify and define requirements for system and application availability for planned and unplanned downtime. Designed and implemented system architectures that eliminated Single Points of Failure, quickly and efficiently handled failovers, provided excellent performance, and were easy to administer. Mentored customers on best practices of high availability and system management.

- Reduced application failure and recovery times from hours to minutes.
- Reduced customer exposure to data corruption due to undetected failures to virtually zero.
- Improved application uptime: Increased customer productivity and competitiveness in the marketplace.
- Improved customer maintenance procedures: Virtually eliminated downtime windows.
- Increased customer confidence and proficiency in managing their own environments.
- Co-founder and Leader of Hewlett-Packard High Availability Learning Community.

Senior Technical Consultant, Systems Performance Specialist

1984 – 2002

Performed detailed performance analysis, troubleshooting, and tuning of UNIX, MPE, and NT systems, including large Oracle data base servers, email servers, web and middle-tier application servers. Conducted capacity planning studies of single and multi-system environments to align processing capacities with projected business and application growth. Mentored customers on performance analysis techniques.

- Consistently provided timely system sizing information: Allowed customers to stay ahead of their business growth and provide excellent application and end-user performance.
- Significantly improved application response times by identifying system performance bottlenecks and recommending changes.
- Identified target opportunities for server and storage consolidation to reduce data center and administrative resources, and lower Total Cost of Ownership of IT infrastructures.
- Co-founder and Leader of Hewlett-Packard Performance Learning Community.

Technical Consultant, Operating System Planning and Support

1982 – 1992

Provided operating system and software release planning and support to contractual support customers. Installed and configured operating systems and software products. Provided infrastructure and IT business consulting. Developed and maintained trusted advisor relationship with customer base.

EDUCATION

BS, Math and Computer Science
Junior Year Education Abroad Program

University of California, Los Angeles, CA
Université de Grenoble, Grenoble, France

PROFESSIONAL ORGANIZATIONS

Computer Measurement Group (CMG)

TRICIA SAMBRANO

SUMMARY

Customer focused senior consultant with proven experience in architecting and delivering successful solutions from complex environments to simple changes to ensure the highest level of satisfaction for the customer.

EXPERIENCE

2004-Present Premier Systems Ltd

Blue Bell, PA

Senior Consultant

- ◆ In managing projects, facilitate seamless communications to various project team members from upper management through to the technical staff performing the work. Ability to bridge the gap ensuring a full understanding of business needs, technical requirements and strategies for all on the team.
- ◆ Architected numerous and varied solutions for customers to provide the best fit results that adhere to best practices.
- ◆ Provide ongoing support for customers' VMware environments including coordinating firmware updates, VMware updates, problem resolution assistance for the clusters.
- ◆ Provided consultancy to large pharmaceutical client through various architectural, project management and implementation roles for over 10 years. Architecture and implementation of their Harmony/Symphony infrastructure project especially their VMware/RHEL environment from development through to the production environment. Responsible for analysis of business requirements and design of hosting solutions using reference architecture. Utilized ITIL methodology to improve quality and reduce costs within an outsourced IT delivery model. Projects included net-new and upgraded infrastructure for the hosting product set, including servers, storage, networking and data centers. Implemented the Americas hr.1 infrastructure system. Provided ongoing updates to the Americas mySAP continental cluster configuration.
- ◆ Provided consultancy on various clients' data protection strategy. Various backup products evaluated and implemented such as HP Data Protector, Symantec NetBackup, various D2D products, tape libraries, etc.
- ◆ Performed various UNIX installations and configurations utilizing partitioning and virtualization options such as VMware, IVM, vpars and npars.
- ◆ Orchestrated and performed various migrations for many clients to upgrade the OS or geographic move of complex clusters and environments.
- ◆ Designed and implemented high availability solutions for mission critical Oracle RAC databases for an insurance organization using MC/Serviceguard CFS for Oracle RAC.
- ◆ Performed numerous Linux, VMware and HP-UX installations, administrations and upgrades.

2002-2004 Sambrano Consulting, LLC

Lansdale, PA

- ◆ Designed and implemented high availability solutions for mission critical Oracle and Sybase databases for a health care organization.
- ◆ Implemented an OpenView Operations solution to support multiple servers using OSSPI, DBSPI (Oracle and Sybase), and MWA for a health care organization.
- ◆ Performed a performance review and capacity planning of a member database system to allow for new memberships in the coming year for a health care organization.
- ◆ Migrated various ServiceGuard clusters to new servers and storage.
- ◆ Migrated an OmniBack installation from 4.x to Data Protector 5.x for an educational institution.
- ◆ Perform administration tasks as part of the HP-UX admin team at an insurance company.

1995-2001 Idea Integration

Plymouth Meeting, PA

Senior Staff Consultant

- ◆ Designed and implemented high availability solutions for various clients.
- ◆ Implemented network and systems management solution for various clients.
- ◆ Performed various systems management functions including backup solutions, performance monitoring, systems administration and systems monitoring.
- ◆ Performed operating system migrations.
- ◆ Provided pre-sales technical support for product sales account managers, architecting systems solutions for clients including interfacing with vendors and distributors.

1994-1995 Softmart, Inc.

Exton, PA

Systems Architect

- ◆ Designed and developed workflow applications for various clients nationwide.

1991-1994 McNeil Consumer Healthcare

Fort Washington, PA

Analyst

- ◆ Designed and implemented workflow application for I/T Operations.
- ◆ Primary administrator for the company-wide backup solution.
- ◆ Provided support and maintenance for the company network.

EDUCATION

B.S., Computer Science

Drexel University

Philadelphia, PA

TRAINING / CERTIFICATIONS

RedHat Administration Trained

VMware Trained

HP ASE - Server Solutions Architect V2

AIS - HP Operations Orchestration v9

HP Master ASE - Storage Solutions

STEPHEN M. REESE

149 Inverness Drive, Blue Bell, PA 19422
610-306-3175
Stephen.Reese@pscltd.com

QUALIFICATIONS SUMMARY

Top-achieving, results-oriented leader with more than twenty-five years of increasingly responsible sales/marketing/consulting management experience. Led entry into new markets, forged new products development and increased sales and profits significantly. Developed and implemented strategic plans including penetration of European market. Exercised P&L product line responsibility. Instituted quality circles and comprehensive sales training programs with proven results. Recognized leadership, communications and management skills. Software Management Experience at Senior Levels with proven results. Utilizes leadership, communication and interpersonal skills to build teams that meet/exceed goals.

EXPERIENCE HIGHLIGHTS

Strategic Planning: provided hardware/software/consulting solutions to Educational, Government and Commercial Markets with excellent success resulting in over achievement of goals established.

Project Manager – Consulted & Implemented: ERP Applications; CRM Applications; APS-Advance Planning & Scheduling; Workforce Optimization; Service Management; ISO9001:2008 Certification; E-business; Other qualifications include: team building, budget management, project scope design, customer relationships.

Employment History

Premier Systems Sales, LTD	2001 - Present
MAPICS INC – VP Strategic Accounts	1999 – 2001
TRW – Sales Director for Software & Consulting	1997 – 1998
QAD Inc – Regional Sales Manager	1993 – 1997
Dynamet Inc, Division Carpenter Technology – General Sales Manager	1989 – 1992
Wisconsin Centrifugal Inc – Regional Sales Manager	1984 – 1989
Ampco Metals, Div of Ampco Pittsburgh Corp- Regional Sales Manager	1978 – 1984

Education

- Temple University, Philadelphia, PA
Masters Business
- Indiana University of PA, Indiana, Pa
BS in Business Distributive Educations

Professional Engagements

- APICS Lectures: Theory of Constraints
- Published Articles in Manufacturing
- Guest Speaker at Regional User Groups

Stuart A. Klein

Premier Systems LTD
161 Third Street, New City, NY 10956
Stuart.Klein@pscltd.com
Tel: (845) 634-1173

PROFILE:

Wide range of experience within companies and global consulting whether for development of process and procedure or harnessing technology as part of a quality improvement philosophy and program.

Significant experience with rules based configuration solutions and the policies and procedures to implement successfully.

ABILITIES & ACHIEVEMENTS:

- Project managed large ERP implementation for a Major Paper Converting Business
- Designed and programmed large applications within the manufacturing industry
- Project managed implementation of a sophisticated product configurator for a major gas delivery company
- Analyzed and understood complex business requirement to develop a robust set of Functional Requirements for companies shopping for an ERP System
- Reduced Inventory for Fortune 500 company by over \$1MM
- Developed a Fiscal Budgeting Model for a major manufacturer, reducing the time required and reducing the frequency of reported monthly variances
- Developed a training program for a company to reverse engineer their product using technology to facilitate repair and overhaul
- Project Managed the implementation of a CRM system for a company
- Developed training materials for a company to use their CRM system and trained all their sales personnel
- Work with diverse groups of technical and non-technical personnel
- Designed, Implemented and helped a company achieve ISO 9001:2008 certification
- Consulting assessments for complex technology implementations

EXPERIENCE:

- | | |
|--|----------------------------|
| ■ Premier - Consultant | 2005 - Present |
| ■ Polytechnic University – Associate Director, Urban Security Initiative | 2002 – 2005
1997 – 2002 |
| ■ Consultant to the Manufacturing Industry | 1993 – 1997 |
| ■ Hayward Industries – Computer Integrated Manufacturing Manager (CIMS) | 1986 – 1993
1985 – 1986 |
| ■ Lederle Laboratories – Manager Manufacturing Budgets & Analysis | 1985 – 1986 |
| ■ Self Employed – Retail Consulting | |
| ■ Coopers & Lybrand – consultant in the Retail Practice Group | |

QUALIFICATIONS:

Fordham University	New York, NY	MBA in Finance
Franklin Pierce College	Rindge, NH	BA in History

Comergent Technologies; Cincom Acquire; Calico Configurator; Intentia ERP; Fortran; R:Base

Brochure

Consume VariableIT

HPE Datacenter Care Flexible Capacity



Hewlett Packard
Enterprise

A public cloud experience with on-premises IT benefits

New features

- Ability to include certain Microsoft® Azure services for a hybrid solution
- Inclusion of Software-defined Storage solutions
- Choose the Virtual Machine size that suits your business needs
- Support for HPE Helion OpenStack®-based solutions

HPE Flexible Capacity benefits

Financial

- Pay only for the IT capacity you use¹
- Reduce costs by eliminating over-provisioning
- Flexible pricing models including per VM
- Flexibility for accounting treatment
- No Capital up front

Time to value

- Add capacity in minutes, not months
- Scale up or scale down

Flexibility

- Include your whole IT environment, even existing multivendor systems
- Extend capacity to include public cloud resources
- Include operating, management and development software

Efficiency

- Drive operational excellence with HPE Datacenter Care
- Reduce unplanned downtime
- Free your staff to focus on innovation

Control and security

- Keep key workloads on premises
- Use the public cloud where appropriate

As a component of HPE Datacenter Care, HPE Flexible Capacity delivers a pay-as-you-go solution that enables you to scale instantly to handle growth needs without the usual long procurement process. Without tying up capital, your capacity doesn't run out.

A dilemma for IT leaders

Enterprise IT leaders are facing pressures from multiple fronts, including new/evolving applications, regulatory requirements, security threats, business accountability, and line-of-business relationships. There is pressure to improve business agility, reduce cost, and increase return on investment while at the same time meeting service level commitments to keep you competitive. To deal effectively with all this, Enterprises need a flexible, on-demand data center environment that enhances the ability to innovate while efficiently supporting current workloads. But IT faces a choice of how to consume IT resources to provide the best mix of services:

- Invest capital to implement servers, storage, networking and software capacity tailored to your workloads, and operate it from your datacenter. This way you can manage your own IT, control security and privacy, and manage compliance and latency. However, it often means over-provisioning IT to be ready for growth or under-provisioning to cut costs, neither of which is attractive financially. Either way, procuring new capacity typically takes months.
- Consume IT from the public cloud, enabling you to rapidly scale capacity to meet demand. This pay-per-use billing model frees you from capital constraints, letting you focus on the service you get rather than the technology that delivers it. However, many IT leaders worry about security, data privacy and latency issues of public cloud.

There's an alternative that combines the benefits of both: HPE Flexible Capacity

Combine the benefits of public cloud and on-premises IT

With HPE Flexible Capacity, you gain the agility, pay-per-use billing, and rapid scalability of the cloud model in the privacy of your own data center. You can easily handle surges in demand to enable your business to get to market faster without wasting capital on unused capacity. And because the technology resides in your data center, you maintain control of security, data privacy, compliance, and performance.

Because HPE Flexible Capacity is billed monthly as a service for actual metered usage; it helps you track costs and includes the infrastructure and support needed, to run your workloads with confidence.

Based on your service agreement with Hewlett Packard Enterprise, Flexible Capacity gives you immediate access to the right amount and the right type of capacity. You pay only for the capacity actually used¹ to handle user demand or changing market conditions.



In Sept 2015, Frost & Sullivan recognized HPE with the 2015 North American Frost & Sullivan Award for Customer Value Leadership with respect to HPE's Flexible Capacity

Transform to a Hybrid Infrastructure

Time to Value determines winners and losers. You speed time to value by continuously delivering new apps and services to customers, partners, and employees. This requires a hybrid strategy that bridges physical and virtual environments in one open, agile innovation platform. Optimize critical systems running the business, and deliver the best environment for mobile and cloud-native applications.

Move quickly to support new business opportunities—without the lengthy procurement process, as you have a fully configured environment ready to tap into on demand, enabling you to deliver compliant, reliable IT services that reduce cost and share risk.

Benefits

- No long procurement cycle—add capacity instantly from the pre-provisioned buffer to handle surges in demand
- Reduce the business risk of under-provisioning; Flexible Capacity replenishes the buffer before it runs out
- Keep key workloads on premises for reasons of security, privacy, latency, compliance, and control; use the public cloud where appropriate
- Hybrid IT: Extend your capacity to include certain Microsoft Azure services: one contract, one monthly invoice, one usage portal and one enterprise grade support experience—HPE is your single point of contact
- More agility, as we include HPE software defined storage—easy to manage and provision, complemented by Flexible Capacity's onsite buffer of reserve capacity, ready for fast scale

Put IT at the core of business innovation

Flexible Capacity offers smooth and cost-effective capacity growth—with the headroom to handle surges in demand. Our utility concept gives you a detailed view of the expenses associated with your IT infrastructure, so that you can align costs to what the business uses.

Since it is built on HPE Datacenter Care, you will receive personalized, enterprise-grade support with an assigned account support team, who will help you operate stable IT—one accountable partner with the deep resources to resolve and prevent problems.

Benefits

- Include your whole IT environment—the servers, storage, networking, and software that you need to run your workloads, not just one component of it
- Migrations—bring multivendor systems into Flexible Capacity, and transition to Hewlett Packard Enterprise technology when ready with no capital outlay
- Simplify technology transition—build transition into your plan, then add and test new technology in the buffer; it's then easier to move into production
- Confidence, as Hybrid Support enables the same enterprise-quality support for your hybrid environment as in the data center today
- Include HPE Helion architectures, open solutions based on HPE Helion OpenStack. Fully supported within HPE Datacenter Care and Flexible Capacity, build your private cloud on Helion OpenStack
- Move to continuous delivery, the ability to automate the provision of capacity based on HPE Datacenter Care—Infrastructure Automation

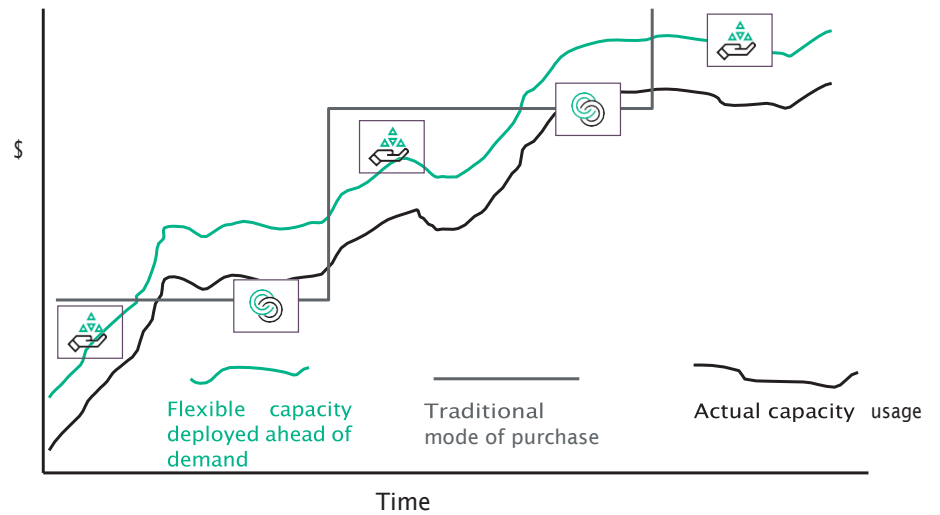
Financial flexibility

With Flexibility Capacity, you can improve both financial agility and capacity management, tracking public cloud and on-premises IT spending with one monthly invoice. You not only gain predictable cash flows, but you also save the cost of unused capacity. And, because Flexible Capacity can potentially be treated as an operating expense, you may be able to move toward becoming a “zero-capital enterprise.”

Stricter cost control and responsible user behavior

Knowing exactly what you’re using and how much that usage will cost enables stricter control over expenditures. Variable billing by product class enables clear insight into actual costs and drives better decision making in infrastructure planning and management. HPE Flexible Capacity also encourages rational usage behavior, because your internal users know exactly what they pay for.

Figure 1 illustrates some of the financial advantages of Flexible Capacity over the traditional method of purchasing IT assets to meet capacity needs.



In these areas, assets that were purchased to meet future capacity needs are sitting idle, tying up capital that could be used to benefit the business.



In these areas, assets were not purchased early enough to meet the increase in capacity demand. While waiting out the procurement cycle, the business is unable to take advantage of new opportunities or begin key new initiatives.

Figure 1: Flexible Capacity for cost and agility

“Using on-demand HPE Flexible Capacity means that we no longer risk running out of storage capacity or having too much money tied up in unused storage.”

– Nico Drost, IT Director, Erasmus Medical Center

Examples of how Flexible Capacity is used:

- Hybrid cloud, hybrid IT
- Storage as a service
- Infrastructure as a service/ private cloud
- SAP® HANA as a service
- High Performance Computing on demand
- A good fit for Service Providers

Benefits

- Choose the payment method that suits your business, including payment by virtual machine based on the size of VM, with VM hypervisor choice, memory subscription, simplified VM cost per compute unit.
- Pay monthly only for actual metered usage; don't pay for what you don't use
- With Microsoft Azure, pay in arrears for only the public cloud services you actually consume
- Cut the cost of over-provisioning just to be ready for increased demand
- No large upfront capital expense because you are billed monthly
- Consume IT in a way that meets your financial strategy; manage your financial statements
- Gain from truly variable costs that can increase or decrease with IT usage—billed by a product or by virtual machine
- Align your cash flows better with business results, especially if you are a service provider whose revenue is based on what your customers use

Compare Flexible Capacity to other solutions

Unlike leasing arrangements, Flexible Capacity is a service with variable payments based on actual metered usage, potentially qualifying for operating expense treatment.² Flexible Capacity can be multi-year, with flexible technology refresh, monthly payments that vary up or down, an easy change order process to add to the agreement at any time, and shared utilization risk.

Unlike other utility offers, Flexible Capacity is truly a new IT consumption model. You can include all of the components needed to bring agility to your workloads—Hewlett Packard Enterprise servers, storage, networking, software, converged systems, and even non-Hewlett Packard Enterprise equipment. Flexible Capacity is not tied to a specific vendor's solutions.

Unlike a public cloud service, Flexible Capacity includes on-premises capacity, enabling you to maintain control of IT for reasons of privacy, compliance, latency, and security. Choose your technology, security, policies, and SLAs with the ability to also leverage public cloud services when needed.

HPE Flexible Capacity is well suited for specific uses

HPE Flexible Capacity is a unique way to consume IT, and is meant to be tailored to your specific business needs. We have seen our customers succeed in specific use cases, where HPE Flexible Capacity offers strong value:

Hybrid IT—Flexible Capacity can include on premise resources and certain public cloud services from Microsoft Azure, for one invoice, one view of capacity usage, bringing true hybrid flexibility. Improve visibility to the IT manager who is acting as a broker of IT services to their enterprise

Infrastructure as a service—Many customers use Flexible Capacity with HPE Helion CloudSystem, as financial flexibility and scalability are the perfect complement to CloudSystem's rapid provisioning and orchestration of resources. This is also true with a composable infrastructure. As you allocate and re-allocate resources to meet the needs of your workloads dynamically, you cannot be constrained by what is available, or by a long purchasing cycle to acquire what you need.

Storage as a service—since storage demands continue to grow, it makes fiscal sense to pay only for what you use, but to have capacity ready to handle that growth

²Customers must obtain their own financial advice with respect to the treatment of flexible capacity and pay per use—Consult your financial advisor

“We offer pay-as-you-go to our customers. They pay us for what they use and we pay HPE for what we use, so it’s a back-to-back arrangement from customers through us to HPE. This enables us to manage financial risk.”

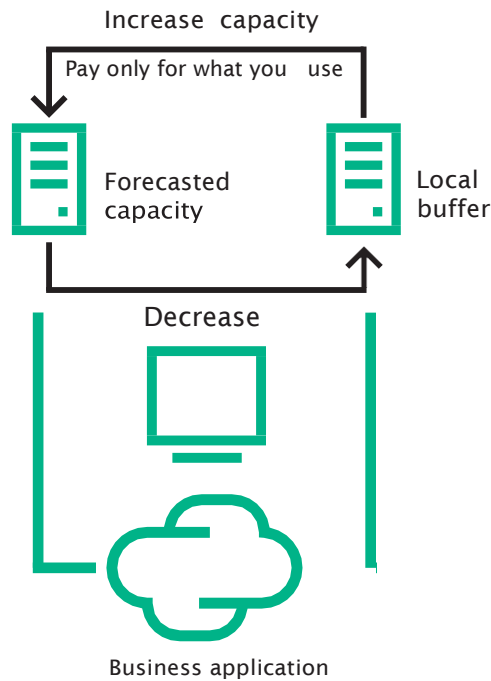
– Simac, a managed service company using Flexible Capacity to transform its business with cloud services

SAP HANA® as a service—Since SAP HANA often contains sensitive data, it makes sense to keep the data in the datacenter, but to consume it on a pay per use, flexible basis.

High Performance Computing on Demand—this unique-resource hungry style of computing relies on the capacity being available to deliver results, but it makes sense to pay only for those times when you actually use the resources.

Ideal for service providers

With Flexible Capacity’s metering that tracks actual usage, you can match cash out to cash in. For service providers, whose business is that of providing IT, it is very important to align resources to revenue, and to avoid large capital outlays.



No upfront fee. Single monthly invoice

Figure 2: Flexible Capacity—for a public cloud experience with the benefits of on-premises IT

How it works

A utility price is specified upfront in the Flexible Capacity service contract. This price is fixed for the duration of the contract. It specifies the cost per server used per day, per gigabyte of storage, per port or use for networking, and per software license.

Server and cloud software like HPE Cloud Service Automation Enterprise Suite may be billed on actual usage of virtual machines or servers. Storage and networking software is charged, based on the number of required licenses configured and can vary up and down monthly to meet your needs.

The “power-on” days of the servers are metered along with the number of gigabytes used in your storage devices, using software on an onsite server. SaaS software is integrated into the monthly payment based on usage.

This information is periodically transmitted to Hewlett Packard Enterprise, securely and privately. The power-on time of the servers is multiplied by the daily rate in the contract. The number of gigabytes used per day is multiplied by the daily rate per gigabyte. And, the number of available networking ports is multiplied by the daily rate. All three are combined to compute the invoice amount. If you decide to add Microsoft Azure services to your Flexible Capacity environment, usage from Microsoft Azure is also added to your invoice.

Flexibility for growth and shrinkage include in above

HPE Flexible Capacity is a proven concept for provisioning infrastructure capacity quickly. Choose from two options:

1. **Flexible Capacity Basic**—Hewlett Packard Enterprise's Pay-as-you-Grow option allows for growth only
2. **Flexible Capacity Premium**—Hewlett Packard Enterprise's Pay-as-you-Go option allows for growth and shrinkage

Table 1: How usage and monthly invoicing is determined

SERVICE FEATURE	BASIC	PREMIUM
Day 1 capacity deployed and billed	100 percent of forecast	Actual usage, above minimum commitment (i.e., 89 or 90 percent)
Day 1 buffer (not billed until used)	10 percent of forecast (grow as required)	10 percent of forecast (grow or shrink as required)
Billing model	Per GB, server, or port available	Per GB, server, or port available
Variability allowed	Growth: pay for buffer only when used	Growth and shrinkage: pay for buffer and capacity above minimum commitment only when used
Contract type	Rolling contract: non-coterminous	Rolling contract: non-coterminous

IT operations support: HPE Datacenter Care

HPE Datacenter Care is designed to support your IT environment from ground to cloud, providing services that help you adapt to rapid IT changes and respond to pressure for constant innovation. You get a flexible, comprehensive, and relationship-based experience delivered globally that provides for personalized support and management of heterogeneous data centers. The structured framework incorporates repeatable, tested, and globally available service building blocks—with Flexible Capacity being one component.

With our approach to Datacenter Care, you can start with the core building blocks of relationship management and enhanced call handling backed by Centers of Expertise. A mix of proactive and reactive support is configured to deliver the level of support needed by the different components in your data center, to meet both service-level agreements (SLAs) and cost targets.

Additional service bundles are also available, including training, access to expert advice on virtualization and cloud, and security awareness and assessment services.

Developing solutions for major social and environmental challenges hp.com/hpinfo/globalcitizenship

Optimize your IT investment strategy with new ways to acquire, pay for and use technology, in lock-step with your business and transformation goals. hpe.com/solutions/hpefinancialservices

Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the Hewlett Packard Enterprise technology consulting and support experts to help you. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward. Visit hp.com/go/tsconnect

Getting started

Talk to your Hewlett Packard Enterprise sales representative about a Flexible Capacity Discovery workshop. Hewlett Packard Enterprise experts with help from your key stakeholders, will scope out your requirements, align technology to business needs and identify people, process, and technology improvements. Together, we'll design your Flexible Capacity experience.

Learn more at
hpe.com/services/fc



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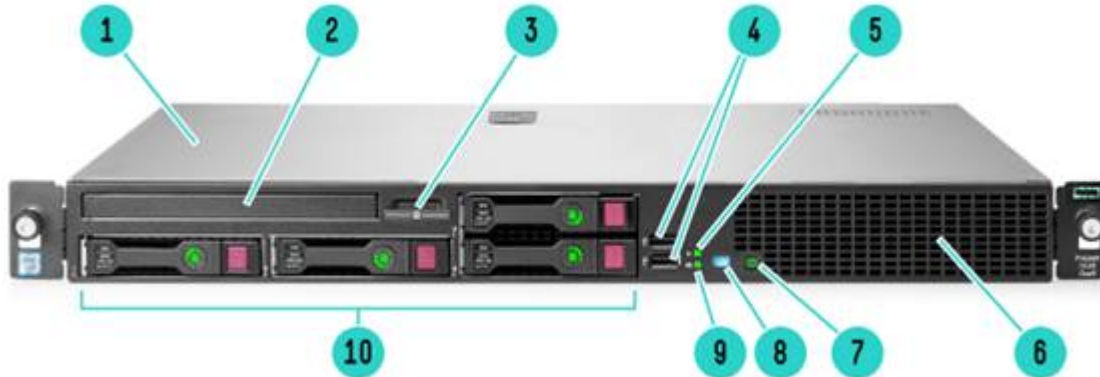
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4AA4-4248ENW, December 2015, Rev. 7

Overview

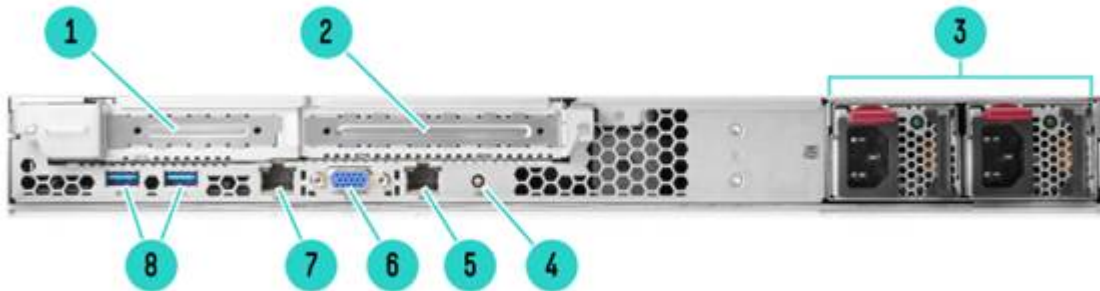
HPE ProLiant DL20 Generation9 (Gen9)

The dense and compact HPE ProLiant DL20 Gen9 Server powered by Intel Pentium, Core i3 and E3-1200v5 processors provides a unique blend of enterprise class capabilities & value. It offers outstanding configuration flexibility to cater to a wide variety of business requirements at an affordable price point.



Front View

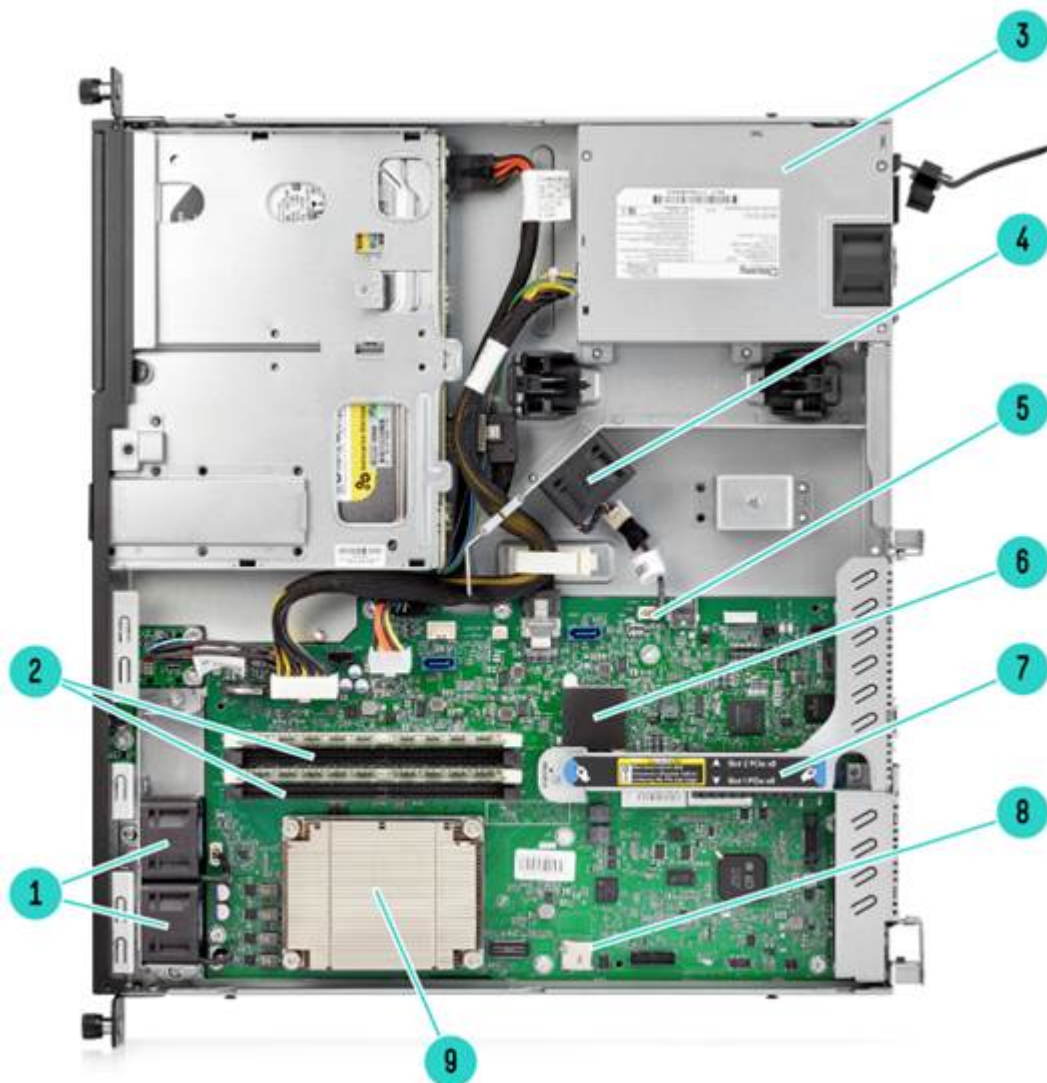
- | | |
|---|------------------------|
| 1 Access Panel | 2 Optical Drive |
| 3 Serial number/iLO information pull tab | 4 2 USB 2.0 connectors |
| 5 Health LED | 6 Front 2 Fan Assembly |
| 7 Power On/Standby button and system power LED button | 8 UID LED |
| 9 NIC status LED | 10 Hard Drive Bays |



Rear view

- | | |
|--|-------------------------------|
| 1 Expansion Slot 1, PCIe x 8 | 2 Expansion Slot 2, PCIe x 16 |
| 3 Redundant Power Supply (only on SFF Chassis) | 4 UID LED |
| 5 NIC Connector 2 | 6 Video Connector |
| 7 NIC1/shared iLO connector | 8 USB 3.0 Connector |

Overview



Internal View

- | | | | |
|---|---|---|---|
| 1 | Fan cage shown with 2 fans | 2 | DDR4 DIMM slots. 4 slots |
| 3 | (Under) Power supply (1x 290W power supply shown) | 4 | Central Fan Assembly |
| 5 | Internal USB 3.0 connector | 6 | Embedded HPE Smart Array B140i controller |
| 7 | PCIe Riser | 8 | MicroSD card slot |
| 9 | 1 Processor, heatsink showing, with HP Smart Socket Guide | | |

What's New

- New LFF 10TB SAS/SATA drives brings maximum capacity of DL20 Gen9 capacity to 20TB
- Introducing NVIDIA Quadro M2000 GPU support
- New 10Gb FlexFabric NICs provides seamless performance upgrade from 1Gb
- HPE 290W Power supply has been 80Plus Silver Certified

Standard Features

NOTE: For more information regarding Intel Xeon processors, please see the following <http://www.intel.com/xeon>.

Intel® Xeon® processor E3-1200v5 quad core processor family is designed to deliver the best combination of performance, built-in capabilities, and cost-effectiveness. The product also supports Intel® Pentium® and Intel® Core-i3 dual core processors. Choose one of the following processors based on the model:

Processor	Model	CPU frequency	Cores	L3 Cache	Power	DDR4 Hz
One of the following depending on model	G4400	3.3GHz	2	3MB	54W	2133
	G4500	3.5GHz	2	3MB	51W	2133
	i3-6100	3.7GHz	2	3MB	51W	2133
	i3-6300	3.8GHz	2	4MB	51W	2133
	E3-1220v5	3.0GHz	4	8MB	80W	2133
	E3-1225v5	3.3GHz	4	8MB	80W	2133
	E3-1230v5	3.4GHz	4	8MB	80W	2133
	E3-1240v5	3.5GHz	4	8MB	80W	2133
	E3-1270v5	3.6GHz	4	8MB	80W	2133
	E3-1280v5	3.7GHz	4	8MB	80W	2133
	E3-1240Lv5	2.1GHz	4	8MB	25W	2133
	E3-1260Lv5	2.9GHz	4	8MB	45W	2133

Chipset Intel® C232 Chipset
NOTE: For more information regarding Intel chipsets, please see the following URL: <http://www.intel.com/products/server/chipsets/>

On System Management Chipset HPE iLO (Firmware HPE iLO4 2.3) 4GB NAND
NOTE: 1GB USB user space configurable via UEFI and accessible via iLO. Read and learn more in the [iLO QuickSpecs](#).

Memory Type:
 DDR4 Unbuffered (UDIMM)
 Unbuffered (UDIMM)
 DIMM Slots Available 4 4 DIMM slots per processor; 2 channels per processor, 2 DIMMs per channel
 Maximum Capacity (UDIMM) 64GB (4 x 16GB UDIMM @2133MHz)

Memory Protection ECC

Network Controller HPE Ethernet 1Gb 2-port 332i network Adapter or BCM5720.
 The HPE ProLiant DL20 Gen9 server offers the customer a dual-port NIC standard with the option to upgrade with a variety of networking options.

Expansion Slots



Standard Features

Dual side Low profile riser	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	x8	x8		Half length/half height	
	2	PCIe 3.0	x8	x8		Half length/full height	

NOTE: Bus Width data indicates the number of physical electrical lanes running to the connector.

FlexibleLOM Riser	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Device Number	Form Factor	Notes
	1	Flexible LOM	x8	x8			Half length/half height	
	2	PCIe 3.0	x8	x8			Half length/full height	

NOTE: This riser is mandatory for installing FlexibleLOMs.

GPU Riser	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Device Number	Form Factor	Notes
	1							
	2	PCIe 3.0	x16	x16			Half length/full height	

NOTE: It is mandatory to choose one of the above risers.

Storage Controller
One of the following depending on model

Entry Models	HPE Dynamic Smart Array B140i Controller
Base Models	HPE Dynamic Smart Array B140i Controller
Performance Models	HPE H240 FIO Smart Host Bus Adapter

NOTE: B140i provides support for up to 4 SATA drives, data transmission speeds up to 6Gb/s and supports RAID 0, 1 & 5 on DL20 Gen9.

NOTE: H240 provides support for up to 4 SAS/SATA drives, data transmission speeds up to 12Gb/s and supports RAID 0, 1 & 5 on DL20 Gen9.

NOTE: DL20 Gen9 also supports other controller options like P440; read additional option to know more.

Standard Features

Internal Storage Devices

One of the following depending on model

Optical Drives Optional: DVD-ROM, DVD-RW
 Hard Drives None ship standard
 Hard Drive Bays 4 SFF drive bays total with Optical Bay
 2 LFF drive bays total with Optical Bay
NOTE: HPE ProLiant DL20 Gen9 server offers Hot plug LFF, Non hot plug LFF and SFF versions in CTO. The Optical Drive bay is available with both models.
NOTE: Drive cage changes are not supported.
NOTE: All Pre-configured Models come populated with some hard drive blanks installed. Should the customer need additional hard drive blanks, they can order more using either P/N 654961-B21: HPE SFF Gen9 Hard Drive Blank Kit or P/N 689745-B21: HPE LFF Gen9 Hard Drive Blank Kit or P/N 654963-B21: HPE LFF Gen9 Hard Drive Blank kit. These part numbers for single HDD blanks below are also provided should the customer require replacement HDD blanks for their server.

Maximum Internal Storage

One of the following depending on model

	CAPACITY	CONFIGURATION
Hot Plug SFF SAS	8TB	4 x 2TB
Hot Plug SFF SATA	8TB	4 x 2TB
Hot Plug LFF SAS	20TB	2 x 10TB
Hot Plug LFF SATA	20TB	2 x 10TB
Hot Plug SFF SAS SSD	15.36TB	4 x 3.84TB
Hot Plug SFF SATA SSD	15.36TB	4 x 3.84TB
Hot Plug LFF SATA SSD	15.36TB	4 x 3.84TB
Non Hot Plug LFF SATA	8TB	2 x 4TB

Power Supply

One of the following depending on model

HPE 290W FIO Power Supply
 HPE 900W AC 240V DC Redundant Power Supply
NOTE: HPE 900W Redundant Power Supply supports 100VAC to 240VAC and also supports 240VDC.
 HPE Entry-Level Power Supplies provide lower-cost options for customers trying to balance their need for enterprise class efficiency and reliability while maintaining lowest possible hardware costs. The above mentioned Entry-Level power supply options have been designed specifically for HPE ProLiant DL20 Gen9 Server. The HPE 290W FIO Power Supply is the standard, non-redundant AC power supply with 80Plus Silver Certification. It features 92% power efficiency with a set of features optimized for the DL20 Gen9 rack server.

The HPE 900W Gold (Redundant) AC/240V DC Power Input Module with Power Backplane can be configured to support power redundancy in ProLiant servers that offer only a single power supply bay, providing additional protection against power loss. With an 80 Plus Gold power efficiency rating (up to 92%), this power option helps to reduce operating expenses while protecting against trapped power capacity in the data center. The power backplane option can support up to two (2) hot-plug AC

Standard Features

power input modules. This Redundant power supply option is only supported on DL20 Gen9 SFF chassis model.

All pre-configured servers ship with a standard 6-foot IEC C-13/C-14 jumper cord (A0K02A). This jumper cord is also included with each standard AC power supply option kit. If a different power cord is required, please check the ProLiant Power Cables web page located at

<http://h18004.www1.hp.com/products/servers/proliantstorage/power-protection/options/power-cable.html>

To review the power requirements for your selected system, please use the HPE Power Advisor Tool located at <http://www.hp.com/go/hppoweradvisor>.

System Fans

One of the following depending on model

	Non-redundant	Redundant
1P model	3 fans	NA
NOTE: DL20 has 3 fans, 2 front fan assemblies and 1 center fan assembly which ship standard, non-redundant.		

Interfaces

Video	1 rear video connector
USB	5 USB ports (standard) Front: 2xUSB 2.0 Rear: 2xUSB 3.0 Internal: 1x USB 3.0
Micro SD Slot	1 Micro SD
NOTE: The SD slot is not a hot-pluggable device. Customers should not attempt to plug an SD card into the SD slot while the server is powered.	
LOM Network Ports	2x1GbE ports
NOTE: Customers can upgrade to next generation network (10 GbE) by installing a FlexibleLOM riser.	

Operating Systems and Virtualization Software Support for ProLiant Servers

Microsoft Windows Server
Red Hat Enterprise Linux (RHEL)
SUSE Linux Enterprise Server (SLES)
VMware
NOTE: VMWare availability is dependent on General availability from the vendor. DL20 supports VMWare 5.5U3 and 6.0 U1
NOTE: For more information on the Hewlett Packard Enterprise Certified and Supported ProLiant Servers for OS and Virtualization Software and latest listing of software drivers available for your server, please visit our Support Matrix at: <http://www.hp.com/go/ossupport> and our driver download page <http://h20566.www2.hpe.com/portal/site/hpsc?ac.admitted=1447391526103.125225703.1938120508>.

Standard Features

Upgradeability FlexibleLOM connector for 1 Gigabit or 10 Gigabit networking options
One of the following depending on model Up to 4 DIMM slots available for higher memory capacity
Up to 4SFF Drive bays or 2LFF Drive bays
HPE Smart Array or Smart HBA Controller
Redundant Power Supply
NOTE: RPS is only compatible with DL20 SFF Chassis. Customer can upgrade from DL20 Gen9 on SFF chassis with 290W PSU to 900W redundant power supply.

Industry Standard Compliance UEFI (Unified Extensible Firmware Interface Forum)
PCIe 3.0 Compliant
PXE Support
WOL Support
Microsoft® Logo certifications
USB 3.0 Support
ASHRAE A3
NOTE: Refer to technical specifications section for more details.

Graphics Integrated Matrox G200 video standard
On board graphics: Integrated Matrox G200 video standard

- 1280 x 1024 (32 bpp)
- 1920 x 1200 (16 bpp)

HP iLO 4 On System Management Memory

- 16 MB Flash
- 256 MB DDR 3 with ECC (112 MB after ECC and video)

HPE NVIDIA Quadro K2200 GPU Module

NOTE: Install GPU riser option to support GPU card. A GPU enablement kit 811271-B21 is mandatory to support GPU.

HPE NVIDIA Quadro M2000 GPU Module

NOTE: Install GPU riser option to support GPU card. A GPU enablement kit 811271-B21 is mandatory to support GPU.

Standard Features

HPE Server UEFI/Legacy ROM Unified Extensible Firmware Interface (UEFI) is an industry standard that provides better manageability and more secured configuration than the legacy ROM while interacting with your server at boot time. HPE ProLiant Gen9 platform defaults to UEFI and can be factory or field configured for Legacy BIOS Boot Mode.

NOTE: The UEFI System Utilities function is analogous to the HPE ROM-Based Setup Utility (RBSU) of legacy BIOS. For more information, please visit <http://www.hpe.com/servers/uefi>.

UEFI enables numerous new capabilities specific to HPE ProLiant servers such as:

- Secure Boot
- Operating system specific functionality
- Support for > 2.2 TB (using GPT) boot drives
- USB 3.0 Stack
- Embedded UEFI Shell
- Mass Configuration Deployment Tool using RESTful API for iLO 4
- PXE boot support for IPv6 networks
- Boot support for option cards that only support a UEFI option ROM
- Network Stack configurations

NOTE: For UEFI Boot Mode, boot environment and OS image installations should be configured properly to support UEFI.

NOTE: UEFI FIO Setting (758959-B22) can be selected to configure the system in Legacy mode in the factory for your HPE ProLiant Gen9 Server.

Form Factor 1U Rack form factor
 One of the following depending on model 4SFF and 2LFF version:
 1.70" (4.32cm) Height x 15.05" (38.22cm) Depth x 17.11" (43.46cm) Length

NOTE: Depth of the chassis is measured from rear to ear at 15.05". Depth from rear to bezel is 15.5".

Embedded Management

HPE Integrated Lights-Out (HPE iLO) Monitor your servers for ongoing management, service alerting, reporting and remote management with HPE iLO. Not available on ML10 Gen9. Learn more at <http://www.hpe.com/info/ilo>.

UEFI Configure and boot your servers securely with industry standard Unified Extensible Firmware Interface (UEFI). Learn more at <http://www.hpe.com/servers/uefi>.

RESTful API RESTful API for iLO 4 is Redfish 1.0 conformance for simplified server management such as configuration and maintenance tasks based on modern industry standards. Learn more at <http://www.hpe.com/info/restfulapi>.

Intelligent Provisioning Hassle free server and OS provisioning for 1 or few servers with Intelligent Provisioning. Learn more at <http://www.hpe.com/servers/intelligentprovisioning>.

Embedded The Hewlett Packard Enterprise embedded remote support, when

Standard Features

Remote Support used with Insight Online direct connect or HPE Insight Remote Support, allows HPE ProLiant servers to transmit hardware events directly to Hewlett Packard Enterprise or a Hewlett Packard Enterprise Authorized Partner for automated phone home support. Learn more at <http://www.hpe.com/info/insightonline/explore>.

NOTE: For more information, visit: <http://www.hp.com/go/ilo> or HPE iLO Management Engine technologies whitepaper.

Server Smart utilities Update Optimize firmware and driver updates with Smart Update solutions including Smart Update Manager (SUM) and Service Pack for ProLiant (SPP) and smart components. Learn more at <http://www.hpe.com/servers/smartupdatemanager>.

HPE Systems Insight Manager (HPE SIM) HPE SIM allows you to monitor the health of your HPE ProLiant Servers and HPE Integrity Servers, and also provides you with basic support for non-HPE servers. HPE SIM also integrates with Smart Update Manager to provide quick and seamless firmware updates. Learn more at <http://www.hpe.com/servers/hpsim>.

Scripting Tool Kit and Windows PowerShell Provision 1 to many servers using your own scripts to discover and deploy them with Scripting Tool Kit (STK) for Windows and Linux or Scripting Tools for Windows PowerShell. Learn more at <http://www.hpe.com/servers/proliant/stk> or <http://www.hpe.com/servers/powershell>.

RESTful Interface Tool RESTful Interface tool is a scripting tool to provision using RESTful API for iLO 4 to discover and deploy servers at scale. Learn more at <http://www.hpe.com/info/resttool>.

HPE iLO Mobile Application Enables the ability to access, deploy, and manage your server anytime from anywhere from select smartphones and mobile devices. For additional information please visit: <http://www.hpe.com/info/ilo/mobileapp>.

HPE Insight Online HPE Insight Online, available at no additional cost as part of your Hewlett Packard Enterprise warranty, Care Pack or contractual support agreement with Hewlett Packard Enterprise, is a personalized dashboard for simplified tracking of IT operations and support information from anywhere, anytime. Learn more at <http://www.hpe.com/info/insightonline/explore>.

Security Power-on password
Serial interface control
Administrator's password
TPM 1.2
TPM 2.0
APCI 2.0b
UEFI

Standard Features

Warranty

This product is covered by a global limited warranty and supported by HPE Services and a worldwide network of HPE Authorized Channel Partners resellers. Hardware diagnostic support and repair is available for three years from date of purchase. Support for software and initial setup is available for 90 days from date of purchase. Enhancements to warranty services are available through HPE Care Pack services or customized service agreements. Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.

NOTE: Server Warranty includes 1-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response. Warranty repairs may be accomplished through the use of Customer Self Repair (CSR) parts. These parts fall into two categories: 1) Mandatory CSR parts are designed for easy replacement. A travel and labor charge will result when customers decline to replace a Mandatory CSR part; 2) Optional CSR parts are also designed for easy replacement but may involve added complexity. Customers may choose to have Hewlett Packard Enterprise replace Optional CSR parts at no charge. Additional information regarding worldwide limited warranty and technical support is available at:

<http://h17007.www1.hpe.com/us/en/enterprise/servers/warranty/>.

Optional Features

Embedded Management **iLO Essentials** HPE iLO Essentials is the preferred license for small and medium business that offers full remote server management capabilities for small and medium business via the Integrated Remote Console (IRC), virtual media, and e-mail based alerts. Learn more about HPE iLO Essentials at <http://www.hpe.com/servers/iLO/essentials>.

iLO Scale-Out HPE iLO Scale-Out is the preferred license built for web hosting, cloud service providers, and high performance computing data centers, managing massive scale out environments for the DL 100 and 10 series servers, not available for ML servers. This license offers sophisticated scripting tools that provides remote access through Text Console via SSH, Dynamic power capping, Email-based Alerting and proactive notifications. For more information, visit <http://www.hpe.com/servers/iLO/scale-out>.

iLO Advanced HPE iLO Advanced licenses offer smart remote functionality without compromise, for all HPE ProLiant servers. The license includes the full integrated remote console, virtual keyboard, video, and mouse (KVM), multi-user collaboration, console record and replay, and GUI-based and scripted virtual media and virtual folders. You can also activate the enhanced security and power management functionality. Learn more about HPE iLO Advanced at <http://www.hpe.com/servers/ioloadvanced>.

Server Management **HPE Insight Control** HPE Insight Control, lets you deploy, migrate, monitor, remote control, and optimize your IT infrastructure through a single, simple management console. For more information, see <http://www.hpe.com/info/insightcontrol>.

Rack and Power Infrastructure HPE Rack and Power Infrastructure products and services create highly efficient and intelligent solutions for existing or new IT data centers. HPE Rack and Power infrastructure solutions – rack infrastructure, power protection and management, performance optimized data centers (PODs) – are the foundation you are looking for to help secure your long-term IT success. These products are designed to help you react to changes in the industry. They deliver efficient, easy-to-use capabilities to manage, monitor, deploy and provision infrastructure from entry to enterprise. As an industry leader, Hewlett Packard Enterprise is uniquely positioned to address the key concerns of power, cooling, cable management and system access. Learn more at [HPE Rack and Power Infrastructure](#).

High Performance Clusters HPE Cluster Platforms are specifically engineered, factory-integrated large-scale ProLiant clusters optimized for High Performance Computing, with a choice of servers, networks and software. Operating system options include specially priced offerings for Red Hat Enterprise Linux and SUSE Linux Enterprise Server, as well as Microsoft Windows HPE Server. A Cluster Platform Configurator simplifies ordering. <http://www.hp.com/go/clusters>.

Optional Features

HPC Interconnects **NOTE:** High Performance Computing (HPC) interconnect technologies are available for this server under the HPE Cluster Platform product portfolio. These high-speed interconnects are fully supported by Hewlett Packard Enterprise when they are part of these configure to order clusters. Solutions can be defined with a lot of flexibility with the help of configuration tools. Please visit the following URL to configure HPEC Clusters with InfiniBand Interconnects:
<http://www.hp.com/techservers/clusters/ucp/index.html>.

Storage Software Whether you're a large enterprise or a smaller business, Hewlett Packard Enterprise data protection and recovery software will cost-effectively protect you against disaster and ensure business continuity.

One Config Simple (SCE) SCE is a guided self-service tool to help sales and non-technical people provide customers with initial configurations in 3 to 5 minutes. You may then send the configuration on for configuration help, or use in your existing ordering processes. If you require "custom" rack configuration or configuration for products not available in SCE, please contact Hewlett Packard Enterprise Customer Business Center or an Authorized Partner for assistance. <https://h22174.www2.hp.com/SimplifiedConfig/Index>.

Service and Support

HPE Support Services HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Connect to Hewlett Packard Enterprise to help prevent problems and solve issues faster. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new server, giving you full entitlement to the support for need for your IT and business.

Connect your devices Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.
1- IDC 2 - HP CSC reports 2014 - 2015

Recommended Basic: HPE Foundation Care NBD, three-year Support Service

HPE Foundation Care Next Business Day connects you to Hewlett Packard Enterprise during business hours for assistance on resolving issues – This service features need based next business day hardware onsite response and software call back within two hours. In addition, Collaborative software support and provides troubleshooting assistance on industry leading software running on your HPE server. Simplify your support experience and make Hewlett Packard Enterprise your first call to help resolve hardware or software problems.

<https://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA4-8876ENW&cc=us&lc=en>

Standard: HPE Foundation Care 24x7, three-year Support Service

HPE Foundation Care 24x7 gives you access to Hewlett Packard Enterprise 24 hours a day, seven days a week for assistance on resolving issues. This service includes need based Hardware onsite response within four hours. In addition, collaborative software support is included in this service that provides troubleshooting assistance on industry leading software running on your HPE server. Simplify your support experience and make Hewlett Packard Enterprise your first call to help resolve hardware or software problems.

<https://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA4-8876ENW&cc=us&lc=en>

Optimized: HPE Proactive Care* with 24x7 coverage, three year Support Service

HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.

Service and Support

Parts and Materials

Hewlett Packard Enterprise will provide Hewlett Packard Enterprise-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

Related Services

HPE Server Hardware Installation

Provides for the basic hardware installation of Hewlett Packard Enterprise branded servers, storage devices and networking options to assist you in bringing your new hardware into operation in a timely and professional manner.

<https://www.hpe.com/h20195/V2/GetPDF.aspx/5981-9356EN.pdf>

HPE Installation and Startup Service

Provides for the installation and startup of Hewlett Packard Enterprise technology including BladeSystems, C-Class enclosure, HPE ProLiant c-Class and Integrity server blades, storage blades, SAN switch blades, HPE Virtual Connect modules (Ethernet and Fibre Channel), Ethernet network interconnects, and InfiniBand, as well as the installation of one supported operating system type (Windows® or Linux).

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Service and Support

*HPE Support Center Mobile App is subject to local availability.

For more information: <http://www.hpe.com/services>

Pre-configured Models

	Entry Models		Base Models	
[SKU Number]	829889-B21		823556-B21	
Model Name	HPE ProLiant DL20 Gen9 G4400 4GB-U Non-hot Plug 2LFF 290W PS Entry Server		HPE ProLiant DL20 Gen9 E3-1220v5 8GB-U B140i 2LFF 290W PS Base Server	
Processor	Intel® Pentium® G4400		Intel® Xeon® E3-1220v5	
Number of Processors	One			
Memory	4GB (1x4GB UDIMMs, 2133 MHz)		8GB (1x8GB UDIMMs, 2133 MHz)	
Network Controller	HPE embedded 1Gb 2-port 332i network Adapter			
Storage Controller	HPE Dynamic Smart Array B140i			
Hard Drive	None ship standard; includes 2 LFF hard drive blanks		None ship standard	
Internal Storage	2 LFF HDD Bays (Non Hot Plug)		2 LFF HDD Bays (Hot Plug)	
Optical Drive Bay	1; (Optional: DVD-ROM, DVD-RW)			
Optical Drive	None			
PCI-Express Slots	2 PCIe 3.0 slots			
Power Supply	(1) 290W Non Hot Plug Power Supply			
Fans	3 non hot plug, non-redundant			
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Essentials (optional), iLO Scale-out (optional only for DL), iLO Advanced (optional)			
Form Factor	Rack (1U), HPE Short Friction Rail Kit			
Warranty	Server Warranty includes 1-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response			

	Performance Models	
[SKU Number]	823559-B21	823562-B21
Model Name	HPE ProLiant DL20 Gen9 E3-1240v5 8GB-U H240 4SFF 290W PS Performance Server	HPE ProLiant DL20 Gen9 E3-1240v5 8GB-U H240 4SFF 900W RPS Performance Server
Processor	Intel® Xeon® E3-1240v5	
Number of Processors	One	
Memory	8GB (1x8GB UDIMMs, 2133 MHz)	
Network Controller	HPE embedded 1Gb 2-port 332i network Adapter	
Storage Controller	HPE H240 Smart Host Bus Adapter	
Hard Drive	None ship standard	
Internal Storage	4 SFF HDD Bays	
Optical Drive Bay	1; (Optional: DVD-ROM, DVD-RW)	
Optical Drive	None	

Pre-configured Models

PCI-Express Slots	2 PCIe 3.0 slots	
Power Supply	(1) 290W Non Hot Plug Power Supply	(1) HPE 900W Redundant Power Supply and RPS Backplane kit
Fans	3 non hot plug, non-redundant	
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Essentials (optional), iLO Scale-out (optional only for DL), iLO Advanced (optional)	
Energy Star	Meets Energy Star requirements	
Form Factor	Rack (1U), HPE Short Friction Rail Kit	
Warranty	Server Warranty includes 1-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response	

NOTE: For 823562-B21 Model, add additional 900W Redundant Power supply input module for redundancy. The BTO includes the backplane cable kit and need not be added additionally.

Country Code	xx1 = B21	Worldwide
Key	xx1 = 291	Japan
	xx1 = AA1	PRC

Configuration Information - Factory Integrated Models

This section lists some of the steps required to configure a Factory Integrated Model. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for information on configurable product offerings and requirements.

1. Factory Integrated Models must start with a CTO Server.
2. FIO indicates that this option is only available as a factory installable option.
3. All Factory Integrated Models will be populated with sufficient hard drive blanks based on the number of initial hard drives ordered with the server.
4. Some options may not be integrated at the factory. Contact your local sales representative for additional information.

Step 1: Base Configuration (choose one of the following configurable models)

[Chassis]	HPE ProLiant DL20 Gen9 Non-hot Plug 2LFF Configure-to-order Server	HPE ProLiant DL20 Gen9 2LFF Configure-to-order Server	HPE ProLiant DL20 Gen9 4SFF Configure-to-order Server
SKU Number	819784-B21	819785-B21	819786-B21
Processor	1	1	1
DIMM Slots	4 DIMM slots for UDIMM DDR4 Memory		
Storage Controller	HPE Dynamic Smart Array B140i		
PCIe	2 PCIe 3.0 Slots		
Drive Cage	2LFF Non Hot Plug	2LFF Hot Plug	4SFF Hot Plug
Network Controller	HPE embedded 1Gb 2-port 332i network Adapter		
Fans	3 non hot plug, non-redundant		
Management	iLO Management (standard), Intelligent Provisioning (standard)		
USB	2 front, 1 internal, 2 rear		
Ears	HPE Thumbscrew Ears		

Step 2: Choose Required Options (only one of the following from each list unless otherwise noted)

Configuration Information - Factory Integrated Models

HPE Processors

Select one processor from Core Options-Processor section below

- Select one xxxxxx-L21.
- Only one processor supported.
- DDR4 speed is the maximum memory speed of the processor. Actual memory speed may depend on the quantity and type of DIMMs installed.

For the Intel® C232 Chipset E3-1200 Series, the letter preceding the model number indicates the Product Line (E3, E5, E7); 1200x v#, 1 is the number of CPU, 2 is socket type/segment designation, 00 = Processor SKU, x = L for low power SKUs and v# (not yet designated) is the version number.

HPE Memory

Select one or more types of memory from Core Options-Memory section below,

- HPE memory from previous generation servers is not qualified or warranted with this HPE ProLiant Server.
- HPE Standard Memory (UDIMM) is required to realize the memory performance improvements and enhanced functionality listed in this document for this HPE ProLiant Server.
- With one processor installed, four DIMMs slots are available.
- For more information on ProLiant Energy Efficient Features, see: <http://www.hp.com/go/proliant-energy-efficient>.
- Depending on the memory configuration and processor model, the memory speed would run at 2133MHz. Please see Memory Population Table or the Online Memory Configuration Tool at: <http://www.hpe.com/go/ddr4config>.

HPE Power Supplies

Select power supply from Core Options-Power Supplies section below:

- Prior to selecting a power supply option, it is highly recommended that you review your server configuration in the HPE Power Advisor tool to determine the right size power supply for your server configuration. The HPE Power Advisor is located at: <http://www.hpe.com/go/hpepoweradvisor>.

On RPS Enablement Kit power options, mixing of power supplies in the same RPS enablement kit is not supported. All power supplies must be of the same input voltage, output rating, and efficiency rating. If non-matching power supplies are installed, you may receive an error message and/or experience operational issues with your server.

- HPE RPS requires both a Redundant backplane kit and an RPS cable kit option for redundancy.

Step 3: Choose Additional Factory Integratable Options

HPE Unique Options

Select one or more Unique options from Core Options section below.

- This section may contain FIO options, please see the Unique options section below.
- FIO indicates that this option is only available as a factory installable option.

Configuration Information - Factory Integrated Models

HPE Drives

Select one or more drives from Core Options-HPE Drives section below:

- The components of a storage subsystem (e.g. the drive, the HBA/controller, firmware, and the server backplane) should operate at the same data transfer rate or the system bandwidth will be negotiated down to an acceptable level for all components.
- Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.
- The HPE ProLiant Gen9 Smart Storage solutions are equipped with re-designed Small Form Factor (SFF 2.5 in) and Large Form Factor (LFF 3.5 in) hot plug carriers for HPE Qualified Hard Drives and Solid State Drives. These new carriers provide status and activity indicators as well as caution indicators for "Do Not Remove."

HPE FlexibleLOM

Select a FlexibleLOM from Core Options-Networking section below,

- Only one FlexibleLOM can be added to the server. These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.
- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.

HPE Networking

Select a standup NIC adapter from Core Options-Networking section below,

- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.
- These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.

HPE Storage Controllers

Select one or more Storage options from Additional Options section below.

- The embedded B140i controller will operate in UEFI only mode. For legacy support an additional controller will be needed, and for CTO orders please also select the Legacy mode settings part, 758959-B22.
- This section may contain FIO options, please see HPE Storage Controllers section below.
- FIO indicates that this option is only available as a factory installable option.

HPE I/O Expansion Options

Select one Riser Kit options from Core Options section below.

- It is mandatory to choose one riser kit option for DL20 Gen9 configurations.
- This section may contain FIO options, please see HPE I/O Expansion Options section below.
- FIO indicates that this option is only available as a factory installable option.

Configuration Information - Factory Integrated Models

HPE Rail Kits Select one type of rail kit from Additional Options section below.

- Please take a moment to review the installation documentation that comes with the server to help you with the installation of your Gen9 server.
- To assist in the installation of the server into the rack, an optional installation tool is available by contacting your local services representative (p/n 695539-001).
- See Hewlett Packard Enterprise Rack Options in Additional Options section of this QuickSpecs for more rack kit choices.

CAUTION: Hewlett Packard Enterprise recommends that a minimum of two people are required for all Rack Server installations. Please refer to your installation instructions for proper tools and number of people to use for any installation.

Core Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Unique Options	HPE DL20 Gen9 2LFF Mini SAS P440 Cable Kit NOTE: This cable kit is required to support P440 controller on 2LFF chassis.	811279-B21
	HPE DL20 Gen9 4SFF Mini SAS P440 Cable Kit NOTE: This cable kit is required to support P440 controller on 4SFF chassis.	811282-B21
	HPE DL20 Gen9 Smart Storage Battery Holder NOTE: This holder is required to install the HPE Smart Storage battery (727258-B21) on P440 controller with FBWC (820834-B21, 726821-B21).	822451-B21
	HPE DL20 Gen9 Redundant Power Supply Backplane Cable Kit NOTE: It is mandatory to choose this back plane cable kit to support 828734-B21, 775595-B21 Redundant Power Supply Input Module. This cable kit is required in instances of single or double 900W PSU unit.	820306-B21
	HPE DL20 Gen9 M.2 RA and Optical Disk Drive Power Cable Kit NOTE: This cable kit is required to support M.2 and or ODD.	816284-B21
	HPE DL20 Gen9 Flexible LOM Riser Kit NOTE: This option is required to upgrade to next generation networking capabilities like 10GbE.	811259-B21
	HPE DL20 Gen9 PCIe Low Profile Riser Kit NOTE: It is mandatory to choose a riser kit to enable PCIe slots.	811265-B21
	HPE DL20 Gen9 PCIe Low Profile Riser FIO Kit	854846-B21
	HPE DL20 Gen9 GPU Enablement Kit NOTE: It is mandatory to choose the GPU enablement kit to support qualified GPU card.	811271-B21

HPE Processors E3-1200v5 series Processors

HPE DL20 Gen9 E3-1220v5 (3.0GHz/4-core/8MB/80W) FIO Processor Kit	822425-L21
HPE DL20 Gen9 E3-1225v5 (3.3GHz/4-core/8MB/80W) FIO Processor Kit NOTE: On E3-1225v5 we do not support Intel's embedded graphics capability.	836037-L21
HPE DL20 Gen9 E3-1230v5 (3.4GHz/4-core/8MB/80W) FIO Processor Kit	822427-L21
HPE DL20 Gen9 E3-1240v5 (3.5GHz/4-core/8MB/80W) FIO Processor Kit	822429-L21
HPE DL20 Gen9 E3-1270v5 (3.6GHz/4-core/8MB/80W) FIO Processor Kit	822431-L21
HPE DL20 Gen9 E3-1280v5 (3.7GHz/4-core/8MB/80W) FIO Processor Kit	822433-L21
HPE DL20 Gen9 E3-1260Lv5 (2.9GHz/4-core/8MB/45W) FIO Processor Kit	822437-L21

Core Options

HPE DL20 Gen9 E3-1240Lv5 (2.1GHz/4-core/8MB/25W) FIO Processor Kit	822435-L21
Intel® Core i3-6000 series Processors	
HPE ProLiant DL20 Gen9 Intel® Core™ i3-6100 (3.7GHz/2-core/3MB/51W) FIO Processor Kit	840010-L21
HPE ProLiant DL20 Gen9 Intel® Core™ i3-6300 (3.8GHz/2-core/3MB/51W) FIO Processor Kit	840012-L21
Intel® Pentium® G4000 series Processors	
HPE ProLiant DL20 Gen9 Intel® Pentium® G4500 (3.5GHz/2-core/3MB/51W) FIO Processor Kit	840016-L21
HPE ProLiant DL20 Gen9 Intel® Pentium® G4400 (3.3GHz/2-core/3MB/54W) FIO Processor Kit	840018-L21

HPE Memory

Unbuffered DIMMs (UDIMMs)

HPE 16GB (1x16GB) Dual Rank x8 DDR4-2133 CAS-15-15-15 Unbuffered Standard Memory Kit	805671-B21
HPE 8GB (1x8GB) Dual Rank x8 DDR4-2133 CAS-15-15-15 Unbuffered Standard Memory Kit	805669-B21
HPE 8GB (1x8GB) Single Rank x8 DDR4-2133 CAS-15-15-15 Unbuffered Standard Memory Kit	819880-B21
HPE 4GB (1x4GB) Single Rank x8 DDR4-2133 CAS-15-15-15 Unbuffered Standard Memory Kit	805667-B21

NOTE: Depending on the processor selected these memory will run at 2133MHz.

HPE Optical Drives

HP 9.5mm SATA DVD-ROM JackBlack Gen9 Optical Drive	726536-B21
HP 9.5mm SATA DVD-RW JackBlack G9 Optical Drive	726537-B21

NOTE: It is mandatory to choose a cable kit 816284-B21 with the above options.

HPE Drives

SATA Non-Hot Plug LFF (3.5-inch) Midline (MDL) Drives

HP 4TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive	801888-B21
HP 3TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive	628065-B21
HP 3TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive	801886-B21
HP 2TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive	659339-B21
HP 2TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive	801884-B21
HP 1TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive	659337-B21
HP 1TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive	801882-B21
HP 500GB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive	659341-B21

SATA Non-Hot Plug LFF (3.5-inch) Entry(ETY) Drives

Core Options

HP 4TB 6G SATA 5.9K rpm LFF (3.5in) Non-hot Plug Entry 512e 1yr Warranty Hard Drive	815635-B21
HPE 1TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Entry 512e 1yr Warranty Hard Drive	843266-B21
HPE 2TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Entry 512e 1yr Warranty Hard Drive	843268-B21
HPE 3TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Entry 512e 1yr Warranty Hard Drive	843270-B21
HPE 500GB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Entry 512e 1yr Warranty Hard Drive	843264-B21

NOTE: These Entry drives will have lower performance and workload rating in comparison to HPE enterprise drives.

6G SATA SC Hot Plug LFF 7.2K (3.5-inch) Standard Drives

HPE 2TB 6G SATA 7.2K rpm LFF (3.5in) SC Standard 1yr Warranty Hard Drive	858596-B21
HPE 1TB 6G SATA 7.2K rpm LFF (3.5in) SC Standard 1yr Warranty Hard Drive	858594-B21

SATA Hot Plug LFF (3.5-inch) Midline (MDL) Drives

HPE 10TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	857648-B21
HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	861594-B21
HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	819203-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	753874-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765255-B21
HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765253-B21
HP 4TB 6G SATA 7.2k rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	693687-B21
HPE 4TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861678-B21
HPE 3TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861693-B21
HP 3TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	628061-B21
HP 2TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	658079-B21
HPE 2TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861676-B21
HPE 1TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861691-B21
HP 1TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	657750-B21
HP 500GB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	658071-B21

Core Options

HP 8TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793695-B21
HPE 6TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846510-B21
SAS Hot Plug SFF (2.5-inch) Enterprise (ENT) Drives	
HP 1.2TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781518-B21
HP 1.2TB 6G SAS 10K rpm SFF (2.5-inch) SC Dual Port Enterprise 3yr Warranty Hard Drive	718162-B21
HP 900GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785069-B21
HP 900GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652589-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759212-B21
HP 600GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781516-B21
HP 600GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652583-B21
HP 450GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759210-B21
HP 450GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652572-B21
HP 300GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759208-B21
HP 300GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785067-B21
HP 300GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652611-B21
HP 300GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652564-B21
HP 146GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652605-B21
HP 1.8TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 512e 3yr Warranty Hard Drive	791034-B21
SAS Hot Plug LFF (3.5-inch) Enterprise (ENT) Drives	
HP 600GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	765424-B21
HP 450GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737394-B21
HP 300GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737261-B21
SAS Hot Plug LFF (3.5-inch) Midline (MDL) Drives	

Core Options

HPE 10TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	857644-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765259-B21
HP 6TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	761477-B21
HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765257-B21
HPE 3TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846528-B21
HP 3TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	652766-B21
HPE 1TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846524-B21
HP 1TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	652753-B21
HPE 2TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818365-B21
HPE 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818367-B21
HPE 8TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	819201-B21
HPE 6TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846514-B21
SATA Hot Plug SFF (2.5-inch) Midline (MDL) Drives	
HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC Midline 1yr Warranty Hard Drive	655710-B21
6G SATA Hot Plug SFF (2.5-inch) SC 512e Drives	
HP 2TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765455-B21
HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765453-B21
6G SATA Hot Plug LFF (3.5-inch) SC 512e Performance Drives	
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793667-B21
HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drives	793665-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793683-B21
SSD Selection	
To streamline the configuration process for HPE ProLiant Gen9 servers and to provide the best product availability, HPE recommends SSDs from the list located here:	
https://ssd.hpe.com/recommend	
To further assist with configuration, HPE also offers an SSD Selector Tool located here: http://ssd.hpe.com	
6G SATA Hot Plug SFF (2.5-inch) SC Mixed Use Solid State Drives	

Core Options

HP 200GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804613-B21
HP 1.6TB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804631-B21
HP 800GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804625-B21
12G SAS Hot Plug SFF (2.5-inch) Enterprise Value Solid State Drives	
HP 1.6TB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762263-B21
HP 800GB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762261-B21
12G SAS Hot Plug LFF (3.5-inch) Enterprise Value Solid State Drives	
HP 1.6TB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762272-B21
HP 800GB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762270-B21
12G SAS Hot Plug SFF (2.5-inch) SC 512e Drives	
HP 2TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765466-B21
HP 1TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765464-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC 512e Enterprise 3yr Warranty Hard Drive	748387-B21
HPE 1TB 12G SAS 7.2K rpm SFF (2.5in) SC Midline 1yr Warranty Hard Drive	832514-B21
12G SAS Hot Plug LFF (3.5-inch) SC 512e Performance Drives	
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793671-B21
HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793669-B21
HP 8TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793703-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793699-B21
12G SAS Hot Plug SFF (2.5-inch) SC Read/Write Intensive Solid State Drives	
HP 1.92TB 12G SAS Read Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802891-B21
HP 800GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802586-B21
HP 400GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802582-B21
HP 200GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802578-B21
HPE 800GB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846430-B21
HPE 1.6TB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846432-B21
12G SAS Mainstream Endurance Hot Plug SFF (2.5-inch) Enterprise Mainstream H2 Solid State Drives	

Core Options

HP 1.6TB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779176-B21
HP 800GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779172-B21
HP 400GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779168-B21
HP 200GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779164-B21
6G SATA Hot Plug SFF Value Endurance (2.5-inch) Enterprise Value M1 Solid State Drives	
HP 800GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764929-B21
HP 480GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764927-B21
HP 240GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764925-B21
HP 120GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764923-B21
6G SATA Hot Plug LFF Value Endurance (3.5-inch) Converter Enterprise Value M1 Solid State Drives	
HP 200GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804616-B21
HP 800GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804628-B21
HP 1.6TB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804634-B21
6G SATA Hot Plug SFF (2.5-inch) SC Read Intensive Solid State Drives	
HP 80GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804575-B21
HP 120GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804581-B21
HP 240GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804587-B21
HP 480GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804593-B21
HP 800GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804599-B21
HP 1.6TB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804605-B21
HPE 960GB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871768-B21
HPE 1.92TB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871770-B21
6G SATA Hot Plug LFF (3.5-inch) SC Read Intensive Solid State Drives	

Core Options

HP 80GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804578-B21
HP 120GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804584-B21
HP 240GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804590-B21
HP 480GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804596-B21
HP 800GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804602-B21
HP 1.6TB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804608-B21
6G SATA Hot Plug RI-3 SFF (2.5-inch) SC Solid State Drives	
HP 3.84TB 6G SATA Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816929-B21
6G SATA Hot Plug LFF (3.5-inch) MU-3 SCC SSD	
HP 480GB 6G SATA Mixed Use-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816989-B21
HP 960GB 6G SATA Mixed Use-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816999-B21
6G SATA Hot Plug MU-3 SFF (2.5-inch) SC Solid State Drives	
HP 480GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816985-B21
HP 960GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816995-B21
HP 1.92TB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	817011-B21
HPE 800GB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846434-B21
HPE 1.6TB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846436-B21
6G SATA Hot Plug LFF (3.5-inch) RI-3 SCC SSD	
HP 3.84TB 6G SATA Read Intensive-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816933-B21
6G SATA Hot Plug SFF (2.5-inch) SC Write Intensive Solid State Drives	
HP 200GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804639-B21
HP 400GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804665-B21
HP 800GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804671-B21
HP 1.2TB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804677-B21
6G SATA Hot Plug LFF (3.5-inch) SC Write Intensive Solid State Drives	

Core Options

HP 200GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804642-B21
HP 400GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804668-B21
HP 800GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804674-B21
HP 1.2TB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804680-B21
M.2 SSD	
HP Dual 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	777894-B21
HP 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	788028-B21
HPE 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	835563-B21
HPE Dual 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	835565-B21
HPE DL20 Gen9 M.2 RA and Optical Disk Drive Power Cable Kit	816284-B21
NOTE: 816284-B21 cable kit is a mandatory option required to support M.2 SSDs.	
NOTE: M.2 drives go in PCIe slot and use B140i SATA controller.	
Hard Drive Blank Kits	
HP Large Form Factor Hard Drive Blank Kit	666986-B21
HP Small Form Factor Hard Drive Blank Kit	666987-B21

HPE Networking **1 Gigabit Ethernet adapters**

HP Ethernet 1Gb 4-port 331T Adapter	647594-B21
NOTE: This networking card can NOT be selected with P440, H240, and P841. As an alternate solution the 4-port FlexibleLOM Adapter 629135-B21 can be chosen with P440, H240 or P841.	
HP Ethernet 1Gb 4-port 366T Adapter	811546-B21
NOTE: This networking card can NOT be selected with P440, H240, and P841. As an alternate solution the 4-port FlexibleLOM Adapter 665240-B21 can be chosen with P440, H240 or P841.	
HP Ethernet 1Gb 2-port 361T Adapter	652497-B21
HP Ethernet 1Gb 2-port 332T Adapter	615732-B21
HP PS1810-24G Switch	J9834A

10 Gigabit Ethernet adapters

HP Ethernet 10Gb 2-port 530T Adapter	656596-B21
HP Ethernet 10Gb 2-port 561T Adapter	716591-B21
HP Ethernet 10Gb 2-port 530SFP Adapter	652503-B21
HP Ethernet 10Gb 2-port 546SFP+ Adapter	779793-B21
HP Ethernet 10Gb 2-port 546FLR-SFP+ Adapter	779799-B21
HP Ethernet 10Gb 2-port 557SFP+ Adapter	788995-B21
HP Ethernet 10Gb 2-port 560SFP+ Adapter	665249-B21

NOTE: A minimum of two Gigabytes (2GB) of server memory is required per each adapter.
NOTE: Direct Attach Cable (DAC) for copper environments or fiber transceivers and cables for fiber-optic environments must be purchased separately. See cables/options below.

Core Options

25 Gigabit Ethernet adapters

HPE Ethernet 4x25Gb 1-port 620QSFP28 Adapter 817762-B21

FlexibleLOM Adapters

HP FlexFabric 10Gb 2-port 533FLR-T Adapter 700759-B21

HP FlexFabric 10Gb 2-port 534FLR-SFP+ Adapter 700751-B21

HP Ethernet 10Gb 2-port 561FLR-T Adapter 700699-B21

HP Ethernet 1Gb 4-port 331FLR Adapter 629135-B22

HP Ethernet 1Gb 4-port 366FLR Adapter 665240-B21

HP Ethernet 10Gb 2-port 560FLR-SFP+ Adapter 665243-B21

HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter 727060-B21

HPE FlexFabric 10Gb 4-port 536FLR-T Adapter 764302-B21

NOTE: Please see the QuickSpecs for Technical Specifications and additional information:
<http://www.hp.com/go/ProLiantNICs>

HPE I/O Expansion Options

HPE DL20 Gen9 PCIe Low Profile Riser FIO Kit 854846-B21

HPE DL20 Gen9 Flexible LOM Riser Kit 811259-B21

HPE DL20 Gen9 GPU Enablement Kit 811271-B21

NOTE: It is mandatory to choose any of the above riser kit for CTO configurations.

HPE Power Supplies

HPE ProLiant Gen9 Essential Server Power Supplies - Non-Redundant

HPE DL20 Gen9 290W FIO Power Supply Unit Kit 816283-B21

NOTE: 290W PSU is a Non hot plug power supply.

NOTE: This FIO option can only be bought integrated in the server.
It cannot be ordered as a standalone option after server purchase.

HPE ProLiant Gen9 Essential Server Power Supplies - Redundant

HPE 900W Standard AC 240VDC Power Input Module FIO Kit 828734-B21

NOTE: This Power supply supports both 100-240V AC and 240V DC.

HPE 900W Standard AC 240VDC RPS Power Backplane FIO Kit 828735-B21

NOTE: The backplane kit and the backplane cable kit (820306-B21) are mandatory with the power input module.

NOTE: This FIO option can only be bought integrated in the server.
It cannot be ordered as a standalone option after server purchase.

HPE 900W Standard AC 240VDC Redundant Power Supply Kit 820792-B21

NOTE: This Redundant Power supply kit includes 2 power supply input modules and 1 backplane kit. Backplane cable kit (820306-B21) is mandatory for this option.

HPE 900W Standard AC 240VDC Power Input Module 775595-B21

NOTE: This part number can only be bought standalone and is for field integration only.

HPE 900W Standard AC 240VDC RPS Power Backplane 814835-B21

NOTE: This part number can only be bought standalone and is for field integration only.

NOTE: The backplane kit and the backplane cable kit (820306-B21) are mandatory with the power input module.

HPE DL20 Gen9 Redundant Power Supply Backplane Cable Kit 820306-B21

NOTE: This RPS backplane Cable kit is mandatory to be chosen along with 900W backplane.

Core Options

NOTE: This Power supply supports both 100-240V AC and 240V DC.

NOTE: Supports Gold-level efficiency (92%) with a standard C14 inlet connector. No support for HPE

Power Discovery Services. Only compatible with select HPE ProLiant Gen9 Essential servers.

NOTE: HPE 900W Gold (Redundant) AC 240VDC Power Input Module (775595-B21/828734-B21)

must be used with Power Backplane (814835-B21/828735-B21).

NOTE: Each Redundant Power Supply Backplane can support up to two (2) power input modules.

NOTE: DL20 Gen9 Backplane cable kit is a mandatory option with the backplane for DL20 Gen9.

NOTE: Redundant AC Power Input Modules do not share power. Redundant AC Power Input Module #1 is the primary AC Power Input Module. Redundant AC Power Input Module #2 is the backup AC Power Input Module.

HPE Computation and Graphics Accelerators

HP NVIDIA Quadro K2200 Graphics Accelerator

J0G89A

HPE NVIDIA Quadro M2000 Graphics Accelerator

P8Y48A

NOTE: 1 GPU supported per Server.

NOTE: 1 GPU Enablement kit 779611-B21 must be selected when adding a GPU option.

NOTE: Only the above listed Graphics cards are Hewlett Packard Enterprise standard supported options in this server.

NOTE: The NVIDIA Quadro modules are supported only on 64-bit versions of Linux and Windows operating systems as well as on Virtual Machine client operating systems. The supported bare metal operating systems are RHEL6, SLES 11 and Windows Server 2012 R2.

NOTE: Please see the HPE Power Advisor for estimated power consumption of your individual system configuration prior to installing GPUs. The HPE Power Advisor is located at: <http://www.hp.com/go/hppoweradvisor>.

Additional Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Insight Software	HPE Insight Control	
	HPE Insight Control including 1yr 24x7 Technical Support and Updates 1-server LTU	C6N27A
	HPE Insight Control including 1yr 24x7 TSU E-LTU	C6N28ABE
	HPE Insight Management Media Kit	C6N31A
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle Single Server FIO LTU	C6N36A
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle FIO E-LTU	C6N36ABE
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle FIO E-LTU	C6N36ABE

NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.

NOTE: Customer will receive a license entitlement certificate. The license entitlement certificate must be redeemed online or via fax in order to obtain the license activation key(s). Includes one year of 24x7 HPE Software Technical Support and Update Service.

NOTE: Licenses ship without media. The HPE Insight Control Media Kit can be ordered separately, or can be downloaded at: <http://www.hp.com/go/insightupdates>.

NOTE: For additional license options please see the [HPE Insight Control QuickSpecs](#).

Embedded Management	HPE iLO Advanced	
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates 1-server LTU	512485-B21
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates Flexible Quantity LTU	512486-B21
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates Tracking LTU	512487-B21
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates 1-server LTU	BD505A
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates Flexible Quantity LTU	BD506A
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates Tracking LTU	BD507A
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates E-LTU	E6U59ABE
	HPE iLO Advanced including 3yr 24x7 Technical Support and Updates E-LTU	E6U64ABE
	HPE iLO Essentials	

Additional Options

HPE iLO Essentials including 3yr 24x7 Tech Support and Updates 1-server LTU	BD774A
HPE iLO Essentials including 1yr 24x7 Tech Support and Updates 1-server LTU	BD775A
HPE iLO Essentials including 3yr 24x7 Technical Support and Updates E-LTU	E6U61ABE
HPE iLO Essentials including 1yr 24x7 Technical Support and Updates E-LTU	E6U62ABE
HPE iLO Scale-out	
HPE iLO Scale-Out 3yr 24x7 Tech Support and Updates Flexible Quantity LTU	BD776A
HPE iLO Scale-Out including 3yr 24x7 Tech Support and Updates Flex Qty E-LTU	BD776AAE
HPE iLO Scale-Out including 3yr 24x7 Tech Support and Updates Tracking LTU	BD777A
HPE iLO Scale-Out 1yr 24x7 Tech Support and Updates Flexible Quantity LTU	BD778A
HPE iLO Scale-Out including 1yr 24x7 Tech Support and Updates Flex Qty E-LTU	BD778AAE
HPE iLO Scale-Out including 1yr 24x7 Tech Support and Updates Tracking LTU	BD779A

HPE Converged HPE OneView

Infrastructure Management Software	HPE OneView w/o iLO including 3yr 24x7 Support 1-server LTU	P8B24A
	HPE OneView w/o iLO including 3yr 24x7 Support 1-server FIO LTU	P8B31A

High Performance Clusters

HPE Cluster Management Utility	
HPE Insight Cluster Management Utility 3yr 24x7 Flexible LTU	BD476A
HPE Insight Cluster Management Utility 1yr 24x7 Flexible LTU	QL803B
HPE Insight Cluster Management Utility Media	BD477A

HPE Security

HP Trusted Platform Module 2.0 Kit	745823-B21
HP Trusted Platform Module Option	488069-B21
HP 1U Security Bezel Kit	664918-B21
NOTE: Quick Release Ear option kit (P/N 811254-B21) is mandatory for installing security bezel.	
HPE DL20 Gen9 Quick Release Ear FIO Kit	811254-B21
NOTE: DL20 Gen9 ships with thumbscrew ear attachments (BTO and CTO) as standard. The Quick Release Ear kit needs to be purchased if you want to have a security bezel installed.	

Additional Options

HPE Storage Controllers

SAS Controllers

HPE Smart Array Controllers

HP Smart Array P440/2GB FBWC 12Gb 1-port Int SAS Controller 820834-B21

NOTE: The above SKUs include 96W Smart Storage Battery.

HP Smart Array P440/4GB FBWC 12Gb 1-port Int SAS Controller 726821-B21

NOTE: The option requires a 96W Smart Storage Battery p/n 727258-B21.

HP Smart Array P440/4GB FBWC 12Gb 1-port Int FIO SAS Controller 761872-B21

NOTE: The above SKUs include 96W Smart Storage Battery.

HP Smart Array P441/4GB FBWC 12Gb 2-ports Ext SAS Controller 726825-B21

HP Smart Array P841/4GB FBWC 12Gb 4-ports Ext SAS Controller 726903-B21

NOTE: P440 needs to be populated in slot 2 (Full Height).

HPE Smart Host Bus Adapters

HP H240 12Gb 2-ports Int Smart Host Bus Adapter 726907-B21

HP H240 12Gb 2-ports Int FIO Smart Host Bus Adapter 761873-B21

HP H241 12Gb 2-ports Ext Smart Host Bus Adapter 726911-B21

NOTE: H240 needs to be populated in slot 2 (Full Height).

HPE Cable Options

HPE DL20 Gen9 2LFF Mini SAS P440 Cable Kit 811279-B21

HPE DL20 Gen9 4SFF Mini SAS P440 Cable Kit 811282-B21

NOTE: One of the above cables is required to be selected depending on the combination of server and storage controller. Cable option kit descriptions include the right server and storage controller names.

NOTE: FIO indicates that this option is only available as a factory installable option. Please select FIO option if you want the option to be factory installed.

NOTE: All the server chassis (Mod-x) includes min-SAS cables required to connect drives to embedded B140i SATA controller or HBA240 controller (HBA240 is optional).

Optional Software

HP Secure Encryption per Svr Entitlement C9A82AAE

HPE SmartCache No Media 24x7 Technical Support 1-server LTU D7S26A

HPE SmartCache No Media 24x7 Technical Support Flexible LTU D7S27A

HPE SmartCache No Media 24x7 Technical Support E-LTU D7S27AAE

Optional Upgrades

HP 96W Smart Storage Battery with 145mm Cable for DL/ML/SL Servers 727258-B21

NOTE: This option is mandatorily required with HPE Smart Array controllers. One server can accommodate only 1 Smart Storage Battery that would suffice the requirement of all HPE Smart Array controllers.

Battery Holder

HPE DL20 Gen9 Smart Storage Battery Holder 822451-B21

NOTE: This holder is mandatorily required with Smart Storage Battery.

Additional Options

HPE Tape Backup

NOTE: For the complete range of tape drives, autoloaders, libraries and media see: <http://www.hp.com/go/tape>. For hardware and software compatibility of HPE tape backup products <http://www.hpe.com/storage/BURACompatibility>.

NOTE: For Internal drives to be connected to DL servers please make sure that you order rack mount kit as well.

Tape Drives

SAS Rack-Mount Tape Solutions

HPE StoreEver LTO-6 Ultrium 6250 Tape Drive in a 1U Rack Mount Kit	C0L99A
HPE StoreEver LTO-6 Ultrium 6250 External Tape Drive	EH970A
HPE StoreEver LTO-5 Ultrium 3000 SAS Tape Drive in a 1U Rack Mount Kit	EJ014B
HPE StoreEver LTO-5 Ultrium 3000 SAS External Tape Drive	EH958B
HPE StoreEver LTO-4 Ultrium 1760 SAS (1) in a 1U Rack Mount Kit	EH946C
HPE StoreEver LTO-4 Ultrium 1760 SAS External Tape Drive	EH920B
HPE StoreEver 1U SAS Rack Mount Kit	AE459B

HPE DAT Autoloader

HPE StoreEver 1/8 G2 LTO-6 Ultrium 6250 Fibre Channel Tape Autoloader	C0H19A
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HPE MSL2024 Tape Library

HPE StoreEver MSL2024 0-drive Tape Library	AK379A
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HPE MSL4048 Tape Library

HPE StoreEver MSL4048 0-drive Tape Library	AK381A
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HPE StoreEver MSL6480

HPE StoreEver MSL6480 Scaleable Expansion Module	QU626A
HPE StoreEver MSL6480 Scalable Base Module	QU625A

HPE Disk Backup

HPE RDX Removable Disk Backup System

HP RDX+ 500GB External Backup System	B7B66B
HP RDX+ 1TB External Backup System	B7B69B
HPE RDX+ External Docking System	C8S07B
HP RDX 2TB USB3.0 External Disk Backup System	E7X53B
HPE RDX 3TB USB 3.0 Internal Disk Backup System	P9L71A
HPE RDX+ 3TB USB 3.0 External Disk Backup System	P9L72A

HPE StoreOnce Backup systems

HPE StoreOnce 3100 8TB System	BB913A
HPE StoreOnce 3520 12TB System	BB922A
HPE StoreOnce 3540 24TB System	BB914A
HPE StoreOnce 5100 48TB System	BB915A

D2D Backup

HPE D3700 Enclosure	QW967A
HPE D3600 Enclosure	QW968A

NOTE: For the complete range of RDX drives and media see:

<http://www.hp.com/go/rdx>. For hardware and software compatibility of Hewlett Packard Enterprise disk backup products see: <http://www.hp.com/storage/SPOCK>.

Additional Options

HPE Storage Options	Emulex Fibre Channel HBAs	
	HPE 82E 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ763B
	HPE StoreFabric SN1100E 16Gb Dual Port Fibre Channel Host Bus Adapter	C8R39A
	QLogic Fibre Channel HBAs	
	HPE 82Q 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ764A
	HPE StoreFabric SN1000Q 16GB 2-port PCIe Fibre Channel Host Bus Adapter	QW972A

HPE Disk Storage Systems	Disk Enclosures	
	HPE D6000 w/70 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 560TB Bundle	M0T59A
	HPE D6000 w/35 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 280TB Bundle	M0T58A
	HP D6000 w/35 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 140TB Bundle	E7W30A
	HP D6000 w/70 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 280TB Bundle	E7W31A
	HP D6000 Dual I/O Module Disk Enclosure	QQ695A
	HP D6000 w/35 2TB 6G SAS 7.2K LFF Dual port MDL HDD 70TB Bundle	QQ697A
	HP D6000 w/70 2TB 6G SAS 7.2K LFF Dual port MDL HDD 140TB Bundle	QQ698A
	HP D6000 w/35 3TB 6G SAS 7.2K LFF Dual port MDL HDD 105TB Bundle	QQ699A
	HP D6000 w/70 3TB 6G SAS 7.2K LFF Dual port MDL HDD 210TB Bundle	QQ700A

HPE Data Center Racks	HPE Advanced Series Racks	
	HPE 11648 1075mm Pallet Universal Rack	H6J87A
	HPE 11648 1075mm Shock Universal Rack	H6J88A
	HPE 11642 1075mm Pallet Universal Rack	H6J65A
	HPE 11642 1075mm Shock Universal Rack	H6J66A
	HPE 11642 1200mm Pallet Universal Rack	H6J67A
	HPE 11642 1200mm Shock Universal Rack	H6J68A
	HPE 11636 1075mm Pallet Universal Rack	H6J77A
	HPE 11636 1075mm Shock Universal Rack	H6J78A
	HPE 11622 G2 1075mm Shock Universal Rack	H6J83A
	HPE 11622 G2 1075mm Shock Universal Rack	H6J84A
	HPE 11614 1075mm Shock Universal Rack	H6J82A
	NOTE: Please see the HPE Advanced Series Racks QuickSpecs for information on additional racks options and rack specifications.	
HPE Enterprise Series Racks		

Additional Options

HPE 647 1075mm Pallet Intelligent Series Rack	BW911A
HPE 647 1075mm Shock Intelligent Series Rack	BW912A
HPE 647 1200mm Pallet Intelligent Series Rack	BW913A
HPE 647 1200mm Shock Intelligent Series Rack	BW914A
HPE 642 1075mm Pallet Intelligent Series Rack	BW903A
HPE 642 1075mm Shock Intelligent Series Rack	BW904A
HPE 642 1200mm Pallet Intelligent Series Rack	BW907A
HPE 642 1200mm Shock Intelligent Series Rack	BW908A
HPE 636 1075mm Pallet Intelligent Series Rack	BW895A
HPE 636 1075mm Shock Intelligent Series Rack	BW896A
HPE 842 1075mm Pallet Intelligent Series Rack	BW917A
HPE 842 1075mm Shock Intelligent Series Rack	BW918A

NOTE: Please see the [HPE Enterprise Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Standard Series Rack

HPE V142 1075mm deep Pallet 100 series Rack	AF046A
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NOTE: Please see the [HPE Standard Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Power Distribution Units (PDUs)

HPE Basic Power Distribution Units (PDU)

HPE Basic 1.9kVA/L5-20P 16A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	H5M54A
HPE Basic 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	H5M56A
HPE Basic 2.8kVA/L5-30P 24A/120V Outlets (18) 5-20R/Vertical NA/JP PDU	H5M55A
HPE Basic 4.9kVA/60320 C20 Detachable 16A/230V Outlets (20) C13/Vertical WW PDU	H5M57A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (20) C13/Vertical NA/JP PDU	H5M58A
HPE Basic 7.3kVA/60309 5-wire 32A/230V Outlets (20) C13/Vertical INTL PDU	H5M68A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13/Vertical NA/JP PDU	H5M61A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M59A

Additional Options

HPE Basic 7.3kVA/60309 3-wire 32A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M70A
HPE Basic 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (6) C19/Vertical NA PDU	H5M60A
HPE Basic 11kVA/60309 63A 3-wire 48A/230V Outlets (30) C13 (6) C19/Vertical INTL PDU	H5M71A
HPE Basic 9.2kVA/50A Terminal Block 40A/230V Outlets (30) C13 (6) C19/Vertical WW PDU	H5M75A
HPE Basic 3Ph 5.7kVA/ L21-20P 16A/120-208V Outlets (24) C13 (3) 5-20R/Vertical NA/JP PDU	H5M63A
HPE Basic 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (24) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	H5M64A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M62A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M72A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (36) C13 (6) C19/Vertical INTL PDU	H5M73A
HPE Basic 3Ph 11kVA/60309 16A/240V Outlets (36) C13 (6) C19/Vertical NA PDU	H5M67A
HPE Basic Modular 2.8kVA/L5-30P 24A/120V Outlets (4) C19/Horizontal NA/JP PDU	252663-D71
HPE Basic Modular 4.9kVA/L6-30P 24A/208V Outlets (4) C19/Horizontal NA/JP Core Only PDU	252663-D74
HPE Basic Modular 8.3kVA/CS8265C 40A/208V Outlets (4) C19/Horizontal NA/JP PDU	252663-D75
HPE Basic Modular 7.3kVA/60309 3-wire 32A/230V Outlets (4) C19/Horizontal INTL Core Only PDU	252663-B33
HPE Basic Modular 9.2kVA/60309 63A 3-wire 40A/230V Outlets (4) C19/Horizontal INTL PDU	252663-B34
HPE Basic Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF512A
HPE Basic Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF513A
HPE Basic Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF519A
HPE Basic Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF511A
HPE Basic Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF518A

NOTE: Please see the [HPE Basic Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered Power Distribution Units (PDU)

Additional Options

HPE Metered 2.8kVA/L5-30P 24A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	D9N43A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	D9N46A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Horizontal NA/JP PDU	D9N44A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (16) C13/Vertical WW PDU	D9N45A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Vertical NA/JP PDU	G9Z05A
HPE Metered 7.3kVA/60309 3-wire 32A/230V Outlets (12) C13/Vertical INTL PDU	G9Z06A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	D9N47A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	D9N48A
HPE Metered 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (3) C19/Vertical NA/JP PDU	D9N51A
HPE Metered 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (18) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	D9N53A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (18) C13 (3) C19/Vertical INTL PDU	D9N55A
HPE Metered 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (3) C19/Vertical NA PDU	D9N49A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlet (32) C13 (4) C19/Vertical INTL PDU	D9N50A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (30) C13 (3) C19/Vertical INTL PDU	D9N57A
HPE Metered 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N58A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (30) C13 (3) C19/Vertical NA/JP PDU	D9N61A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N62A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (24) C13 (3) C19/Vertical NA/JP PDU	D9N54A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N59A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	G9Z07A
HPE Metered 3Ph 19.9kVA/L22-30P 24A/277V Outlets (30) RF-203P-HP/Vertical NA PDU	D9N63A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlet (30) C13 (3) C19/Vertical INTL PDU	D9N56A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	D9N60A
HPE Metered 3Ph 22kVA/60309 5-wire WT 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	G9Z08A
HP Environmental Sensor for Remote Monitored and Managed PDUs	E2D53A

Additional Options

NOTE: Please see the [HPE Metered Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Intelligent Power Distribution Unit (PDU)

HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF520A
HPE Intelligent Modular 8.3kVA/CS8265C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF521A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF522A
HPE Intelligent Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V (6) C19/Horizontal NA/JP PDU	AF523A
HPE Intelligent Modular 3Ph 17.3kVA/60309 30A 5-wire 24A/240V (6) C19/Horizontal NA/JP PDU	AF901A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF525A
HPE Intelligent Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF526A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF527A
HPE Intelligent Modular 3Ph 17.3kVA/IEC 60309 60A 4-wire 48A/208V (12) C19/Horizontal NA/JP PDU	AF535A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C19/Horizontal INTL PDU	AF538A
HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF531A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF532A
HPE Intelligent Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF533A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU Kit	AF534A
HP 5xC13 Intelligent PDU Extension Bar G2 Kit	AF547A
HP 5xC13 Outlets Power and UID LEDs Pair Standard Extension Bar	AF528A

NOTE: Please see the [HPE Intelligent Power Distribution Unit \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered and Switched Power Distribution Units (PDU)

Additional Options

HPE Metered Switched 2.8kVA/L5-30P 24A/120V Outlets (24) 5-20R /Vertical NA/JP PDU	H8B48A
HPE Metered Switched 3.6kVA/60320 C20 Detachable 16A/230V Outlets (7) C13 (1) C19/Vertical WW PDU	H8B49A
HPE Metered Switched 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	H8B50A
HPE Metered Switched 7.3kVA/60309 3-wire 32A/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	H8B51A
HPE Metered Switched 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (6) C19/Vertical NA/JP PDU	H8B52A
HPE Metered Switched 3Ph 8.6kVA/L21-30P 24A/208V Outlets (20)C13 (3)C19 (1)5-20R/Vertical NA/JP PDU	H8B53A
HPE Metered Switched 3Ph 11kVA/60309 5-wire 16A/230V Outlets (21) C13 (3) C19/Vertical INTL PDU	H8B54A
HPE Metered Switched 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B55A
HPE Metered Switched 3Ph 17.3kVA/60309 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B56A
HP 800VA - 277V Input / 230V Output NA Rack Mount Transformer	H3X09A

NOTE: Please see the [HPE Metered and Switched Power Distribution Units \(PDU\) QuickSpecs](#)

for information on additional options and product specifications.

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE Rack Mount Consoles, KVM Switches, and Keyboards	Rail Kits	
	HP 1U Short Friction Rail Kit	775612-B21
	HPE Location Discovery Services	
	HPE Location Discovery Services LCD8500 Kit	TL052A
	HPE Rack Mount Consoles	
	HP LCD8500 1U US Rackmount Console Kit	AF630A
	HP LCD8500 1U UK Rackmount Console Kit	AF631A
	HP LCD8500 1U DE Rackmount Console Kit	AF632A
	HP LCD8500 1U FR Rackmount Console Kit	AF633A
	HP LCD8500 1U JP Rackmount Console Kit	AF642A
	HP LCD8500 1U RU Rackmount Console Kit	AF643A
	HP LCD8500 1U INTL Rackmount Console Kit	AF644A
	HP LCD8500 1U US TAA Rackmount Console Kit	AF645A
	HPE KVM Switches	

Additional Options

HP 0x1x8 G3 KVM Console Switch	AF651A
HP 0x2x16 G3 KVM Console Switch	AF652A
HP TAA 0x2x16 G3 KVM Console Switch	AF653A
HP USB Remote Access Key for G3 KVM Console Switches	AF650A
HP KVM Console USB Interface Adapter	AF628A
HP 0x2x16 KVM Server Console Switch G2 with Virtual Media CAC Software	AF618A
HP 0x2x32 KVM Server Console Switch G2 with Virtual Media CAC Software	AF619A
HP KVM Console USB 2.0 Virtual Media CAC Interface Adapter	AF629A
HP 1x4 USB/PS2 KVM Console Switch	AF611A
HP 1x1Ex8 KVM IP Console Switch G2 with Virtual Media CAC Software	AF620A
HP 2x1Ex16 KVM IP Console Switch G2 with Virtual Media CAC Software	AF621A
HP 4x1Ex32 KVM IP Console Switch G2 with Virtual Media CAC Software	AF622A
HPE KVM Console USB/Display Port Interface Adapter	AF654A
HPE KVM Console USB 8-pack Interface Adapter	AF655A

NOTE: To learn more, please visit the [HPE KVM Switches web page](#).

HPE USB Keyboard and Mouse

HP USB BFR with PVC Free US Keyboard/Mouse Kit	631341-B21
HP USB BFR with PVC Free UK Keyboard/Mouse Kit	631344-B21
HP USB BFR with PVC Free FR Keyboard/Mouse Kit	631346-B21
HP USB BFR with PVC Free ES Keyboard/Mouse Kit	631348-B21
HP USB BFR with PVC Free DE Keyboard/Mouse Kit	631358-B21
HP USB BFR with PVC Free JP Keyboard/Mouse Kit	631360-B21
HP USB BFR with PVC Free IT Keyboard/Mouse Kit	631362-B21
HP USB BFR with PVC Free CN Keyboard/Mouse Kit	631364-B21
HP USB BFR with PVC Free AE Keyboard/Mouse Kit	638212-B21
HP USB BFR with PVC Free RU Keyboard/Mouse Kit	638214-B21
HP USB BFR with PVC Free IN Keyboard/Mouse Kit	672097-D63
HP USB BFR with PVC Free AP-Intl Keyboard/Mouse Kit	672097-373
HP USB BFR with PVC Free Intl Keyboard/Mouse Kit	672097-B33
HP USB BFR with PVC Free PT Keyboard/Mouse Kit	672097-133
HP USB BFR with PVC Free TR Keyboard/Mouse Kit	672097-143
HP USB BFR with PVC Free CZ Keyboard/Mouse Kit	672097-223
HP USB BFR with PVC Free FI Keyboard/Mouse Kit	672097-353
HP USB BFR with PVC Free SE Keyboard/Mouse Kit	672097-103
HP USB BFR with PVC Free CH Keyboard/Mouse Kit	672097-113
HP USB BFR with PVC Free KR Keyboard/Mouse Kit	672097-KD3

HPE Other Options

HPE Rack LED Light Kit	BW939A
HP Kit LCD 1.83m Latch Display Port Cable	G7T29A
HP ConvergedSystem Door Branding Kit	TK815A
HP ConvergedSystem Rack Light Kit	TK816A
HP ConvergedSystem Rack Side Panel 1075mm Kit	TK817A

Additional Options

HPE Uninterruptible HPE DirectFlow Three Phase UPS

Power Systems (UPS)

Power Unit (1U UPS)

HPE R12000 DirectFlow - 1U Rackmount Uninterruptible Power System G9Y75A

HPE R12000 DirectFlow - POD 1U Rackmount Uninterruptible Power System AF478A

HPE RP12000/3 12000VA Three Phase INTL 6U Rackmount Uninterruptible Power System AF437A

Input/Output Module Options for 1U UPS

HPE 32A 400-415 Volt Three Phase INTL R12000 DirectFlow UPS IEC309 Input/Output Module AF488A

HPE 30A 400-415 Volt Three Phase NA R10000 DirectFlow UPS IEC309 Input/Output Module AF489A

HPE 32A 380 Volt Three Phase China R12000 DirectFlow UPS Unterminated Input/Output Module AF490A

HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS L22-30 Input/Output Module AF491A

HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module AF492A

HPE 30A 400-415 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module G9Y76A

Power Unit (2U UPS)

HPE R18000 DirectFlow - 2U Rackmount Uninterruptible Power System AF479A

HPE DirectFlow UPS Management Card AF493A

Input/Output Module Options for 2U UPS

HPE 32A 400-415 Volt Three Phase INTL R18000 DirectFlow UPS IEC309 Input/Output Module AF483A

HPE 30A 380 Volt Three Phase China R18000 DirectFlow UPS Unterminated Input/Output Module AF485A

HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module AF486A

HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module AF487A

HPE 30A 400 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module D9Q02A

HPE 30A 400-415V Three Phase NA R18000 DirectFlow UPS 1:1 IEC309 Input/Output Module AF484A

NOTE: All Input/Output Modules support dual output outlets except the AF484A.

Battery Pack Options

HPE DirectFlow UPS - 1U Rackmount Lithium-ion Battery Pack AF480A

HPE DirectFlow UPS - 3U Rackmount VRLA Battery Pack AF482A

HPE WW DirectFlow Secondary Battery Cable AF497A

NOTE: Please see the [HPE DirectFlow Three Phase Uninterruptible Power System](#)

QuickSpecs

for information on additional options and product specifications.

HPE Tower UPS

Additional Options

HPE T750 G4 UPS Models

HPE T750 G4 NA/JP Uninterruptible Power System	J2P85A
HPE T750 G4 INTL Uninterruptible Power System	J2P88A

HPE T1000 G4 UPS Models

HPE T1000 G4 NA/JP Uninterruptible Power System	J2P86A
HPE T1000 G4 INTL Uninterruptible Power System	J2P89A

HPE T1500 G4 UPS Models

HPE T1500 G4 NA/JP Uninterruptible Power System	J2P87A
HPE T1500 G4 INTL Uninterruptible Power System	J2P90A

HPE Rack-mountable UPS

HPE R/T2200 G4 UPS Models

HPE R/T2200 G4 NA/JP Uninterruptible Power System	J2R00A
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HPE R/T3000 G4 UPS Models

HPE R/T3000 G4 Low Voltage NA/JP Uninterruptible Power System	J2R01A
HPE R/T3000 G4 High Voltage NA/JP Uninterruptible Power System	J2R02A
HPE R/T3000 G4 High Voltage INTL Uninterruptible Power System	J2R04A

R1500 G4 Models

HPE R1500 G4 NA Uninterruptible Power System	J2Q99A
HPE R1500 G4 JP/TWN Uninterruptible Power System	J2R05A
HPE R1500 G4 INTL Uninterruptible Power System	J2R03A

R7000 Uninterruptible Power System (UPS)

HPE R7000 4U 50A High Voltage NA/JP Uninterruptible Power System	AF462A
HPE R7000 4U IEC-32A High Voltage INTL Uninterruptible Power System	AF463A

R5000 Uninterruptible Power System (UPS)

HPE R5000 3U L630 High Voltage NA/JP Uninterruptible Power System	AF460A
HPE R5000 3U IEC309-32A High Voltage INTL Uninterruptible Power System	AF461A

HPE UPS Options

HPE R/T2200 G4 Extended Runtime Module	J2R09A
HPE R/T3000 G4 Extended Runtime Module	J2R10A
HPE 2U Rack/Tower UPS Shipping Kit	L4Q11A

NOTE: Please see the [HPE Line Interactive Single Phase UPS QuickSpecs](#) for information on additional options and product specifications.

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE USB and SD Options

HPE Enterprise Mainstream Flash Media Kits for Memory Cards

HPE 32GB microSD Mainstream Flash Media Kit	700139-B21
HPE 8GB microSD Enterprise Mainstream Flash Media Kit	726116-B21
HP 8GB USB Enterprise Mainstream Flash Media Drive Key Kit	737953-B21
HP Dual 8GB microSD Enterprise Midline USB Kit	741279-B21

Additional Options

HPE Support Services	Installation & Start-up Services	
	HPE Installation ML/DL Series 10 Service	U7WZ5E
	HPE Startup ML/DL Series 10 Service	U7WZ7E
	Foundation Care	
	HPE 3 year Foundation Care Next business day DL20 Gen9 Service	H1AH3E
	HPE 3 year Foundation Care Next business day with DMR DL20 Gen9 Service	H1AH4E
	HPE 3 year Foundation Care 24x7 DL20 Gen9 Service	H1AH9E
	HPE 3 year Foundation Care 24x7 with DMR DL20 Gen9 Service	H1AJ0E
	HPE 3 year Foundation Care 24x7 with CDMR DL20 Gen9 Service	H1AP0E
	HPE 3 year Foundation Care Next business day with CDMR DL20 Gen9 Service	H1AN7E
	Proactive Care	
	HPE 3 year Proactive Care 24x7 DL20 Gen9 Service	H1AJ1E
	HPE 3 year Proactive Care 24x7 with DMR DL20 Gen9 Service	H1AJ2E
	HPE 3 year Proactive Care 24x7 with CDMR DL20 Gen9 Service	H1AP1E

Memory

HPE Standard Memory UDIMMs has passed the rigorous Hewlett Packard Enterprise qualification and testing process. The memory subsystem in this server supports UDIMMs. The server supports single-rank and dual-rank DDR4 UDIMM.

Memory Population guidelines The server supports two channels per processor with two DIMMs per channel for a total of four DIMMs per DL20 Gen9 Server.

General Memory Population Rules and Guidelines:

- . Only UDIMMs are supported on DL20 Gen9. No support for RDIMMs and LRDIMMs
- . All the channels in a system run at the fastest common frequency
- . Both single DIMM per channel and dual DIMMs per channel are supported at 2133MHz

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E3-1200v5 Series Processor Family

Memory Bandwidth and Capacity		
[DIMM Type]	Unbuffered with E	
HPE SKU P/N	805667-B21	819880-B21
DIMM Rank	Single Rank	Single Rank
DIMM Capacity	4GB	8GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V
DIMM Native Speed (MT/s)	2133	2133
SLOTS THAT CAN BE POPULATED		
4 slot servers	4	4
MAXIMUM CAPACITY (GB)		
	16	32
POPULATED DIMM SPEED (MT/s)		
1 DIMM Per Channel	2133	2133
2 DIMM Per Channel	2133	2133
3 DIMM Per Channel		n/a

Memory

DIMM slot and configuration diagram

DIMM slot and configuration diagrams

UDIMM maximum configuration (1 CPU model)

Population order; start with "A" first, "B" second, "C" third, etc.

		CPU 1		CPU 2	
	Slot #	population order	Slot #	population order	
Chnl 2	1	B	1		
	2	D	2		
		CPU 1		CPU 2	
	Slot #	population order	Slot #	population order	
Chnl 1	3	A	3		
	4	C	4		

Memory Speed by Processor Model

Processor Models	Supported Memory Speeds
E3-1220v5, E3-1225v5, E3-1230v5, E3-1240v5, E3-1270v5, E3-1280v5, E3-1260Lv5, E3-1240Lv5, i3-6100, i3-6300, G4500, G4400	2133MT/s

Standard and Maximum Memory Capacity (Pre-configured Models)

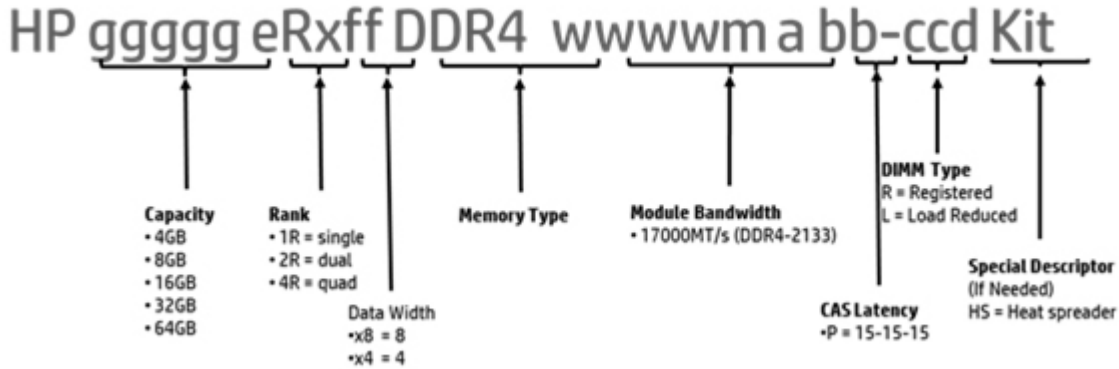
Pre Configured Models	Standard Memory	Maximum Memory Plus Optional Memory	Standard Memory Replaced with Optional Memory
G4400	4GB (1x4GB)	52GB (3x16GB, 1x4GB)	64GB (4x16GB)
E3-1240v5	8GB (1x8GB)	56GB (3x16GB, 1x8GB)	64GB (4x16GB)
E3-1220v5	8GB (1x8GB)	56GB (3x16GB, 1x8GB)	256GB (4x64GB)

Memory

DDR4 memory options part number decoder

NOTE: Capacity references are rounded to the common gigabyte (GB) values.

- 4GB = 4,096MB
- 8GB = 8,192MB
- 16GB = 16,384MB



Storage



1 - 4

4 x SFF SATA/SAS/SSD Hot Pluggable Hard Drive Bays



1 - 2

2 x LFF SATA/SAS/SSD Hot Pluggable and Non hot Pluggable Hard Drives Bays



1 - 2

2 x LFF SATA Non hot Pluggable Hard Drives Bays

Technical Specifications

System Unit	Dimensions	4 SFF - 1.70 x 17.11 x 15.05 inches (4.32 x 43.46 x 38.22 cm)
	(H x W x D)	2 LFF - 1.70 x 17.11 x 15.05 inches (4.32 x 43.46 x 38.22 cm)
		NOTE: Depth of the chassis from rear to bezel is 15.5".
Weight (approximate)	Weight	Non hot Plug 2 17.37lb (7.88kg)
		LFF fully loaded (all hard drives, power supplies, and processors installed)
		Hot Plug 2LFF 17.41lb (7.9kg) fully loaded (one hard drive, power supply, and processor installed)
		4 SFF Fully loaded 19.18lb (8.7kg)
	290W Non-hot Plug Power Supply	
Input Requirements	Input	Range Input 100 to 240 VAC
		Voltage
		Rated Input Current 5.5 A max (at 100 VAC)
		Rated Input Frequency 50 to 60 Hz
		Rated Input Power 550 W (at 100 VAC)
BTU Rating	Maximum	1130 BTU per hr (at 115 VAC) 1126 BTU per hr (at 230 VAC)
Power Specifications	Power	To review typical system power ratings use the Power Advisor which is available via the online tool located at URL: www.hp.com/go/proliant-energy-efficient or www.hp.com/go/hppoweradvisor - Click on the system of interest. Example: DL20 Gen9- Follow the instructions of the next screens.
Power Supply Output	Power Supply	Rated 290 W Max
		Steady-State Power
		Maximum Peak Power 366 W within 10 seconds
	900W Redundant Power Supply	

Technical Specifications

Input Requirements	Rated Input	100 to 127 VAC
	Voltage	200 to 240VAC
	Rated Input	50 to 60 Hz
	Frequency	
	Rated Input	6.3 A at 100 V AC
	Current	4.9 A at 200 V AC
	Maximum rated input power	619 W at 100 VAC 976 W at 200 VAC
	BTUs per hour non redundant	2112 at 100 VAC 3329 at 200 VAC
Power Specifications	To review typical system power ratings use the Power Advisor which is available via the online tool located at URL: http://www.hp.com/go/proliant-energy-efficient or http://www.hp.com/go/hppoweradvisor - Click on the system of interest. Example: DL20 Gen9- Follow the instructions of the next screens.	
Power Supply Output	Rated	550 W at 100 VAC to 127 VAC input
	Steady-State Power	900 W at 200 VAC to 240 VAC input
	Maximum	550 W at 100 VAC to 127 VAC input
	Peak Power	900 W at 200 VAC to 240 VAC input
System Inlet Temperature	Standard Operating Support	10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F).
	Extended Ambient Operating Support	For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/go/proliant/ashrae System performance may be reduced if operating in the extended ambient operating range or with a fan fault. NOTE: Supports A3 extended ambient.
Relative Humidity	Non-operating	-30°C to 65°C (-22°F to 149°F)
	Operating	Minimum to be the higher (more moisture) of -12°C (10.4°F) dew point or 8% relative humidity. Maximum to be the lower (less moisture) of 24°C (75.2°F) dew point or 90% relative humidity.

Technical Specifications

(non-condensing)	Non-operating	5% to 95% relative humidity (Rh), 38.7°C (101.7°F)
Altitude	Operating	maximum wet bulb temperature 3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
Acoustic Noise	Non-operating	9144 m (30,000 ft). Maximum allowable altitude change rate is 457 m/min (1500 ft/min). Listed are the declared A-Weighted sound power levels (LWAd) and declared average bystander position A-Weighted sound pressure levels (LpAm) when the product is operating in a 23°C ambient environment. Noise emissions were measured in accordance with ISO 7779 (ECMA 74) and declared in accordance with ISO 9296 (ECMA 109).
	Idle	
	L WAd	Entry 3.7 B Base 3.8 B Performance 3.4B
	L pAm	Entry 20.0 dBA Base 20.0 dBA Performance 18.0 dBA
	Operating	
	L WAd	Entry 3.7 B Base 4.7 B Performance 5.6 B
	L pAm	Entry 20.0 dBA Base 30.0 dBA Performance 34.0 dBA
Emissions Classification (EMC)	FCC Rating	Class A
	Normative Standards	CISPR 22; EN55022; EN55024; FCC CFR 47, Pt 15; ICES-003; CNS13438; GB9254; K22;K24; EN 61000-3-2; EN 61000-3-3; EN 60950-1; IEC 60950-1

NOTE: Product conformance to cited product specifications is based on sample (type) testing, evaluation, or assessment. This product or family of products is eligible to bear the appropriate compliance logos and statements.

NOTE: The above power supply also supports 240VDC.

Technical Specifications

HPE Dynamic Smart Array B140i Controller	Number of PCI links	Four
	PCI link rate	4Gb/s
	Storage protocol support	SATA
	SAS/SATA peak data transfer rate	6Gb/s
	Number of SAS/SATA links	10 links
	SAS/SATA connectivity	2x4 connectors; 2x1 connectors
	Expander support	No
	Drives supported (max)	Up to 10 Internal Drives
	RAID support	0, 1, 10, 5 SATA
	Software management	HPE SSA, SMH, SIM
	Warranty	Server warranty
	HPE Secure Encryption license	Not Supported
	HPE SmartCache License	Not Supported
	HPE Smart Storage Administrator	Supported

HPE Ethernet 1Gb 2-port 332i Adapter	Network Interface	10Base-T/100Base-TX/1000Base-TX
	Compatibility	IEEE 802.3 10Base-T
		IEEE 802.3ab 1000Base-T
		IEEE 802.3u 100Base-TX
		Energy Efficient Ethernet (EEE) compliant with IEEE Std 802.3az (default is disabled)
Data Transfer Method	PCI Express, two lanes (x2)	
Controller	BCM5720	

Technical Specifications

Network Transfer Rate	10Base-T (Half-Duplex)	10 Mb/s per port, 20 Mb/s Combined
	10Base-T (Full-Duplex)	20 Mb/s per port, 40 Mb/s Combined
	100Base-TX (Half-Duplex)	100 Mb/s per port, 200 Mb/s Combined
	100Base-TX (Full-Duplex)	200 Mb/s per port, 400 Mb/s Combined
	1000Base-TX (Half-Duplex)	1000 Mb/s per port, 2000 Mb/s Combined
	1000Base-TX (Full-Duplex)	2000 Mb/s per port, 4000 Mb/s Combined
Connector	RJ-45	
Cable Support	10 Base-T	Categories 3, 4 or 5 UTP; up to 328 ft (100 m)
	10/100/1000 Base-TX	Category 5 or higher UTP; up to 328 ft (100 m)

Environment-friendly Products and Approach

End-of-life Management and Recycling

Hewlett Packard Enterprise offers end-of-life product return, trade-in, and recycling programs, in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

Summary of Changes

Date	Version History	Action	Description of Change
09-Dec-2016	From Version 13 to 14	Changed	Smart Buy models section in the NA version was revised.
28-Nov-2016	From Version 12 to 13	Added	Added new Hard Drives offering. Added new M2000 GPU option.
		Changed	Maximum Internal Storage, Graphics, HPE Computation and Graphics Accelerators, and HPE Disk Backup were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Oct-2016	From Version 11 to 12	Removed	Obsolete Hard Drives were removed from the QuickSpecs.
26-Sep-2016	From Version 10 to 11	Added	Added new LFF 10TB SATA drives offering.
		Changed	Maximum Internal Storage and Pre-configured Models were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
15-Aug-2016	From Version 9 to 10	Changed	HPE Networking section was revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
10-Jun-2016	From Version 8 to 9	Removed	HPE Dual 32GB microSD Enterprise Midline USB Kit was removed from the QuickSpecs.
6-Jun-2016	From Version 7 to 8	Added	Added new HDD offering to the HPE Drives section.
		Changed	HPE Networking, HPE Converged Infrastructure Management Software, and HPE Disk Backup were revised.
6-May-2016	From Version 6 to 7	Changed	Energy Star certification in Pre-Configured Models section was revised.
8-Apr-2016	From Version 5 to 6	Changed	HPE Processors section was revised.
31-Mar-2016	From Version 4 to 5	Added	Added new HPE Non-hot Plug Entry drives and Hot plug standard drives. Added new 8Gb and 16Gb Fiber Channel HBA support. Added new TPM 2.0 security module.
		Changed	Maximum Internal Storage, Graphics, Embedded Management, Security, Service and Support, Pre-configured Models, Power Supplies, and Storage Options sections were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
16-Feb-2016	From Version 3 to 4	Added	New HDD offering was added to HPE Drives.

Summary of Changes

		Changed	HPE Data Center Racks, HPE Power Distribution Units (PDUs), and HPE Uninterruptible Power Systems (UPS) were revised.
12-Jan-2016	From Version 2 to 3	Changed	Upgradeability and HPE Power Supplies were revised.
17-Dec-2015	From Version 1 to 2	Added	Smart Buy models were added to the NA version.
		Changed	Power Supply, Upgradeability, and Technical Specifications were revised.



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For hard drives, 1GB = 1 billion bytes. Actual formatted capacity is less

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Overview

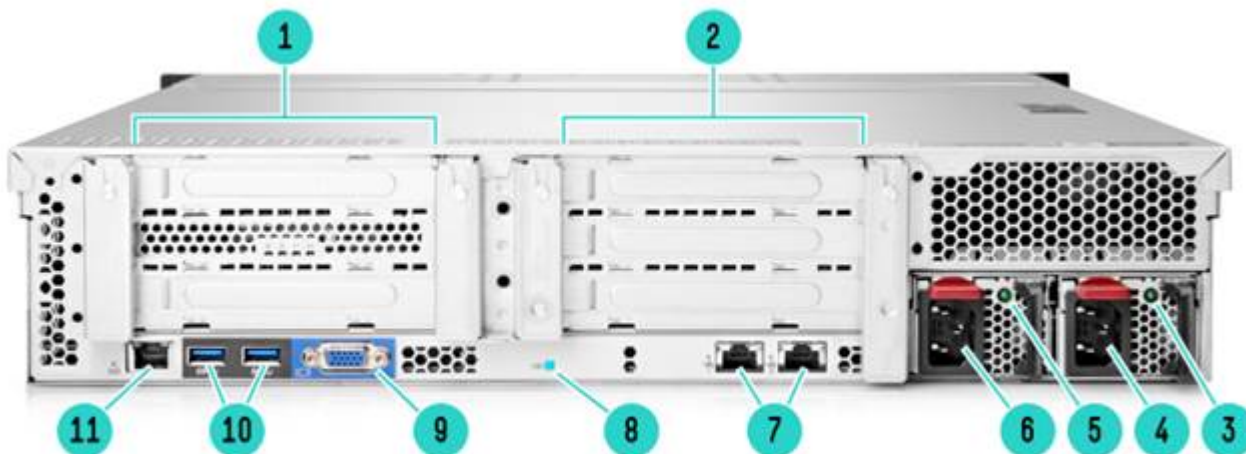
HPE ProLiant DL180 Generation9 (Gen9)

The new standard for growing data center needs. Delivering an optimized 2U server, designed with the right balance of expandability, performance, reliability, and manageability—all in a new compact chassis. The ideal platform for SMBs and enterprises running applications, which need the right mix of compute and storage.



Front View

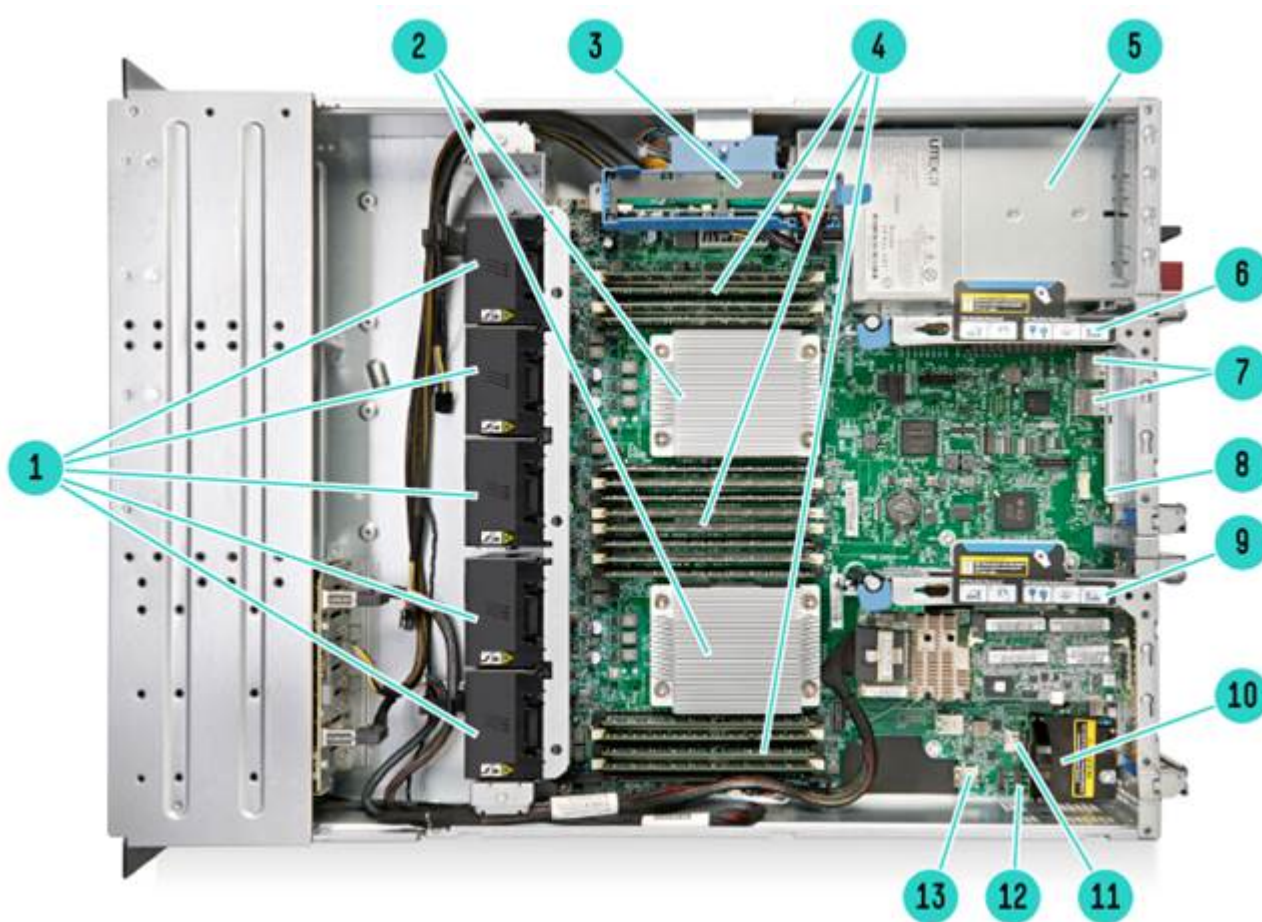
- | | |
|--|---|
| 1 Access Panel (Top Cover) | 2 Power On/Standby button and system power LED |
| 3 Health LED | 4 NIC status LED |
| 5 UID button/LED | 6 USB 2.0 connector |
| 7 Serial label pull tab | 8 Fixed 8-bay SFF drive cage (box 3) |
| 9 8-bay SFF drive cage bay (box 2, for the second 8-bay SFF drive cage option) | 10 HPE Media Bay (box 1, for the optical drive cage option) |



Rear view

Overview

- | | | | |
|----|--|----|--|
| 1 | PCIe3 slots 1-3 (primary, associated with processor 1) | 2 | PCIe3 slots 4-6 (secondary, associated with processor 2) |
| 3 | Power Supply 2 LED (Optional) | 4 | Power Supply 2 Power Connector (Optional) |
| 5 | Power Supply 1 LED (Optional) | | NOTE: RPS shown in the picture. |
| 7 | NIC connectors | 6 | Power Supply 1 Power Connector (Optional) |
| 9 | Video Connector | 8 | UID LED |
| 11 | Dedicated iLO connector (optional) | 10 | USB 3.0 Connectors |



Internal View

Overview

- | | | | |
|----|---|----|--|
| 1 | Fan cage shown with 5 Hot-swap fans (for 2P Redundancy) | 2 | 2 Processors, heatsink showing, with HPE Smart Socket Guide |
| 3 | Optional HPE Smart Storage Battery | 4 | DDR4 DIMM slots. Shown fully populated in 16 slots (8 per processor) |
| 5 | Entry level power supply bay (1x900W shown)
NOTE: RPS (with one module) shown in the picture above. | 6 | Connection for second (optional) riser (Required second CPU) |
| 7 | Embedded 2x1GbE NIC | 8 | Flexible LOM sideband signal connector |
| 9 | Primary PCIe riser, standard | 10 | Dedicated iLO module connector |
| 11 | MicroSD card slot | 12 | SATA optical drive connector |
| 13 | Internal USB 3.0 connector (for USB flash devices) | | |

What's New

- New SAS LFF HDDs up to 10TB capacity now brings the DL180 maximum storage capacity to 120TB SAS

Standard Features

NOTE: For more information regarding Intel Xeon processors, please see the following <http://www.intel.com/xeon>.

Processor	Model	CPU frequency	Cores	L3 Cache	Power	QPI	DDR4 Hz
One of the following depending on model	E5-2660v3	2.6GHz	10	25MB	105W	9.6GT/s	2133
	E5-2650v3	2.3GHz	10	25MB	105W	9.6GT/s	2133
	E5-2650Lv3	1.8GHz	12	30MB	65W	9.6GT/s	2133
	E5-2640v3	2.6GHz	8	20MB	90W	8.0GT/s	1866
	E5-2630v3	2.4GHz	8	20MB	85W	8.0GT/s	1866
	E5-2630Lv3	1.8GHz	8	20MB	55W	8.0GT/s	1866
	E5-2623v3	3.0GHz	4	10MB	105W	8.0GT/s	1866
	E5-2620v3	2.4GHz	6	15MB	85W	8.0GT/s	1866
	E5-2609v3	1.9GHz	6	15MB	85W	6.4GT/s	1600
	E5-2603v3	1.6GHz	6	15MB	85W	6.4GT/s	1600
	E5-2695v4	2.1GHz	18	45MB	120W	9.6GT/s	2400
	E5-2683v4	2.1GHz	16	40MB	120W	9.6GT/s	2400
	E5-2680v4	2.4GHz	14	35MB	120W	9.6GT/s	2400
	E5-2660v4	2.0GHz	14	35MB	105W	9.6GT/s	2400
	E5-2650v4	2.2GHz	12	30MB	105W	9.6GT/s	2400
	E5-2650Lv4	1.7GHz	14	35MB	65W	9.6GT/s	2400
	E5-2640v4	2.4GHz	10	25MB	90W	8.0GT/s	2133
	E5-2630v4	2.2GHz	10	25MB	85W	8.0GT/s	2133
	E5-2630Lv4	1.8GHz	10	25MB	55W	8.0GT/s	2133
	E5-2623v4	2.6GHz	4	10MB	85W	8.0GT/s	2133
E5-2620v4	2.1GHz	8	20MB	85W	8.0GT/s	2133	
E5-2609v4	1.7GHz	8	20MB	85W	6.4GT/s	1866	
E5-2603v4	1.7GHz	6	15MB	85W	6.4GT/s	1866	

Chipset
One of the following depending on model

Intel® C610 Series Chipset
Intel® E5-2600v3 Processor Family
Intel® E5-2600v4 Processor Family

NOTE: For more information regarding Intel chipsets, please see the following URL:
<http://www.intel.com/products/server/chipsets/>

On System Management Chipset
One of the following depending on model

HPE iLO (Firmware HPE iLO4 2.0 or later) 2GB NAND
NOTE: Read and learn more in the [iLO QuickSpecs](#).

Standard Features

Memory One of the following depending on model	Type:	HPE SmartMemory	
		DDR4 Registered (RDIMM) or Load Reduced (LRDIMM)	
	DIMM Slots Available	16	(8 DIMM slots per processor, 4 channels per processor, 2 DIMMs per channel)
	Maximum Capacity (LRDIMM)	1TB	(16 x 64GB LRDIMM @2400MHz)
	Maximum Capacity (RDIMM)	512GB	(16 x 32GB RDIMM @2400MHz)

Memory Protection One of the following depending on model	Advanced ECC	Advanced ECC uses single device data correction to detect and correct single and all multibit error that occurs within a single DRAM chip.
	Online spare	Memory online spare mode detects a rank that is degrading and switches operation to the spare rank.
	Memory Mirroring Inter-Socket	Memory mirroring inter-socket stores a copy of memory with dynamic failover in case of failure. Once a DIMM in a mirrored set is detected as failed, the mirror failover uses its mirrored DIMM.

Network Controller One of the following depending on model	HPE Ethernet 1Gb 2-Port 361i Adapter
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Expansion Slots

Primary Riser (Optional)	Expansion Technology Slots #	Expansion Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	x8	x8		Full-height, full-length slot	
	2	PCIe 3.0	x8	x8		Full-height, half-length slot	
	3	PCIe 3.0	x8	x8		Full-height, half-length slot	

NOTE: This riser can be used with both CPU 1 and CPU 2

NOTE: Bus Width data indicates the number of physical electrical lanes running to the connector.

Standard Features

Primary Riser (Optional)	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	x16	x16		Full-height, full-length slot	
	2	PCIe 3.0	x8	x8		Full-height, half-length slot	

NOTE: This riser can be used with both CPU 1 and CPU 2

Riser with Flexible LOM (Optional)	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	x8	x8		Full-height, full-length slot	
	2	PCIe 3.0	x8	x8		Full-height, half-length slot	
	3	Flexible LOM				Full-height, half-length slot	Can only be used for FlexibleLOMs

NOTE: This riser is mandatory for installing FlexibleLOMs & can be used only with CPU 1.

NOTE: When populating slots on second riser, a second processor must be installed.

NOTE: One of the 3 risers has to be selected mandatorily.

Storage Controller	Entry Models	Base Models	Storage Models	Performance Models
One of the following depending on model		HPE Dynamic Smart Array B140i Controller		
		HPE Dynamic Smart Array B140i Controller		
		HPE H240 FIO Smart Host Bus Adapter		
		HPE Flexible Smart Array P840/4G FIO Controller		
		HPE Flexible Smart Array P840/4G FIO Controller		

NOTE: B140i provides support for up to 8 SATA drives and data transmission speeds up to 6Gb/s and supports RAID 0, 1 & 5.

NOTE: H240 Provides support for up to 8 SAS/SATA drives, data transmission speeds up to 12Gb/s and supports RAID 0, 1 & 5.

NOTE: P840 Provides support for up to 16 SAS/SATA drives, data transmission speeds up to 12Gb/s.

Internal Storage Devices	Optical Drives	Hard Drives	Hard Drive Bays
One of the following depending on model	Optional: DVD-ROM, DVD-RW	None ship standard	8 SFF drive bays total with Optical Bay
	NOTE: This option available with all 8SFF drive bay models only.		Optional: +8SFF drive bay (total of 16SFF drive bays)
			NOTE: The Optical Drive bay is not available with +8SFF drive bay optional upgrade.
			8 LFF drive bays total without Optical Bay
			12 LFF drive bays total without Optical Bay

Up to 4 Non-hot plug SATA 3.5" drives

NOTE: Optical drive is not supported on LFF Chassis.

Standard Features

Maximum Internal Storage		CAPACITY	CONFIGURATION
One of the following depending on model	Hot Plug SFF SAS	32TB	16x2TB
	Hot Plug SFF SATA	32TB	16x2TB
	Hot Plug LFF SAS	120TB	12x10TB
	Hot Plug LFF SATA	120TB	12x10TB
	Hot Plug SFF SAS SSD	61.4TB	16x3.84TB
	Hot Plug SFF SATA SSD	61.4TB	16x3.84TB
	Hot Plug LFF SATA SSD	46.08TB	12x3.84TB
	Non Hot Plug LFF SATA	32TB	8x4TB

Power Supply
One of the following depending on model

HPE 550W FIO Power Supply
HPE 900W Redundant Power Supply

Looking for high-efficiency power solutions at an entry-level price for your ProLiant Gen9 Essential Server? HPE Entry-Level Power Supplies offer an optimized set of features with options for both redundant and non-redundant power configurations.

The HPE 550W FIO Power Supply offers Silver-certified 80 Plus power efficiency (up to 89%) with an optimized set of features for non-redundant power configurations.

The HPE 900W AC 240VDC Power Input Module with Power Backplane can be configured to support power redundancy in ProLiant servers that offer only a single power supply bay, providing additional protection against power loss. With an 80 Plus Gold power efficiency rating (up to 92%), this power option helps to reduce operating expenses while protecting against trapped power capacity in the data center. Hot-plug AC power input modules allow for better serviceability with fast and easy deployment and replacement.

System Fans		Non-redundant	Redundant
One of the following depending on model	1P model	2 fans	4 fans
	2P model	4 fans	5 fans

NOTE: Customers may separately purchase redundant fans with the 725571-B21 option kit.

NOTE: Additional fans (two) are also included in -B21 processor option kits when upgrading from one processor to two processors.

Standard Features

Interfaces	Video	1 (Vaux Support)
	LOM Network Ports	2x1GbE ports
	HPE iLO Remote	1 GbE (Optional)
	Management Network Port	
	USB	Up to 4 USB ports (standard); Front: 1xUSB 2.0 std; (1xUSB3.0 optional upgrade with quick release ears) Rear: 2xUSB 3.0 Internal: 1xUSB 3.0
	Micro SD Slot	1 Micro SD

NOTE: The SD slot is not a hot-pluggable device. Customers should not attempt to plug an SD card into the SD slot while the server is powered.

NOTE: 8LFF & 12LFF drive cage models with Quick release latch rack ears supports front USB 3.0.

Operating Systems and Virtualization Software Support for ProLiant Servers	<u>Microsoft Windows Server</u>
	<u>Red Hat Enterprise Linux (RHEL)</u>
	<u>SUSE Linux Enterprise Server (SLES)</u>
	<u>Oracle Linux</u>
	<u>VMware</u>

NOTE: For more information on HPE's Certified and Supported ProLiant Servers for OS and Virtualization Software and latest listing of software drivers available for your server, please visit our Support Matrix at: <http://www.hp.com/go/ossupport> and our driver download page <http://h20566.www2.hp.com/hpsc/swd/public/readIndex?sp4ts.oid=7252825>.

Upgradeability One of the following depending on model	Upgradeable to 2 processors (36 Cores)
	NOTE: Processor upgrade from E5-2600v3 to E5-2600v4 is supported for processors up to 105W.
	Up to 16 DIMM slots available
	NOTE: To take advantage of DIMMs 9-16, a second processor must be installed.
	FlexibleLOM slot for 1GbE or 10GbE or QDR/FDR InfiniBand Networking Options Optional 2 slot riser (x16, x8)
	NOTE: To take advantage of the additional 2 PCI slot upgrade, a second processor must be installed.
Redundant Power Supply	
Redundant Fan	
Optical Drive (8 SFF only)	

Standard Features

Industry Standard Compliance	ACPI 2.0b Compliant PCIe 3.0 Compliant PXE Support WOL Support Microsoft® Logo certifications USB 3.0 Support ASHRAE A3/A4
-------------------------------------	--

NOTE: Supports A3 & A4 extended ambience.

NOTE: Refer to technical specifications section for more details.

Graphics	Integrated Matrox G200eH2 video standard
-----------------	--

- 1280 x 1024 (32 bpp)
- 1920 x 1200 (16 bpp)

HPE Server UEFI/Legacy ROM	Unified Extensible Firmware Interface (UEFI) is an industry standard that provides better manageability and more secured configuration than the legacy ROM while interacting with your server at boot time. HPE ProLiant Gen9 platform defaults to UEFI and can be factory or field configured for Legacy BIOS Boot Mode.
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NOTE: The UEFI System Utilities function is analogous to the HPE ROM-Based Setup Utility (RBSU) of legacy BIOS. For more information, please visit <http://www.hpe.com/servers/uefi>.

UEFI enables numerous new capabilities specific to HPE ProLiant servers such as:

- Secure Boot
- Operating system specific functionality
- Support for > 2.2 TB (using GPT) boot drives
- USB 3.0 Stack
- Embedded UEFI Shell
- Mass Configuration Deployment Tool using RESTful API for iLO 4
- PXE boot support for IPv6 networks
- Boot support for option cards that only support a UEFI option ROM
- Network Stack configurations

NOTE: For UEFI Boot Mode, boot environment and OS image installations should be configured properly to support UEFI.

NOTE: UEFI FIO Setting (758959-B22) can be selected to configure the system in Legacy mode in the factory for your HPE ProLiant Gen9 Server.

Form Factor	2U Rack form factor
One of the following depending on model	4/8/12 LFF and 8/16 SFF Drive Bay Version: 3.44 (8.75 cm) Height x 17.54" (44.55 cm) Width x 23.9" (60.70 cm) Length

Standard Features

Embedded Management	HPE Integrated Lights-Out (HPE iLO)	Monitor your servers for ongoing management, service alerting, reporting and remote management with HPE iLO. Not available on ML10 Gen9. Learn more at http://www.hpe.com/info/ilo .
	UEFI	Configure and boot your servers securely with industry standard Unified Extensible Firmware Interface (UEFI). Learn more at http://www.hpe.com/servers/uefi .
	RESTful API	RESTful API for iLO 4 is Redfish 1.0 conformance for simplified server management such as configuration and maintenance tasks based on modern industry standards. Learn more at http://www.hpe.com/info/restfulapi .
	Intelligent Provisioning	Hassle free server and OS provisioning for 1 or few servers with Intelligent Provisioning. Learn more at http://www.hpe.com/servers/intelligentprovisioning .
	Embedded Remote Support	Hewlett Packard Enterprise embedded remote support, when used with Insight Online direct connect or HPE Insight Remote Support, allows HPE ProLiant servers to transmit hardware events directly to Hewlett Packard Enterprise or a Hewlett Packard Enterprise Authorized Partner for automated phone home support. Learn more at http://www.hpe.com/info/insightonline/explore .

Server utilities	Smart Update	Optimize firmware and driver updates with Smart Update solutions including Smart Update Manager (SUM) and Service Pack for ProLiant (SPP) and smart components. Learn more at http://www.hpe.com/servers/smartupdatemanager .
	HPE Systems Insight Manager (HPE SIM)	HPE SIM allows you to monitor the health of your HPE ProLiant Servers and HPE Integrity Servers, and also provides you with basic support for non-HPE servers. HPE SIM also integrates with Smart Update Manager to provide quick and seamless firmware updates. Learn more at http://www.hpe.com/servers/hpsim .
	Scripting Tool Kit and Windows PowerShell	Provision 1 to many servers using your own scripts to discover and deploy them with Scripting Tool Kit (STK) for Windows and Linux or Scripting Tools for Windows PowerShell. Learn more at http://www.hpe.com/servers/proliant/stk or http://www.hpe.com/servers/powershell .
	RESTful Interface Tool	RESTful Interface tool is a scripting tool to provision using RESTful API for iLO 4 to discover and deploy servers at scale. Learn more at http://www.hpe.com/info/resttool .

Standard Features

- HPE iLO Mobile Application** Enables the ability to access, deploy, and manage your server anytime from anywhere from select smartphones and mobile devices. For additional information please visit: <http://www.hpe.com/info/ilo/mobileapp>.
- HPE Insight Online** HPE Insight Online, available at no additional cost as part of your Hewlett Packard Enterprise warranty, Care Pack or contractual support agreement with Hewlett Packard Enterprise, is a personalized dashboard for simplified tracking of IT operations and support information from anywhere, anytime. Learn more at <http://www.hpe.com/info/insightonline/explore>.

Security

- Power-on password
 - Serial interface control
 - Administrator's password
 - UEFI
 - TPM 1.2
 - TPM 2.0
- NOTE:** TPM 1.2 is not upgradable to TPM 2.0.

Warranty

This product is covered by a global limited warranty and supported by HPE Services and a worldwide network of HPE Authorized Channel Partners resellers. Hardware diagnostic support and repair is available for three years from date of purchase. Support for software and initial setup is available for 90 days from date of purchase. Enhancements to warranty services are available through HPE Care Pack services or customized service agreements. Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.

NOTE: Server Warranty includes 3-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response. Warranty repairs may be accomplished through the use of Customer Self Repair (CSR) parts. These parts fall into two categories: 1) Mandatory CSR parts are designed for easy replacement. A travel and labor charge will result when customers decline to replace a Mandatory CSR part; 2) Optional CSR parts are also designed for easy replacement but may involve added complexity. Customers may choose to have Hewlett Packard Enterprise replace Optional CSR parts at no charge. Additional information regarding worldwide limited warranty and technical support is available at: <http://h17007.www1.hpe.com/us/en/enterprise/servers/warranty/>.

Optional Features

Embedded Management	iLO Essentials	HPE iLO Essentials is the preferred license for small and medium business that offers full remote server management capabilities for small and medium business via the Integrated Remote Console (IRC), virtual media, and e-mail based alerts. Learn more about HPE iLO Essentials at http://www.hpe.com/servers/iLO/essentials .
	iLO Scale-Out	HPE iLO Scale-Out is the preferred license built for web hosting, cloud service providers, and high performance computing data centers, managing massive scale out environments for the DL 100 and 10 series servers, not available for ML servers. This license offers sophisticated scripting tools that provides remote access through Text Console via SSH, Dynamic power capping, Email-based Alerting and proactive notifications. For more information, visit http://www.hpe.com/servers/iLO/scale-out .
	iLO Advanced	HPE iLO Advanced licenses offer smart remote functionality without compromise, for all HPE ProLiant servers. The license includes the full integrated remote console, virtual keyboard, video, and mouse (KVM), multi-user collaboration, console record and replay, and GUI-based and scripted virtual media and virtual folders. You can also activate the enhanced security and power management functionality. Learn more about HPE iLO Advanced at http://www.hpe.com/servers/ioloadvanced .
Server Management	HPE Insight Control	HPE Insight Control, lets you deploy, migrate, monitor, remote control, and optimize your IT infrastructure through a single, simple management console. For more information, see http://www.hpe.com/info/insightcontrol .
Rack and Power Infrastructure	HPE Rack and Power Infrastructure products and services create highly efficient and intelligent solutions for existing or new IT data centers. HPE Rack and Power infrastructure solutions – rack infrastructure, power protection and management, performance optimized data centers (PODs) – are the foundation you are looking for to help secure your long-term IT success. These products are designed to help you react to changes in the industry. They deliver efficient, easy-to-use capabilities to manage, monitor, deploy and provision infrastructure from entry to enterprise. As an industry leader, Hewlett Packard Enterprise is uniquely positioned to address the key concerns of power, cooling, cable management and system access. Learn more at HPE Rack and Power Infrastructure .	

Optional Features

High Performance Clusters

HPE Cluster Platforms are specifically engineered, factory-integrated large-scale ProLiant clusters optimized for High Performance Computing, with a choice of servers, networks and software. Operating system options include specially priced offerings for Red Hat Enterprise Linux and SUSE Linux Enterprise Server, as well as Microsoft Windows HPEC Server. A Cluster Platform Configurator simplifies ordering.

<http://www.hp.com/go/clusters>.

HPE Insight Cluster Management Utility (CMU) is a Hewlett Packard Enterprise licensed and supported suite of tools that are used for lifecycle management of hyperscale clusters of Linux ProLiant systems. CMU includes software for the centralized provisioning, management and monitoring of nodes. CMU makes the administration of clusters user friendly, efficient, and effective.

<http://www.hp.com/go/cmu>.

NOTE: High Performance Computing (HPC) interconnect technologies are available for this server as part of the HPE Cluster Platform portfolio. These high-speed InfiniBand and Gigabit interconnects are fully supported by Hewlett Packard Enterprise when integrated within a Hewlett Packard Enterprise cluster. Flexible, validated solutions can be defined with the help of configuration tools.

<http://www.hp.com/techservers/clusters/ucp/index.html>.

HPC Interconnects

NOTE: High Performance Computing (HPC) interconnect technologies are available for this server under the HPE Cluster Platform product portfolio. These high-speed interconnects are fully supported by Hewlett Packard Enterprise when they are part of these configure to order clusters. Solutions can be defined with a lot of flexibility with the help of configuration tools. Please visit the following URL to configure HPEC Clusters with InfiniBand Interconnects:

<http://www.hp.com/techservers/clusters/ucp/index.html>.

Storage Software

Whether you need to solve a specific data protection, archiving, or storage command and control challenge, or deliver on strategic consolidation, compliance, or continuity initiatives, look no further than Hewlett Packard Enterprise storage software. Our storage software helps you reduce costs, simplify storage infrastructure, protect vital assets and respond faster to business opportunities.

Storage software that gets the job done:

- **Data Protection and Recovery Software**

Whether you're a large enterprise or a smaller business, Hewlett Packard Enterprise data protection and recovery software will cost-effectively protect you against disaster and ensure business continuity.

- **Data Archive and Migration Software**

Hewlett Packard Enterprise storage software enables you to comply with data retention and retrieval requirements, improve application performance, and reduce costs by efficiently migrating infrequently accessed or less valuable data to lower cost storage.

- **Storage Resource Management Software (SRM)**

Hewlett Packard Enterprise storage resource management software reduces operational costs and provides the command and control foundation you need to efficiently manage and visualize your physical and virtual environments.

- **Data Replication Software**

Hewlett Packard Enterprise offers array-based and host-based replication

Optional Features

software for use in disaster recovery, testing, application development and reporting.

- **Storage Device Management Software**

Maximize your investment in Hewlett Packard Enterprise storage and networking with software that enables hardware-specific configuration, performance tuning and connectivity management.

- **HPE StoreVirtual VSA**

With HPE StoreVirtual VSA you can use the power of virtualization to create a virtual array within your host server. Manage it as a single pool of shared storage capacity, and scale it to match your evolving needs. HPE ProLiant Gen9 servers include a 3-year limited license for HPE StoreVirtual VSA software with 1TB of capacity at no extra cost. Simply select to install HPE StoreVirtual VSA software during server setup within Intelligent Provisioning. More information, instructional videos, and free console management software are available at

<http://www.hp.com/go/vsa1TB>.

NOTE: For more information about Storage Software including QuickSpecs, please see: <http://www.hp.com/go/storage/software>.

One Config Simple (SCE)

SCE is a guided self-service tool to help sales and non-technical people provide customers with initial configurations in 3 to 5 minutes. You may then send the configuration on for configuration help, or use in your existing ordering processes. If you require "custom" rack configuration or configuration for products not available in SCE, please contact Hewlett Packard Enterprise Customer Business Center or an Authorized Partner for assistance. <https://h22174.www2.hp.com/SimplifiedConfig/Index>.

Service and Support

HPE Support Services HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Connect to Hewlett Packard Enterprise to help prevent problems and solve issues faster. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new server, giving you full entitlement to the support for need for your IT and business.

Connect your devices Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.
1- IDC 2 – HP CSC reports 2014 - 2015

Recommended Standard: HPE Foundation Care 24x7, three-year Support Service
Support HPE Foundation Care 24x7 gives you access to Hewlett Packard Enterprise 24 hours a day, seven days a week for assistance on resolving issues. This service includes need based Hardware onsite response within four hours. In addition, collaborative software support is included in this service that provides troubleshooting assistance on industry leading software running on your HPE server. Simplify your support experience and make Hewlett Packard Enterprise your first call to help resolve hardware or software problems.

<https://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA4-8876ENW&cc=us&lc=en>

Optimized: HPE Proactive Care* with 24x7 coverage, three year Support Service
HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.

<https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Parts and Materials Hewlett Packard Enterprise will provide Hewlett Packard Enterprise-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible

Service and Support

SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

Related Services

HPE Server Hardware Installation

Provides for the basic hardware installation of Hewlett Packard Enterprise branded servers, storage devices and networking options to assist you in bringing your new hardware into operation in a timely and professional manner.

<https://www.hpe.com/h20195/V2/GetPDF.aspx/5981-9356EN.pdf>

HPE Installation and Startup Service

Provides for the installation and startup of Hewlett Packard Enterprise technology including BladeSystems, C-Class enclosure, HPE ProLiant c-Class and Integrity server blades, storage blades, SAN switch blades, HPE Virtual Connect modules (Ethernet and Fibre Channel), Ethernet network interconnects, and InfiniBand, as well as the installation of one supported operating system type (Windows® or Linux).

HPE Technology Services Support Credits

Offer flexible services and technical skills to meet your changing IT demands. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

HPE Education Services

Keep your IT staff trained making sure they have the right skills to deliver on your business outcomes. Book on a class today and learn how to get the most from your technology investment. <http://www.hpe.com/ww/learn>

HPE Support Center

The HPE Support Center is a personalized online support portal with access to information, tools and experts to support Hewlett Packard Enterprise business products. Submit support cases online, chat with Hewlett Packard Enterprise experts, access support resources or collaborate with peers.

Learn more <http://www.hpe.com/support/hpesc>

The Hewlett Packard Enterprise Support Center Mobile App* allows you to resolve issues yourself or quickly connect to an agent for live support. Now, you can get access to personalized IT support anywhere, anytime.

HPE Insight Remote Support and HPE Support Center are available at no additional cost with a Hewlett Packard Enterprise warranty, HPE Support Service or Hewlett Packard Enterprise contractual support agreement.

*HPE Support Center Mobile App is subject to local availability.

For more information: <http://www.hpe.com/services>

Pre-configured Models

	Entry Models				Base Models			
[SKU Number]	833970-B21	833971-B21	778452-B21	778453-B21	833972-B21	833973-B21	778454-B21	778455-B21
Model Name	HPE ProLiant DL180 Gen9 E5-2603v4 8GB-R B140i 4LFF NHP 550W PS Entry Server	HPE ProLiant DL180 Gen9 E5-2603v4 8GB-R B140i 8LFF 550W PS Entry Server	HPE ProLiant DL180 Gen9 E5-2603v3 1P 8GB-R B140i 4LFF NHP SATA 550W PS Entry Server	HPE ProLiant DL180 Gen9 E5-2603v3 1P 8GB-R B140i 8LFF Hot Plug SATA 550W PS Entry Server	HPE ProLiant DL180 Gen9 E5-2609v4 8GB-R H240 8LFF 550W PS Base Server	HPE ProLiant DL180 Gen9 E5-2609v4 8GB-R H240 8SFF 550W PS Base Server	HPE ProLiant DL180 Gen9 E5-2609v3 1P 8GB-R H240 8LFF SAS 550W PS Base Server	HPE ProLiant DL180 Gen9 E5-2609v3 1P 8GB-R H240 8SFF SAS 550W PS Base Server
Processor	Intel® Xeon® E5-2603v4		Intel® Xeon® E5-2603v3		Intel® Xeon® E5-2609v4		Intel® Xeon® E5-2609v3	
Number of Processors	One							
Memory	8GB (1x8GB Registered DIMMs, 2400 MHz) NOTE: Due to processor limitation, these DDR4 DIMMs will operate at 1866 MHz in this model.		8GB (1x8GB Registered DIMMs, 2133 MHz) NOTE: Due to processor limitation, these DDR4 DIMMs will operate at 1600 MHz in this model.		8GB (1x8GB Registered DIMMs, 2400 MHz) NOTE: Due to processor limitation, these DDR4 DIMMs will operate at 1866 MHz in this model.		8GB (1x8GB Registered DIMMs, 2133 MHz) NOTE: Due to processor limitation, these DDR4 DIMMs will operate at 1600 MHz in this model.	
Network Controller	HPE Embedded Dual Port 361i Adapter Network Interface							
Storage Controller	HPE Dynamic Smart Array B140i				HPE H240 FIO Smart Host Bus Adapter			
Hard Drive	None ship standard		None ship standard; includes 4 LFF hard drive blanks	None ship standard; includes 6 LFF hard drive blanks	None ship standard		None ship standard; includes 6 LFF hard drive blanks	None ship standard; includes 6 SFF hard drive blanks
Internal Storage	4 LFF HDD Bays (Non Hot Plug)	8 LFF HDD Bays	4 LFF HDD Bays (Non Hot Plug)	8 LFF HDD Bays		8 SFF HDD Bays	8 LFF HDD Bays	8 SFF HDD Bays
Optical Drive Bay	Not Available					1; (Optional: DVD-ROM, DVD-RW)	Not Available	1; (Optional: DVD-ROM, DVD-RW)
Optical Drive	None							



Pre-configured Models

PCI-Express Slots	3 Standard (1-FL/FH, 2-FH/HL)
Power Supply	(1) HPE 550W FIO Power Supply
Fans	2 hot swap fans, non-redundant
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Essentials (optional), iLO Scale-out (optional only for DL), iLO Advanced (optional)
Form Factor	Rack (2U), HPE Easy Install Rails
Warranty	Server Warranty includes 3-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response.

Storage Models	
[SKU Number]	833974-B21
Model Name	HPE ProLiant DL180 Gen9 E5-2623v4 16GB-R P840 12LFF 900W PS Server
Processor	Intel® Xeon® E5-2623v4
Number of Processors	One
Memory	16GB (1x16GB Registered DIMMs, 2400 MHz) NOTE: Due to processor limitation, these DDR4 DIMMs will operate at 2133 MHz in this model.
Network Controller	HPE Embedded Dual Port 361i Adapter Network Interface
Storage Controller	HPE Flexible Smart Array P840/4G Controller
Hard Drive	None ship standard
Internal Storage	12 LFF HDD Bays
Optical Drive Bay	Not Available
PCI-Express Slots	3 Standard (1-FL/FH, 2-FH/HL)
Power Supply	(1) HPE 900W Redundant Power Supply
Fans	4 hot plug fans, redundant
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Essentials (optional), iLO Scale-out (optional only for DL), iLO Advanced (optional)
Form Factor	Rack (2U), HPE Easy Install Rails
Warranty	Server Warranty includes 3-Year Parts, 1-Year Labor, 1-Year Onsite support with next business day response.

Country Code Key	xx1 = B21	Worldwide
	NOTE: The -B21 WW SKU is to be ordered in all countries other than Japan or PRC.	
	xx1 = 291	Japan
	xx1 = AA1	PRC

Configuration Information - Factory Integrated Models

This section lists some of the steps required to configure a Factory Integrated Model. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for information on configurable product offerings and requirements.

1. Factory Integrated Models must start with a CTO Server.
2. FIO indicates that this option is only available as a factory installable option.
3. All Factory Integrated Models will be populated with sufficient hard drive blanks based on the number of initial hard drives ordered with the server.
4. Some options may not be integrated at the factory. Contact your local sales representative for additional information.

Step 1: Base Configuration (choose one of the following configurable models)

[Chassis]	HPE ProLiant DL180 Gen9 Non-hot Plug LFF Configure-to-order Server	HPE ProLiant DL180 Gen9 Hot Plug 8LFF Configure-to-order Server	HPE ProLiant DL180 Gen9 Hot Plug 8SFF Configure-to-order Server	HPE ProLiant DL180 Gen9 Hot Plug 12LFF Configure-to-order Server
SKU Number	754525-B21	754524-B21	754523-B21	775506-B21
Processor	2 (optional) x HPE Smart Socket Guide			
DIMM Slots	16 DIMM slots for RDIMM, LRDIMM DDR4 Memory			
Storage Controller	HPE Dynamic Smart Array B140i			
PCIe	3 PCIe slots (+3 PCI slots available with upgrade option, second processor required)			
Drive Cage	4LFF or 8LFF Non Hot Plug	8LFF Hot Plug (+4LFF optional field upgradable)	8SFF Hot Plug (+8SFF Optional)	12LFF Hot Plug
Network Controller	HPE Ethernet 1Gb 2-port i350 Adapter			
Fans	2 hot swap fans, non-redundant			
Management	iLO Management (standard), Intelligent Provisioning (standard)			
USB	1 front, 1 internal, 2 rear			
Ears	Optional	HPE Quick Release Ears	HPE Thumbscrew Ears	HPE Quick Release Ears

NOTE: HPE ProLiant DL180 Gen9 Non-hot plug chassis (P/N- 754525-B21) supports both 4LFF and 8LFF configurations.

NOTE: Thumb screw ears are not supported on Hot Plug LFF Chassis.

Step 2: Choose Required Options (only one of the following from each list unless otherwise noted)

Configuration Information - Factory Integrated Models

- HPE Processors** Select one or two processors from Core Options-Processor section below,
- If one processor is desired, select one xxxxxx-L21
 - If two processors are desired, select one xxxxxx-L21 and one xxxxxx-B21.
 - Up to 2 processors supported. Mixing different processor models is not supported.
 - DDR4 speed is the maximum memory speed of the processor. Actual memory speed may depend on the quantity and type of DIMMs installed.

For the Intel® C600 Chipset E5-2600 Series, the letter preceding the model number indicates the Product Line (E3, E5, E7); 2600x v#, 2 = number of CPUs in a Node, 6 is socket/segment designation, 00 = Processor SKU, x = L for low power SKUs and v# (not yet designated) = version number.

- HPE Memory** Select one or more memory from Core Options-Memory section below,

- UDIMM, RDIMM, and LRDIMM are all distinct memory technologies and cannot be mixed within a server.
- HPE memory options from previous generation servers are not qualified or warranted with Hewlett Packard Enterprise Gen9 systems. HPE SmartMemory is required to realize the memory performance improvements and enhanced functionality listed in this document for Gen9.
- If only one processor is installed, only half of the total DIMM slots are available. When populating with two processors all DIMM slots are available.
- Depending on the memory configuration and processor model, the memory speed may run at 2400MHz, 2133MHz, 1866MHz or 1600MHz. Please see Memory Population Table or the Online Memory Configuration Tool at: <http://www.hpe.com/go/ddr4config>.

- HPE Power Supplies** Select one or more power supplies from Core Options-Power Supplies section below:

- Prior to selecting a power supply option, it is highly recommended that you review your server configuration in the HPE Power Advisor tool to determine the right size power supply for your server configuration. The HPE Power Advisor is located at: <http://www.hpe.com/go/hppoweradvisor>.
- By RPS Enablement Kit power options, mixing of power supplies in the same RPS enablement kit is not supported. All power supplies must be of the same input voltage, output rating, and efficiency rating. If non-matching power supplies are installed, you may receive an error message and/or experience operational issues with your server.

Step 3: Choose Additional Factory Integratable Options

- HPE Unique Options** Select one or more Unique options from Core Options section below.

- This section may contain FIO options, please see the Unique options section below.
- FIO indicates that this option is only available as a factory installable option.

Configuration Information - Factory Integrated Models

HPE Drives

Select one or more drives from Core Options-HPE Drives section below:

- The components of a storage subsystem (e.g. the drive, the HBA/controller, firmware, and the server backplane) should operate at the same data transfer rate or the system bandwidth will be negotiated down to an acceptable level for all components.
- Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.
- The HPE ProLiant Gen9 Smart Storage solutions are equipped with re-designed Small Form Factor (SFF 2.5 in) and Large Form Factor (LFF 3.5 in) hot plug carriers for HPE Qualified Hard Drives and Solid State Drives. These new carriers provide status and activity indicators as well as caution indicators for "Do Not Remove."

HPE FlexibleLOM Select a FlexibleLOM from Core Options-Networking section below,

- Only one FlexibleLOM can be added to the server. These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.
- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.

HPE Networking Select a standup NIC adapter from Core Options-Networking section below,

- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.
- These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.

HPE Graphics Options Select one or more graphics adapter from Additional Options section below.

- Please see the HPE Power Advisor for estimated power consumption of your individual system configuration prior to installing GPUs. The HPE Power Advisor is located at: <http://www.hpe.com/go/hpepoweradvisor>.
- This section may contain FIO options, please see HPE Computation & Graphics Accelerators section below.

HPE Cooling Options Select one or more Fan Kits from Core Options section below.

- This section may contain FIO options, please see HPE Cooling Options section below.
- FIO indicates that this option is only available as a factory installable option.

HPE Storage Controllers Select one or more Storage options from Additional Options section below.

- The embedded B140i controller will operate in UEFI only mode. For legacy support an additional controller will be needed, and for CTO orders please also select the Legacy mode settings part, 758959-B22.
- This section may contain FIO options, please see HPE Storage Controllers section below.
- FIO indicates that this option is only available as a factory installable option.

Configuration Information - Factory Integrated Models

HPE I/O Expansion Options Select one or more Riser Kit options from Core Options section below.

HPE I/O Expansion Options

- To take advantage of the additional PCI slot upgrade, the second processor must be installed.
- This section may contain FIO options, please see HPE I/O Expansion Options section below.
- FIO indicates that this option is only available as a factory installable option.

HPE Rail Kits

Select one type of rail kit from Additional Options section below.

- Please take a moment to review the installation documentation that comes with the server to help you with the installation of your Gen9 server.
- To assist in the installation of the server into the rack, an optional installation tool is available by contacting your local services representative (p/n 695539-001).
- See Hewlett Packard Enterprise Rack Options in Additional Options section of this QuickSpecs for more rack kit choices.

CAUTION: Hewlett Packard Enterprise recommends that a minimum of two people are required for all Rack Server installations. Please refer to your installation instructions for proper tools and number of people to use for any installation.

Core Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Unique Options	HP DL180 Gen9 Dedicated iLO Management Port Kit	725581-B21
	HP DL180 Gen9 8SFF Hard Drive Cage/Backplane Kit	725572-B21
	HP DL180 Gen9 12LFF Hot Plug Enablement Kit	725574-B21
	NOTE: This can be used only with 8LFF Hot Plug Chassis and contains the controller cables required for upgrade.	
	HP DL180 Gen9 3 Slot x8 PCI-E Riser Kit	725569-B21
	HP DL180 Gen9 x16 PCI-E Riser Kit	725570-B21
	HP Quick-release Latch Rack Ears FIO Kit	725579-B21
	NOTE: This option kit is required for Security Bezel. This option also provides one front USB 3.0 upgrade.	
	HP AHCI-Enable FIO Setting	801845-B21
	NOTE: This needs to be selected when Advanced Host Controller Interface mode is required with B140i controller.	

HPE Processors E5-2600v4 series Processors

HPE DL180 Gen9 Intel® Xeon® E5-2609v4 (1.7GHz/8-core/20MB/85W) Processor Kit	801240-B21
HPE DL180 Gen9 Intel® Xeon® E5-2609v4 (1.7GHz/8-core/20MB/85W) FIO Processor Kit	801240-L21
HPE DL180 Gen9 Intel® Xeon® E5-2603v4 (1.7GHz/6-core/15MB/85W) Processor Kit	801241-B21
HPE DL180 Gen9 Intel® Xeon® E5-2603v4 (1.7GHz/6-core/15MB/85W) FIO Processor Kit	801241-L21
HPE DL180 Gen9 Intel® Xeon® E5-2650Lv4 (1.7GHz/14-core/35MB/65W) Processor Kit	801243-B21
HPE DL180 Gen9 Intel® Xeon® E5-2650Lv4 (1.7GHz/14-core/35MB/65W) FIO Processor Kit	801243-L21
HPE DL180 Gen9 Intel® Xeon® E5-2630Lv4 (1.8GHz/10-core/25MB/55W) Processor Kit	801244-B21
HPE DL180 Gen9 Intel® Xeon® E5-2630Lv4 (1.8GHz/10-core/25MB/55W) FIO Processor Kit	801244-L21
HPE DL180 Gen9 Intel® Xeon® E5-2620v4 (2.1GHz/8-core/20MB/85W) Processor Kit	801239-B21
HPE DL180 Gen9 Intel® Xeon® E5-2620v4 (2.1GHz/8-core/20MB/85W) FIO Processor Kit	801239-L21
HPE DL180 Gen9 Intel® Xeon® E5-2623v4 (2.6GHz/4-core/10MB/85W) Processor Kit	801249-B21
HPE DL180 Gen9 Intel® Xeon® E5-2623v4 (2.6GHz/4-core/10MB/85W) FIO Processor Kit	801249-L21
HPE DL180 Gen9 Intel® Xeon® E5-2660v4 (2.0GHz/14-core/35MB/105W) Processor Kit	801235-B21
HPE DL180 Gen9 Intel® Xeon® E5-2660v4 (2.0GHz/14-core/35MB/105W) FIO Processor Kit	801235-L21
HPE DL180 Gen9 Intel® Xeon® E5-2650v4 (2.2GHz/12-core/30MB/105W) Processor Kit	801236-B21

Core Options

HPE DL180 Gen9 Intel® Xeon® E5-2650v4 (2.2GHz/12-core/30MB/105W) FIO Processor Kit	801236-L21
HPE DL180 Gen9 Intel® Xeon® E5-2640v4 (2.4GHz/10-core/25MB/90W) Processor Kit	801237-B21
HPE DL180 Gen9 Intel® Xeon® E5-2640v4 (2.4GHz/10-core/25MB/90W) FIO Processor Kit	801237-L21
HPE DL180 Gen9 Intel® Xeon® E5-2680v4 (2.4GHz/14-core/35MB/120W) Processor Kit	825506-B21
HPE DL180 Gen9 Intel® Xeon® E5-2680v4 (2.4GHz/14-core/35MB/120W) FIO Processor Kit	825506-L21
HPE DL180 Gen9 Intel® Xeon® E5-2695v4 (2.1GHz/18-core/45MB/120W) Processor Kit	825510-B21
HPE DL180 Gen9 Intel® Xeon® E5-2695v4 (2.1GHz/18-core/45MB/120W) FIO Processor Kit	825510-L21
HPE DL180 Gen9 Intel® Xeon® E5-2683v4 (2.1GHz/16-core/40MB/120W) Processor Kit	825512-B21
HPE DL180 Gen9 Intel® Xeon® E5-2683v4 (2.1GHz/16-core/40MB/120W) FIO Processor Kit	825512-L21
HPE DL180 Gen9 Intel® Xeon® E5-2630v4 (2.2GHz/10-core/25MB/85W) Processor Kit	801238-B21
HPE DL180 Gen9 Intel® Xeon® E5-2630v4 (2.2GHz/10-core/25MB/85W) FIO Processor Kit	801238-L21
E5-2600v3 series Processors	
HP DL180 Gen9 Intel® Xeon® E5-2609v3 (1.9GHz/6-core/15MB/85W) Processor Kit	733925-B21
HP DL180 Gen9 Intel® Xeon® E5-2609v3 (1.9GHz/6-core/15MB/85W) FIO Processor Kit	733925-L21
HP DL180 Gen9 Intel® Xeon® E5-2603v3 (1.6GHz/6-core/15MB/85W) Processor Kit	733929-B21
HP DL180 Gen9 Intel® Xeon® E5-2603v3 (1.6GHz/6-core/15MB/85W) FIO Processor Kit	733929-L21
HP DL180 Gen9 Intel® Xeon® E5-2640v3 (2.6GHz/8-core/20MB/90W) Processor Kit	733916-B21
HP DL180 Gen9 Intel® Xeon® E5-2640v3 (2.6GHz/8-core/20MB/90W) FIO Processor Kit	733916-L21
HP DL180 Gen9 Intel® Xeon® E5-2630v3 (2.4GHz/8-core/20MB/85W) Processor Kit	733918-B21
HP DL180 Gen9 Intel® Xeon® E5-2630v3 (2.4GHz/8-core/20MB/85W) FIO Processor Kit	733918-L21
HP DL180 Gen9 Intel® Xeon® E5-2620v3 (2.4GHz/6-core/15MB/85W) Processor Kit	733921-B21
HP DL180 Gen9 Intel® Xeon® E5-2620v3 (2.4GHz/6-core/15MB/85W) FIO Processor Kit	733921-L21
HP DL180 Gen9 Intel® Xeon® E5-2630Lv3 (1.8GHz/8-core/20MB/55W) Processor Kit	763226-B21
HP DL180 Gen9 Intel® Xeon® E5-2630Lv3 (1.8GHz/8-core/20MB/55W) FIO Processor Kit	763226-L21
HP DL180 Gen9 Intel® Xeon® E5-2623v3 (3GHz/4-core/10MB/105W) Processor Kit	779830-B21

Core Options

HP DL180 Gen9 Intel® Xeon® E5-2623v3 (3GHz/4-core/10MB/105W) FIO Processor Kit	779830-L21
HP DL180 Gen9 Intel® Xeon® E5-2660v3 (2.6GHz/10-core/25MB/105W) Processor Kit	733912-B21
HP DL180 Gen9 Intel® Xeon® E5-2660v3 (2.6GHz/10-core/25MB/105W) FIO Processor Kit	733912-L21
HP DL180 Gen9 Intel® Xeon® E5-2650v3 (2.3GHz/10-core/25MB/105W) Processor Kit	733914-B21
HP DL180 Gen9 Intel® Xeon® E5-2650v3 (2.3GHz/10-core/25MB/105W) FIO Processor Kit	733914-L21
HP DL180 Gen9 Intel® Xeon® E5-2650Lv3 (1.8GHz/12-core/30MB/65W) Processor Kit	763222-B21
HP DL180 Gen9 Intel® Xeon® E5-2650Lv3 (1.8GHz/12-core/30MB/65W) FIO Processor Kit	763222-L21

NOTE: Processor upgrade from E5-2600v3 to E5-2600v4 is supported for processors up to 105W. Please refer to DL180 Gen9 User Guide for more details.

HPE Memory

Registered DIMMs (RDIMMs) for E5-2600v4 Series

HP 8GB (1x8GB) Single Rank x8 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805347-B21
HP 16GB (1x16GB) Single Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805349-B21
HPE 16GB (1x16GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	836220-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805351-B21

NOTE: These DIMMs can only be used with E5-2600v4 processors.

Registered DIMMs (RDIMMs) for E5-2600v3 Series

HP 4GB (1x4GB) Single Rank x8 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726717-B21
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726718-B21
HP 8GB (1x8GB) Dual Rank x8 DDR4-2133 CAS-15-15-15 Registered Memory Kit	759934-B21
HP 16GB (1x16GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726719-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	728629-B21

NOTE: These DIMMs can only be used with E5-2600v3 processors.

Load Reduced DIMMs (LRDIMMs) for E5-2600v4 Series

HPE 32GB (1x32GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Load Reduced Memory Kit	805353-B21
HPE 64GB (1x64GB) Quad Rank x4 DDR4-2400 CAS-17-17-17 Load Reduced Memory Kit	805358-B21

NOTE: These DIMMs can only be used with E5-2600v4 processors.

Load Reduced DIMMs (LRDIMMs) for E5-2600v3 Series

Core Options

HP 16GB (1x16GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726720-B21
HP 32GB (1x32GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726722-B21
HP 64GB (1x64GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726724-B21
NOTE: These DIMMs can only be used with E5-2600v3 processors.	
HPE Standard Memory for E5-2600v4 Series	
HPE 8GB (1x8GB) Single Rank x8 DDR4-2400 CAS-17-17-17 Registered Standard Memory Kit	851353-B21
NOTE: These DIMMs can only be used with E5-2600v4 processors.	
HPE Standard Memory for E5-2600v3 Series	
HP 4GB (1x4GB) Single Rank x8 DDR4-2133 CAS-15-15-15 Registered Standard Memory Kit	803026-B21
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 CAS-15-15-15 Registered Standard Memory Kit	803028-B21
NOTE: These DIMMs can only be used with E5-2600v3 processors.	

HPE Optical Drives

HP DL180 Gen9 Optical Disk Drive Enablement Kit	725582-B21
HP 9.5mm SATA DVD-ROM JackBlack Gen9 Optical Drive	726536-B21
HP 9.5mm SATA DVD-RW JackBlack G9 Optical Drive	726537-B21
HP Mobile USB Non Leaded System DVD RW Drive	701498-B21
NOTE: Optical drive is not supported on LFF models.	

HPE Drives

SAS Hot Plug SFF (2.5-inch) Enterprise (ENT) Drives	
HP 1.2TB 6G SAS 10K rpm SFF (2.5-inch) SC Dual Port Enterprise 3yr Warranty Hard Drive	718162-B21
HP 900GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652589-B21
HP 600GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652583-B21
HP 450GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652572-B21
HP 300GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652564-B21
HP 1.2TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781518-B21
HP 900GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785069-B21
HP 600GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781516-B21
HP 300GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785067-B21
HP 146GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652605-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759212-B21
HP 450GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759210-B21

Core Options

HP 300GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759208-B21
SAS Hot Plug SFF (2.5-inch) Enterprise 512e Drives	
HP 1.8TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 512e 3yr Warranty Hard Drive	791034-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC 512e Enterprise 3yr Warranty Hard Drive	748387-B21
SAS Hot Plug SFF (2.5-inch) Midline (MDL) Drives	
HP 1TB 6G SAS 7.2K rpm SFF (2.5-inch) SC Midline 1yr Warranty Hard Drive	652749-B21
HPE 1TB 12G SAS 7.2K rpm SFF (2.5in) SC Midline 1yr Warranty Hard Drive	832514-B21
SAS Hot Plug SFF (2.5-inch) Midline 512e Drives	
HP 2TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765466-B21
HP 1TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765464-B21
SAS Hot Plug LFF (3.5-inch) Enterprise (ENT) Drives	
HP 600GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	765424-B21
HP 450GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737394-B21
HP 300GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737261-B21
SAS Hot Plug LFF (3.5-inch) Midline (MDL) Drives	
HPE 6TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846514-B21
HP 6TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	761477-B21
HP 3TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	652766-B21
HP 1TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	652753-B21
HPE 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818367-B21
HPE 3TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846528-B21
HPE 2TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818365-B21
HPE 1TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846524-B21
SAS Hot Plug LFF (3.5-inch) Midline 512e Drives	
HPE 8TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	819201-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765259-B21
HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765257-B21

Core Options

SAS Hot Plug LFF (3.5-inch) 512e Performance Drives

HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive 793671-B21

HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive 793669-B21

SAS Hot Plug LFF (3.5-inch) Midline 512e Helium Drives

HPE 10TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive 857644-B21

HPE 8TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive 861590-B21

HP 8TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive 793703-B21

HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive 793699-B21

SATA Hot Plug SFF (2.5-inch) Midline (MDL) Drives

HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC Midline 1yr Warranty Hard Drive 655710-B21

SATA Hot Plug SFF (2.5-inch) Midline 512e Drives

HP 2TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive 765455-B21

HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive 765453-B21

SATA Hot Plug LFF (3.5-inch) Midline (MDL) Drives

HPE 6TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive 846510-B21

HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 753874-B21

HPE 4TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive 861678-B21

HP 4TB 6G SATA 7.2k rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 693687-B21

HP 3TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 628061-B21

HPE 3TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive 861693-B21

HPE 2TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive 861676-B21

HP 2TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 658079-B21

HP 1TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 657750-B21

HPE 1TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive 861691-B21

HP 500GB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive 658071-B21

SATA Hot Plug LFF (3.5-inch) Midline 512e Drives

Core Options

HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive 819203-B21

HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive 765255-B21

HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive 765253-B21

SATA Hot Plug LFF (3.5-inch) Midline 512e Performance Drives

HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive 793667-B21

HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drives 793665-B21

SATA Hot Plug LFF (3.5-inch) Midline 512e Helium Drives

HPE 10TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive 857648-B21

HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive 861594-B21

HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive 793683-B21

SATA Non-Hot Plug LFF (3.5-inch) Midline (MDL) Drives

HP 3TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive 628065-B21

HP 2TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive 659339-B21

HP 1TB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive 659337-B21

HP 500GB 6G SATA 7.2K rpm LFF (3.5-inch) Non-hot plug Midline 1yr Warranty Hard Drive 659341-B21

SATA Non-hot Plug LFF 7.2K (3.5-inch) Standard Drives

HP 4TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive 801888-B21

HP 3TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive 801886-B21

HP 2TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive 801884-B21

HP 1TB 6G SATA 7.2K rpm LFF (3.5in) Non-hot Plug Standard 1yr Warranty Hard Drive 801882-B21

SSD Selection

To streamline the configuration process for HPE ProLiant Gen9 servers and to provide the best product availability, HPE recommends SSDs from the list located here:

<https://ssd.hpe.com/recommend>

To further assist with configuration, HPE also offers an SSD Selector Tool located here: <http://ssd.hpe.com>

12G SAS Hot Plug SFF (2.5-inch) Enterprise Mainstream Solid State Drives

Core Options

HP 1.6TB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779176-B21
HP 800GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779172-B21
HP 400GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779168-B21
HP 200GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779164-B21
HPE 1.6TB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846432-B21
HPE 800GB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846430-B21
HP 800GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802586-B21
HP 400GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802582-B21
HP 200GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802578-B21
12G SAS Value Endurance Hot Plug SFF (2.5-inch) Enterprise Value Solid State	
HP 1.6TB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762263-B21
HP 800GB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762261-B21
HPE 3.84TB 12G SAS Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816576-B21
HP 1.92TB 12G SAS Read Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802891-B21
12G SAS Mixed Use Hot Plug SFF (2.5-inch) Solid State Drives	
HPE 3.2TB 12G SAS Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	822567-B21
HPE 1.6TB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846436-B21
HPE 800GB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846434-B21
12G SAS Hot Plug LFF (3.5-inch) Enterprise Value Solid State Drives	
HP 1.6TB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762272-B21
HP 800GB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762270-B21
6G SATA Hot Plug SFF (2.5-inch) Enterprise Mainstream Solid State Drives	
HP 1.2TB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804677-B21
HP 800GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804671-B21
HP 400GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804665-B21
HP 200GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804639-B21
6G SATA Hot Plug SFF (2.5-inch) Enterprise Value Solid State Drives	

Core Options

HP 3.84TB 6G SATA Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816929-B21
HPE 1.92TB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871770-B21
HP 1.6TB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804605-B21
HPE 960GB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871768-B21
HP 800GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804599-B21
HP 480GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804593-B21
HP 240GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804587-B21
HP 120GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804581-B21
HP 80GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804575-B21
6G SATA Hot Plug SFF (2.5-inch) SC Mixed Use Solid State Drives	
HP 800GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764929-B21
HP 480GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764927-B21
HP 240GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764925-B21
HP 120GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764923-B21
HP 1.92TB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	817011-B21
HP 1.6TB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804631-B21
HP 960GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816995-B21
HP 800GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804625-B21
HP 480GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816985-B21
HP 480GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	832414-B21
HP 200GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804613-B21
6G SATA Hot Plug LFF (3.5-inch) Enterprise Mainstream Solid State Drives	
HP 1.2TB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804680-B21
HP 800GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804674-B21
HP 400GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804668-B21

Core Options

HP 200GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804642-B21
6G SATA Hot Plug LFF (3.5-inch) Enterprise Value Solid State Drives	
HP 3.84TB 6G SATA Read Intensive-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816933-B21
HP 1.6TB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804608-B21
HP 800GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804602-B21
HP 480GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804596-B21
HP 240GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804590-B21
HP 120GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804584-B21
HP 80GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804578-B21
6G SATA Hot Plug LFF (3.5-inch) SC Converter Mixed Use Solid State Drives	
HP 1.6TB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804634-B21
HP 960GB 6G SATA Mixed Use-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816999-B21
HP 800GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804628-B21
HP 480GB 6G SATA Mixed Use-3 LFF 3.5-in SC Converter 3yr Wty Solid State Drive	816989-B21
HP 480GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	832417-B21
HP 200GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804616-B21
M.2 SSD	
HPE 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	835563-B21
HPE Dual 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	835565-B21
HP 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	788028-B21
HP Dual 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers	777894-B21
NOTE: M.2 drives go in PCIe slot and use B140i SATA controller only.	
Hard Drive Blank Kits	
HP Large Form Factor Hard Drive Blank Kit	666986-B21
HP Small Form Factor Hard Drive Blank Kit	666987-B21
Hard Drive Kits	
HP DL180 Gen9 8SFF Hard Drive Cage/Backplane Kit	725572-B21
HP DL180 Gen9 12LFF Hot Plug Enablement Kit	725574-B21

Core Options

HPE Networking	1 Gigabit Ethernet adapters	
	HP Ethernet 1Gb 4-port 331T Adapter	647594-B21
	HP Ethernet 1Gb 2-port 332T Adapter	615732-B21
	HP Ethernet 1Gb 2-port 361T Adapter	652497-B21
	HP Ethernet 1Gb 4-port 366T Adapter	811546-B21
	10 Gigabit Ethernet adapters	
	HP Ethernet 10Gb 2-port 530SFP Adapter	652503-B21
	HP Ethernet 10Gb 2-port 530T Adapter	656596-B21
	HP Ethernet 10Gb 2-port 546SFP+ Adapter	779793-B21
	HP Ethernet 10Gb 2-port 560SFP+ Adapter	665249-B21
	HP Ethernet 10Gb 2-port 561T Adapter	716591-B21
	HPE Ethernet 10Gb 2-port 562SFP+ Adapter	727055-B21
	NOTE: A minimum of two Gigabytes (2 GB) of server memory is required per each adapter.	
NOTE: Direct Attach Cable (DAC) for copper environments or fiber transceivers and cables for fiber-optic environments must be purchased separately. See cables/options below.		
HPE Networking	25 Gigabit Ethernet adapters	
	HPE Ethernet 4x25Gb 1-port 620QSFP28 Adapter	817762-B21
	FlexibleLOM Adapters	
	HP Ethernet 1Gb 4-port 331FLR Adapter	629135-B22
	HP Ethernet 1Gb 4-port 366FLR Adapter	665240-B21
	HP FlexFabric 10Gb 2-port 533FLR-T Adapter	700759-B21
	HP FlexFabric 10Gb 2-port 534FLR-SFP+ Adapter	700751-B21
	HPE FlexFabric 10Gb 4-port 536FLR-T Adapter	764302-B21
	HP Ethernet 10Gb 2-port 546FLR-SFP+ Adapter	779799-B21
	HPE FlexFabric 10Gb 2-port 556FLR-T Adapter	794525-B21
	HP Ethernet 10Gb 2-port 560FLR-SFP+ Adapter	665243-B21
HP Ethernet 10Gb 2-port 561FLR-T Adapter	700699-B21	
HPE Ethernet 10Gb 2-port 562FLR-SFP+ Adapter	727054-B21	
HPE InfiniBand	HP InfiniBand FDR 2-port 545QSFP Adapter	702211-B21
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+QSFP Adapter	764284-B21
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+FLR-QSFP Adapter	764285-B21
	HP InfiniBand QDR/Ethernet 10Gb 2-port 544+FLR-QSFP Adapter	764286-B21
	HPE I/O Expansion Options	HP DL180 Gen9 3 Slot x8 PCI-E Riser Kit
HP DL180 Gen9 x16 PCI-E Riser Kit		725570-B21
HP DL180 Gen9 FlexibleLOM Enablement Kit		780965-B21
NOTE: This Enablement Kit is required when FlexibleLOM is selected.		

Core Options

HPE Power Supplies

HPE ProLiant Gen9 Essential Server Power Supplies - Non-Redundant

HPE 550W Standard FIO Power Supply Kit 730941-B21

NOTE: This is a Factory Installed Option (FIO) only.

NOTE: Supports Silver-level efficiency (89%) with a standard C14 inlet connector. No support for HPE Power Discovery Services.

Only compatible with select HPE ProLiant Gen9 Essential servers.

HPE ProLiant Gen9 Essential Server Power Supplies - Redundant

HPE 900W Standard AC 240VDC Power Input Module FIO Kit 828734-B21

NOTE: This is a Factory Installed Option (FIO) only.

NOTE: RPS Backplane is mandatory to be chosen with this power input module.

HPE 900W Standard AC 240VDC RPS Power Backplane FIO Kit 828735-B21

NOTE: This is a Factory Installed Option (FIO) only.

NOTE: This RPS backplane is mandatory to be chosen along with 900W RPS input module.

HPE 900W Standard AC 240VDC Power Input Module 775595-B21

NOTE: This part number can only be bought standalone and is for field integration only.

NOTE: RPS Backplane is mandatorily needed with this power input module.

HPE 900W Standard AC 240VDC RPS Power Backplane 814835-B21

NOTE: This part number can only be bought standalone and is for field integration only.

NOTE: This RPS backplane is mandatorily needed with 900W RPS input module.

HPE 900W Standard AC 240VDC Redundant Power Supply Kit 820792-B21

NOTE: This Redundant Power supply kit includes 2 power supply input module and 1 backplane kit.

NOTE: This part number is both factory installed option and field integrable option.

NOTE: This Power supply supports both 100-240V AC and 240V DC.

NOTE: Supports Gold-level efficiency (92%) with a standard C14 inlet connector. No support for HPE Power Discovery Services. Only compatible with select HPE ProLiant Gen9 Essential servers.

NOTE: HPE 900W Gold (Redundant) AC 240VDC Power Input Module (775595-B21/ 828734-B21)

must be used with Power Backplane (814835-B21/828735-B21).

NOTE: Each Redundant Power Supply Backplane can support up to two (2) power input modules.

NOTE: Redundant AC Power Input Modules do not share power. Redundant AC Power Input Module #1 is the primary AC Power Input Module. Redundant AC Power Input Module #2 is the backup AC Power Input Module.

HPE Computation and Graphics Accelerators

HP NVIDIA Quadro K2200 Graphics Accelerator J0G89A

HP DL180 Gen9 Graphic Card Adapter Kit 725576-B21

NOTE: Must select 2 processors if 2 graphic cards are selected.

Core Options

NOTE: Must select 900W non-redundant power supply when 2 graphic cards are selected.

NOTE: Only the above listed Graphics cards are HPE standard supported options in this server.

NOTE: The NVIDIA Quadro modules are supported only on 64-bit versions of Linux and Windows operating systems as well as on Virtual Machine client operating systems. The supported bare metal operating systems are RHEL6, SLES 11 and Windows Server 2012 R2.

NOTE: Please see the HPE Power Advisor for estimated power consumption of your individual system configuration prior to installing GPUs. The HPE Power Advisor is located at: <http://www.hp.com/go/hppoweradvisor>.

HPE Cooling Options

HP DL180 Gen9 Redundant Fan FIO Kit 779841-B21

NOTE: Upgrades a non-redundant server with one additional hot-plug fan (FIO only).

HP DL180 Gen9 Redundant Fan Kit 725571-B21

NOTE: Customers can upgrade to a redundant fan configuration with the purchase of above option kit (contains 2 Fans).

Additional Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Insight Software	HPE Insight Control	
	HPE Insight Control including 1yr 24x7 Technical Support and Updates 1-server LTU	C6N27A
	HPE Insight Control including 1yr 24x7 TSU E-LTU	C6N28ABE
	HPE Insight Management Media Kit	C6N31A
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle Single Server FIO LTU	C6N36A
	NOTE: FIO indicates that this option is only available as a factory installable option.	
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle FIO E-LTU	C6N36ABE
	NOTE: FIO indicates that this option is only available as a factory installable option.	
	NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.	
	NOTE: Customer will receive a license entitlement certificate. The license entitlement certificate must be redeemed online or via fax in order to obtain the license activation key(s). Includes one year of 24 x 7 HPE Software Technical Support and Update Service.	
	NOTE: Licenses ship without media. The HPE Insight Control Media Kit can be ordered separately, or can be downloaded at: http://www.hp.com/go/insightupdates .	
	NOTE: For additional license options please see the QuickSpecs at: https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04123391 .	

Embedded Management	HPE iLO Advanced	
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates 1-server LTU	512485-B21
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates 1-server LTU	BD505A
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates E-LTU	E6U59ABE
	HPE iLO Advanced including 3yr 24x7 Technical Support and Updates E-LTU	E6U64ABE
	HPE iLO Essentials	
	HPE iLO Essentials including 3yr 24x7 Tech Support and Updates 1-server LTU	BD774A
	HPE iLO Essentials including 1yr 24x7 Tech Support and Updates 1-server LTU	BD775A
	HPE iLO Essentials including 3yr 24x7 Technical Support and Updates E-LTU	E6U61ABE
	HPE iLO Essentials including 1yr 24x7 Technical Support and Updates E-LTU	E6U62ABE
	HPE iLO Scale-out	

Additional Options

HPE iLO Scale-Out 3yr 24x7 Tech Support and Updates Flexible Quantity LTU	BD776A
HPE iLO Scale-Out including 3yr 24x7 Tech Support and Updates Flex Qty E-LTU	BD776AAE
HPE iLO Scale-Out including 3yr 24x7 Tech Support and Updates Tracking LTU	BD777A
HPE iLO Scale-Out 1yr 24x7 Tech Support and Updates Flexible Quantity LTU	BD778A
HPE iLO Scale-Out including 1yr 24x7 Tech Support and Updates Flex Qty E-LTU	BD778AAE
HPE iLO Scale-Out including 1yr 24x7 Tech Support and Updates Tracking LTU	BD779A

HPE Converged HPE OneView Advanced (with HPE iLO Advanced)

Infrastructure Management Software	HPE OneView including 3yr 24x7 Support Physical 1-server LTU	E5Y34A
	HPE OneView including 3yr 24x7 Support Flexible Quantity E-LTU	E5Y35AAE
	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	E5Y43A
	HPE OneView Physical Media Kit LTU	E5Y37A

NOTE: Full licenses of HPE OneView Advanced also provide the right-to-use HPE Insight Control without additional charge.

NOTE: Server provisioning (via 'HPE Insight Control server provisioning') is licensed as part of HPE OneView Advanced and provides multi-server OS and driver provisioning. Media kit #BD883A can be ordered for a physical copy of this software (USB flash drive).

NOTE: Licenses ship without media. The HPE OneView Media Kit can be ordered separately, or can be downloaded at:

<http://www.hp.com/go/oneview>

NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.

HPE OneView Advanced (without HPE iLO Advanced)

HPE OneView w/o iLO including 3yr 24x7 Support 1-server LTU	P8B24A
HPE OneView w/o iLO including 3yr 24x7 Support Track 1-server LTU	P8B25A
HPE OneView w/o iLO including 3yr 24x7 Support Flexible Quantity E-LTU	P8B26AAE
HPE OneView w/o iLO including 3yr 24x7 Support 1-server FIO LTU	P8B31A
Software Options for HPE OneView Advanced	
HPE Operations Analytics for HPE OneView LTU	K8G29A
HPE Operations Analytics for HPE OneView E-LTU	K8G29AAE

NOTE: For use in environments where HPE OneView Advanced is licensed and deployed.

Additional Options

High Performance Clusters	HPE Cluster Management Utility	
	HPE Insight Cluster Management Utility 1yr 24x7 Flexible LTU	QL803B
	HPE Insight Cluster Management Utility 3yr 24x7 Flexible LTU	BD476A
	HPE Insight Cluster Management Utility Media	BD477A

NOTE: These part numbers can be used to purchase one certificate for multiple licenses and support with a single activation key. Each license is for one node (server). Customer will receive a printed end user license agreement and license entitlement certificate via physical shipment. The license entitlement certificate must be redeemed online in order to obtain a license key. Customer also will receive a support agreement.

NOTE: For additional license kits please see the [HPE Insight Cluster Management Utility QuickSpecs](#)

HPE PCIe Workload Accelerator Options	Value Endurance (VE) PCIe Workload Accelerators	
	HPE 6.4TB Read Intensive-2 FH/HL PCIe Workload Accelerator	831739-B21
	HPE 3.2TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831737-B21
	HPE 1.6TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831735-B21
	HPE 1.3TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831733-B21

	Light Endurance (LE) PCIe Workload Accelerators	
	HPE 5.2TB FH/HL Light Endurance (LE) PCIe Workload Accelerator	775672-B21
	HPE 2.6TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775670-B21
	HPE 1.3TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775668-B21
	HPE 1.0TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775666-B21

NOTE: Please see the [HPE PCIe Workload Accelerators for ProLiant Servers QuickSpecs](#) for Technical Specifications and additional information.

HPE Security	HP 2U Security Bezel Kit	666988-B21
	NOTE: Quick Release Ear option kit (P/N 725579-B21) is required for installing security bezel.	
	HP DL180 Gen9 Thumbscrew Ear FIO Kit	782641-B21
	NOTE: Thumbscrew ears are available on SFF models only.	
	HP Quick-release Latch Rack Ears FIO Kit	725579-B21
	NOTE: Quick-release Latch ears are available on both SFF and LFF models. For 12LFF Models Quick Release Ears are Mandatory.	
	NOTE: Quick-release latch ears upgrades front USB from USB 2.0 to USB 3.0- It also supports Security Bezel Kit.	
	HP Trusted Platform Module 2.0 Kit	745823-B21
	NOTE: HPE Trusted Platform Module 2.0 Option works with Gen9 servers with UEFI Mode not Legacy Mode. It is not compatible with HPE ProLiant Gen8 servers or earlier generation variants.	
	NOTE: HPE Gen9 servers purchased earlier may need the latest firmware update to be compatible with the TPM 2.0 Option.	

Additional Options

NOTE: HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.

HP Trusted Platform Module Option 488069-B21

NOTE: The HPE Trusted Platform Module Option (488069-B21) is the TPM 1.2 version. Compatible server platforms include Gen8 and Gen9 servers.

NOTE: HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.

HPE Storage Controllers

SAS Controllers

HPE Smart Array Controllers

HP Smart Array P440/2GB FBWC 12Gb 1-port Int SAS Controller 820834-B21

NOTE: Includes the HPE Smart Storage Battery.

HP Smart Array P440/4GB FBWC 12Gb 1-port Int SAS Controller 726821-B21

HP Smart Array P440/4GB FBWC 12Gb 1-port Int FIO SAS Controller 761872-B21

NOTE: Includes the HPE Smart Storage Battery.

HP Smart Array P441/4GB FBWC 12Gb 2-ports Ext SAS Controller 726825-B21

HP Smart Array P840/4GB FBWC 12Gb 2-ports Int SAS Controller 726897-B21

HP Smart Array P840/4GB FBWC 12Gb 2-ports Int FIO SAS Controller 761874-B21

NOTE: Includes the HPE Smart Storage Battery.

HP Smart Array P841/4GB FBWC 12Gb 4-ports Ext SAS Controller 726903-B21

HPE Smart Host Bus Adapters

HP H240 12Gb 2-ports Int Smart Host Bus Adapter 726907-B21

HP H240 12Gb 2-ports Int FIO Smart Host Bus Adapter 761873-B21

HP H241 12Gb 2-ports Ext Smart Host Bus Adapter 726911-B21

HPE Cable Options

HP DL180 Gen9 8LFF Smart Array Cable Kit 725577-B21

HP DL180 Gen9 8SFF Smart Array Cable Kit 725578-B21

HP DL180 Gen9 8LFF Hot Plug FIO Cable Kit 774868-B21

HP DL180 Gen9 8LFF Non-hot Plug FIO Cable Kit 774869-B21

HP DL180 Gen9 8SFF Hot Plug FIO Cable Kit 774870-B21

HP DL180 Gen9 4LFF Non-hot Plug FIO Cable Kit 776447-B21

NOTE: One of the above cables is required to be selected depending on the combination of chassis and storage controller. Cable option kit descriptions include the right chassis and storage controllers names.

NOTE: FIO indicates that this option is only available as a factory installable option. Please select FIO option if you want the option to be factory installed.

Optional Software

HPE SmartCache No Media 24x7 Technical Support 1-server LTU D7S26A

HPE SmartCache No Media 24x7 Technical Support Flexible LTU D7S27A

HPE SmartCache No Media 24x7 Technical Support E-LTU D7S27AAE

NOTE: HPE SmartCache is supported when one of the supported Smart Array Controllers is installed in the server.

Optional Upgrades

Additional Options

HP 96W Smart Storage Battery with 145mm Cable for DL/ML/SL Servers 727258-B21

NOTE: This option is mandatorily required with HPE Smart Array controllers. One server can accommodate only 1 Smart Storage Battery that would suffice the requirement of all HPE Smart Array controllers.

HPE Tape Backup

NOTE: For the complete range of tape drives, autoloaders, libraries and media see: <http://www.hp.com/go/tape>. For hardware and software compatibility of HPE tape backup products see: <http://www.hp.com/storage/SPOCK> and <http://www.hp.com/go/ebs>.

NOTE: For Internal drives to be connected to DL servers please make sure that you order rack mount kit as well.

Tape Drives

SAS Rack-Mount Tape Solutions

HPE StoreEver LTO-6 Ultrium 6650 SAS External Tape Drive	EH964A
HPE StoreEver LTO-6 Ultrium 6250 Tape Drive in a 1U Rack Mount Kit	C0L99A
HPE StoreEver LTO-6 Ultrium 6250 External Tape Drive	EH970A
HPE StoreEver LTO-5 Ultrium 3000 SAS Tape Drive in a 1U Rack Mount Kit	EJ014B
HPE StoreEver LTO-5 Ultrium 3000 SAS External Tape Drive	EH958B
HPE StoreEver LTO-5 Ultrium 3280 SAS External Tape Drive	EH900B
HPE StoreEver LTO-4 Ultrium 1760 SAS (1) in a 1U Rack Mount Kit	EH946C
HPE StoreEver LTO-4 Ultrium 1760 SAS External Tape Drive	EH920B
HPE StoreEver LTO-3 Ultrium 920 SAS External Tape Drive	EH848B
HPE StoreEver 1U SAS Rack Mount Kit	AE459B
HPE StoreEver LTO-7 Ultrium 15000 Internal Tape Drive	BB873A
HPE StoreEver LTO-7 Ultrium 15000 External Tape Drive	BB874A

HPE DAT Autoloader

HPE StoreEver 1/8 G2 LTO-6 Ultrium 6250 Fibre Channel Tape Autoloader	C0H19A
HPE StoreEver 1/8 G2 LTO-7 Ultrium 15000 FC Tape Autoloader	N7P34A
HPE StoreEver 1/8 G2 LTO-7 Ultrium 15000 SAS Tape Autoloader	N7P35A

HPE MSL2024 Tape Library

HPE StoreEver MSL2024 0-drive Tape Library	AK379A
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HPE MSL4048 Tape Library

HPE StoreEver MSL4048 0-drive Tape Library	AK381A
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HPE StoreEver MSL6480

HPE StoreEver MSL6480 Scaleable Expansion Module	QU626A
HPE StoreEver MSL6480 Scalable Base Module	QU625A

Additional Options

HPE Disk Backup	HPE RDX Removable Disk Backup System	
	HPE D3700 Enclosure	QW967A
	HPE D3600 Enclosure	QW968A
	HP RDX+ 500GB External Backup System	B7B66B
	HP RDX+ 1TB External Backup System	B7B69B
	HPE RDX+ External Docking System	C8S07B
	HP RDX 2TB USB3.0 External Disk Backup System	E7X53B
	HPE RDX 3TB USB 3.0 Internal Disk Backup System	P9L71A
	HPE RDX+ 3TB USB 3.0 External Disk Backup System	P9L72A
	HPE StoreOnce 3100 8TB System	BB913A
	HPE StoreOnce 3520 12TB System	BB922A
HPE StoreOnce 3540 24TB System	BB914A	
HPE StoreOnce 5100 48TB System	BB915A	

HPE Storage Options	Emulex Fibre Channel HBAs	
	HPE 81E 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AJ762B
	HPE 82E 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ763B
	HPE StoreFabric SN1100E 16Gb Single Port Fibre Channel Host Bus Adapter	C8R38A
	HPE StoreFabric SN1100E 16Gb Dual Port Fibre Channel Host Bus Adapter	C8R39A
	QLogic Fibre Channel HBAs	
	HPE 82Q 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ764A
	HPE 81Q 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AK344A
	HPE StoreFabric SN1000Q 16GB 1-port PCIe Fibre Channel Host Bus Adapter	QW971A
	HPE StoreFabric SN1000Q 16GB 2-port PCIe Fibre Channel Host Bus Adapter	QW972A
	HPE StoreFabric SN1100Q 16Gb Single Port Fibre Channel Host Bus Adapter	P9D93A
	HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	P9D94A
	Converged Network Adapter	
	HPE StoreFabric CN1200E 10Gb Converged Network Adapter	E7Y06A
	HPE StoreFabric CN1100R Dual Port Converged Network Adapter	QW990A
	HPE StoreFabric CN1200E 10GBASE-T Dual Port Converged Network Adapter	N3U51A
	HPE StoreFabric CN1100R 10GBASE-T Dual Port Converged Network Adapter	N3U52A

Additional Options

HPE Disk Storage Systems	Disk Enclosures	
	HP D6000 Dual I/O Module Disk Enclosure	QQ695A
	HP D6000 w/35 2TB 6G SAS 7.2K LFF Dual port MDL HDD 70TB Bundle	QQ697A
	HP D6000 w/35 3TB 6G SAS 7.2K LFF Dual port MDL HDD 105TB Bundle	QQ699A
	HP D6000 w/35 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 140TB Bundle	E7W30A
	HP D6000 w/70 2TB 6G SAS 7.2K LFF Dual port MDL HDD 140TB Bundle	QQ698A
	HP D6000 w/70 3TB 6G SAS 7.2K LFF Dual port MDL HDD 210TB Bundle	QQ700A
	HP D6000 w/70 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 280TB Bundle	E7W31A
	HPE D6000 w/35 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 280TB Bundle	M0T58A
	HPE D6000 w/70 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 560TB Bundle	M0T59A

HPE Data Center Racks

HPE Advanced Series Racks

HPE 11648 1075mm Pallet Universal Rack	H6J87A
HPE 11648 1075mm Shock Universal Rack	H6J88A
HPE 11642 1075mm Pallet Universal Rack	H6J65A
HPE 11642 1075mm Shock Universal Rack	H6J66A
HPE 11642 1200mm Pallet Universal Rack	H6J67A
HPE 11642 1200mm Shock Universal Rack	H6J68A
HPE 11636 1075mm Pallet Universal Rack	H6J77A
HPE 11636 1075mm Shock Universal Rack	H6J78A
HPE 11622 G2 1075mm Pallet Universal Rack	H6J83A
HPE 11622 G2 1075mm Shock Universal Rack	H6J84A
HPE 11614 1075mm Shock Universal Rack	H6J82A

NOTE: Please see the [HPE Advanced Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Enterprise Series Racks

HPE 647 1075mm Pallet Intelligent Series Rack	BW911A
HPE 647 1075mm Shock Intelligent Series Rack	BW912A
HPE 647 1200mm Pallet Intelligent Series Rack	BW913A
HPE 647 1200mm Shock Intelligent Series Rack	BW914A
HPE 642 1075mm Pallet Intelligent Series Rack	BW903A
HPE 642 1075mm Shock Intelligent Series Rack	BW904A
HPE 642 1200mm Pallet Intelligent Series Rack	BW907A
HPE 642 1200mm Shock Intelligent Series Rack	BW908A
HPE 636 1075mm Pallet Intelligent Series Rack	BW895A
HPE 636 1075mm Shock Intelligent Series Rack	BW896A
HPE 842 1075mm Pallet Intelligent Series Rack	BW917A
HPE 842 1075mm Shock Intelligent Series Rack	BW918A

NOTE: Please see the [HPE Enterprise Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

Additional Options

HPE Standard Series Rack

HPE V142 1075mm deep Pallet 100 series Rack AF046A

NOTE: Please see the [HPE Standard Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Power Distribution Units (PDUs)

HPE Basic Power Distribution Units (PDU)

HPE Basic 1.9kVA/L5-20P 16A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	H5M54A
HPE Basic 2.8kVA/L5-30P 24A/120V Outlets (18) 5-20R/Vertical NA/JP PDU	H5M55A
HPE Basic 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	H5M56A
HPE Basic 4.9kVA/60320 C20 Detachable 16A/230V Outlets (20) C13/Vertical WW PDU	H5M57A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (20) C13/Vertical NA/JP PDU	H5M58A
HPE Basic 7.3kVA/60309 5-wire 32A/230V Outlets (20) C13/Vertical INTL PDU	H5M68A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13/Vertical NA/JP PDU	H5M61A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M59A
HPE Basic 7.3kVA/60309 3-wire 32A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M70A
HPE Basic 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (6) C19/Vertical NA PDU	H5M60A
HPE Basic 11kVA/60309 63A 3-wire 48A/230V Outlets (30) C13 (6) C19/Vertical INTL PDU	H5M71A
HPE Basic 9.2kVA/50A Terminal Block 40A/230V Outlets (30) C13 (6) C19/Vertical WW PDU	H5M75A
HPE Basic 3Ph 5.7kVA/ L21-20P 16A/120-208V Outlets (24) C13 (3) 5-20R/Vertical NA/JP PDU	H5M63A
HPE Basic 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (24) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	H5M64A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M62A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M72A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (36) C13 (6) C19/Vertical INTL PDU	H5M73A
HPE Basic 3Ph 11kVA/60309 16A/240V Outlets (36) C13 (6) C19/Vertical NA PDU	H5M67A
HPE Basic Modular 2.8kVA/L5-30P 24A/120V Outlets (4) C19/Horizontal NA/JP PDU	252663-D71
HPE Basic Modular 4.9kVA/L6-30P 24A/208V Outlets (4) C19/Horizontal NA/JP Core Only PDU	252663-D74
HPE Basic Modular 8.3kVA/CS8265C 40A/208V Outlets (4) C19/Horizontal NA/JP PDU	252663-D75

Additional Options

HPE Basic Modular 7.3kVA/60309 3-wire 32A/230V Outlets (4) C19/Horizontal INTL Core Only PDU	252663-B33
HPE Basic Modular 9.2kVA/60309 63A 3-wire 40A/230V Outlets (4) C19/Horizontal INTL PDU	252663-B34
HPE Basic Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF512A
HPE Basic Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF513A
HPE Basic Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF519A
HPE Basic Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF511A
HPE Basic Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF518A
HP 800VA - 277V Input / 230V Output NA Rack Mount Transformer	H3X09A
NOTE: Please see the HPE Basic Power Distribution Units (PDU) QuickSpecs for information on additional options and product specifications.	
HPE Metered Power Distribution Units (PDU)	
HPE Metered 2.8kVA/L5-30P 24A/120V Outlets (12) 5- 20R/Horizontal NA/JP PDU	D9N43A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	D9N46A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Horizontal NA/JP PDU	D9N44A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (16) C13/Vertical WW PDU	D9N45A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Vertical NA/JP PDU	G9Z05A
HPE Metered 7.3kVA/60309 3-wire 32A/230V Outlets (12) C13/Vertical INTL PDU	G9Z06A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	D9N47A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	D9N48A
HPE Metered 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (3) C19/Vertical NA/JP PDU	D9N51A
HPE Metered 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (18) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	D9N53A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (18) C13 (3) C19/Vertical INTL PDU	D9N55A
HPE Metered 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (3) C19/Vertical NA PDU	D9N49A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlet (32) C13 (4) C19/Vertical INTL PDU	D9N50A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (30) C13 (3) C19/Vertical INTL PDU	D9N57A
HPE Metered 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N58A

Additional Options

HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (30) C13 (3) C19/Vertical NA/JP PDU	D9N61A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N62A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (24) C13 (3) C19/Vertical NA/JP PDU	D9N54A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N59A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	G9Z07A
HPE Metered 3Ph 19.9kVA/L22-30P 24A/277V Outlets (30) RF-203P-HP/Vertical NA PDU	D9N63A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlet (30) C13 (3) C19/Vertical INTL PDU	D9N56A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	D9N60A
HPE Metered 3Ph 22kVA/60309 5-wire WT 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	G9Z08A
HP Environmental Sensor for Remote Monitored and Managed PDUs	E2D53A

NOTE: Please see the [HPE Metered Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Intelligent Power Distribution Unit (PDU)

HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF520A
HPE Intelligent Modular 8.3kVA/CS8265C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF521A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF522A
HPE Intelligent Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V (6) C19/Horizontal NA/JP PDU	AF523A
HPE Intelligent Modular 3Ph 17.3kVA/60309 30A 5-wire 24A/240V (6) C19/Horizontal NA/JP PDU	AF901A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF525A
HPE Intelligent Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF526A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF527A
HPE Intelligent Modular 3Ph 17.3kVA/IEC 60309 60A 4-wire 48A/208V (12) C19/Horizontal NA/JP PDU	AF535A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C19/Horizontal INTL PDU	AF538A
HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF531A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF532A
HPE Intelligent Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF533A

Additional Options

HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU Kit	AF534A
HP 5xC13 Intelligent PDU Extension Bar G2 Kit	AF547A
HP 5xC13 Outlets Power and UID LEDs Pair Standard Extension Bar	AF528A

NOTE: Please see the [HPE Intelligent Power Distribution Unit \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered and Switched Power Distribution Units (PDU)

HPE Metered Switched 2.8kVA/L5-30P 24A/120V Outlets (24) 5-20R /Vertical NA/JP PDU	H8B48A
HPE Metered Switched 3.6kVA/60320 C20 Detachable 16A/230V Outlets (7) C13 (1) C19/Vertical WW PDU	H8B49A
HPE Metered Switched 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	H8B50A
HPE Metered Switched 7.3kVA/60309 3-wire 32A/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	H8B51A
HPE Metered Switched 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (6) C19/Vertical NA/JP PDU	H8B52A
HPE Metered Switched 3Ph 8.6kVA/L21-30P 24A/208V Outlets (20)C13 (3)C19 (1)5-20R/Vertical NA/JP PDU	H8B53A
HPE Metered Switched 3Ph 11kVA/60309 5-wire 16A/230V Outlets (21) C13 (3) C19/Vertical INTL PDU	H8B54A
HPE Metered Switched 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B55A
HPE Metered Switched 3Ph 17.3kVA/60309 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B56A

NOTE: Please see the [HPE Metered and Switched Power Distribution Units \(PDU\) QuickSpecs](#)

for information on additional options and product specifications.

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE Rack Mount Consoles, KVM Switches, and Keyboards

HPE Location Discovery Services

HPE Location Discovery Services LCD8500 Kit	TL052A
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NOTE: Please see the [HPE Location Discovery Services QuickSpecs](#)

for information on additional options and product specifications.

HPE Rack Mount Consoles

HP LCD8500 1U US Rackmount Console Kit	AF630A
HP LCD8500 1U UK Rackmount Console Kit	AF631A
HP LCD8500 1U DE Rackmount Console Kit	AF632A
HP LCD8500 1U FR Rackmount Console Kit	AF633A
HP LCD8500 1U JP Rackmount Console Kit	AF642A
HP LCD8500 1U RU Rackmount Console Kit	AF643A
HP LCD8500 1U INTL Rackmount Console Kit	AF644A
HP LCD8500 1U US TAA Rackmount Console Kit	AF645A

HPE KVM Switches

Additional Options

HP 0x1x8 G3 KVM Console Switch	AF651A
HP 0x2x16 G3 KVM Console Switch	AF652A
HP TAA 0x2x16 G3 KVM Console Switch	AF653A
HP USB Remote Access Key for G3 KVM Console Switches	AF650A
HPE KVM Console USB/Display Port Interface Adapter	AF654A
HP KVM Console USB Interface Adapter	AF628A
HPE KVM Console USB 8-pack Interface Adapter	AF655A
HP 0x2x16 KVM Server Console Switch G2 with Virtual Media CAC Software	AF618A
HP 0x2x32 KVM Server Console Switch G2 with Virtual Media CAC Software	AF619A
HP KVM Console USB 2.0 Virtual Media CAC Interface Adapter	AF629A
HP 1x4 USB/PS2 KVM Console Switch	AF611A
HP 1x1Ex8 KVM IP Console Switch G2 with Virtual Media CAC Software	AF620A
HP 2x1Ex16 KVM IP Console Switch G2 with Virtual Media CAC Software	AF621A
HP 4x1Ex32 KVM IP Console Switch G2 with Virtual Media CAC Software	AF622A

NOTE: To learn more, please visit the [HPE KVM Switches web page](#).

HPE USB Keyboard and Mouse

HP USB BFR with PVC Free US Keyboard/Mouse Kit	631341-B21
HP USB BFR with PVC Free Intl Keyboard/Mouse Kit	672097-B33

Rail Kits

HP 2U Small Form Factor Easy Install Rail Kit	733660-B21
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NOTE: This applies for both LFF & SFF models and it does not include cable management arm.

HP 2U Cable Management Arm for Easy Install Rail Kit	733664-B21
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HPE Other Options

HPE Rack LED Light Kit	BW939A
HP Kit LCD 1.83m Latch Display Port Cable	G7T29A
HP ConvergedSystem Door Branding Kit	TK815A
HP ConvergedSystem Rack Light Kit	TK816A
HP ConvergedSystem Rack Side Panel 1075mm Kit	TK817A

HPE UninterruptibleHPE DirectFlow Three Phase UPS

Additional Options

Power Systems (UPS)

Power Unit (1U UPS)

HPE R12000 DirectFlow - 1U Rackmount Uninterruptible Power System G9Y75A

HPE R12000 DirectFlow - POD 1U Rackmount Uninterruptible Power System AF478A

HPE RP12000/3 12000VA Three Phase INTL 6U Rackmount Uninterruptible Power System AF437A

Input/Output Module Options for 1U UPS

HPE 32A 400-415 Volt Three Phase INTL R12000 DirectFlow UPS IEC309 Input/Output Module AF488A

HPE 30A 400-415 Volt Three Phase NA R10000 DirectFlow UPS IEC309 Input/Output Module AF489A

HPE 32A 380 Volt Three Phase China R12000 DirectFlow UPS Unterminated Input/Output Module AF490A

HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS L22-30 Input/Output Module AF491A

HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module AF492A

HPE 30A 400-415 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module G9Y76A

Power Unit (2U UPS)

HPE R18000 DirectFlow - 2U Rackmount Uninterruptible Power System AF479A

Input/Output Module Options for 2U UPS

HPE 32A 400-415 Volt Three Phase INTL R18000 DirectFlow UPS IEC309 Input/Output Module AF483A

HPE 30A 380 Volt Three Phase China R18000 DirectFlow UPS Unterminated Input/Output Module AF485A

HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module AF486A

HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module AF487A

HPE 30A 400 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module D9Q02A

HPE 30A 400-415V Three Phase NA R18000 DirectFlow UPS 1:1 IEC309 Input/Output Module AF484A

NOTE: All Input/Output Modules support dual output outlets except the AF484A.

Battery Pack Options

HPE DirectFlow UPS - 1U Rackmount Lithium-ion Battery Pack AF480A

HPE DirectFlow UPS - 3U Rackmount VRLA Battery Pack AF482A

HPE WW DirectFlow Secondary Battery Cable AF497A

NOTE: Please see the [HPE DirectFlow Three Phase Uninterruptible Power System](#)

QuickSpecs

for information on additional options and product specifications.

HPE Tower UPS

Additional Options

HPE T750 G4 UPS Models

HPE T750 G4 NA/JP Uninterruptible Power System	J2P85A
HPE T750 G4 INTL Uninterruptible Power System	J2P88A

HPE T1000 G4 UPS Models

HPE T1000 G4 NA/JP Uninterruptible Power System	J2P86A
HPE T1000 G4 INTL Uninterruptible Power System	J2P89A

HPE T1500 G4 UPS Models

HPE T1500 G4 NA/JP Uninterruptible Power System	J2P87A
HPE T1500 G4 INTL Uninterruptible Power System	J2P90A

HPE Rack/Tower UPS

HPE R/T2200 G4 UPS Models

HPE R/T2200 G4 NA/JP Uninterruptible Power System	J2R00A
HPE DirectFlow UPS Management Card	AF493A

HPE R/T3000 G4 UPS Models

HPE R/T3000 G4 Low Voltage NA/JP Uninterruptible Power System	J2R01A
HPE R/T3000 G4 High Voltage NA/JP Uninterruptible Power System	J2R02A
HPE R/T3000 G4 High Voltage INTL Uninterruptible Power System	J2R04A

R1500 G4 Models

HPE R1500 G4 NA Uninterruptible Power System	J2Q99A
HPE R1500 G4 JP/TWN Uninterruptible Power System	J2R05A
HPE R1500 G4 INTL Uninterruptible Power System	J2R03A

R7000 Uninterruptible Power System (UPS)

HPE R7000 4U 50A High Voltage NA/JP Uninterruptible Power System	AF462A
HPE R7000 4U IEC-32A High Voltage INTL Uninterruptible Power System	AF463A

R5000 Uninterruptible Power System (UPS)

HPE R5000 3U L630 High Voltage NA/JP Uninterruptible Power System	AF460A
HPE R5000 3U IEC309-32A High Voltage INTL Uninterruptible Power System	AF461A

HPE UPS Options

HPE R/T2200 G4 Extended Runtime Module	J2R09A
HPE R/T3000 G4 Extended Runtime Module	J2R10A
HPE 2U Rack/Tower UPS Shipping Kit	L4Q11A

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE USB and SD Options

HPE Flash Media Kits for USB Drives

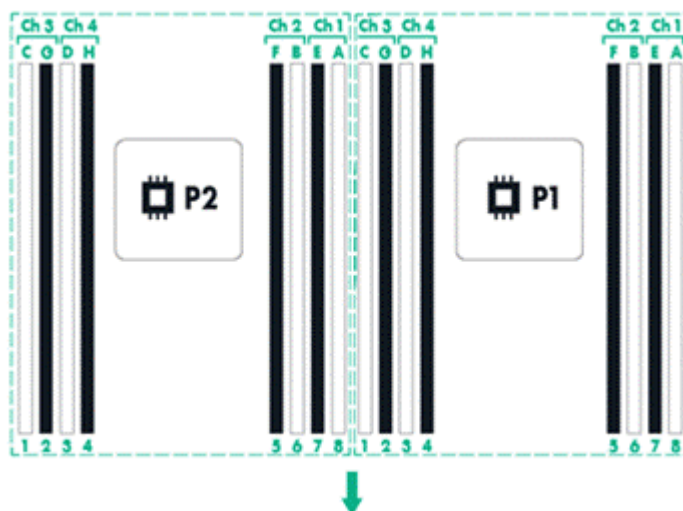
HPE 32GB microSD Mainstream Flash Media Kit	700139-B21
HPE 8GB microSD Enterprise Mainstream Flash Media Kit	726116-B21
HP Dual 8GB microSD Enterprise Midline USB Kit	741279-B21

Additional Options

HPE Support Services	Foundation Care	
	HPE 3 year Foundation Care 24x7 DL180 Gen9 Service	U7AT3E
	HPE 3 year Foundation Care 24x7 wDMR DL180 Gen9 Service	U7AT4E
	HPE 3 year Foundation Care 24x7 wCDMR DL180 Gen9 Service	U7AT5E
	Proactive Care	
	HPE 3 year Proactive Care 24x7 DL180 Gen9 Service	U7AT6E
	HPE 3 year Proactive Care 24x7 with DMR DL180 Gen9 Service	U7AT7E
	HPE 3 year Proactive Care 24x7 with CDMR DL180 Gen9 Service	U7AT8E
	Installation & Start-up Services	
	HPE Installation ProLiant DL180/DL380e Service	U6E81E
HPE Installation and Startup DL180 DL380e Service	U6E83E	

Memory

Memory Population guidelines



General Memory Population Rules and Guidelines:

- . Install DIMMs only if the corresponding processor is installed.
- . If only one processor is installed in a two processor system, only half of the DIMM slots are available.
- . To maximize performance, it is recommended to balance the total memory capacity between all installed processors and load the channels similarly whenever possible.
- . When two processors are installed, balance the DIMMs across the two processors.
- . White DIMM slots denote the first slot to be populated in a channel.
- . Place the DIMMs with the highest number of ranks in the white slot when mixing DIMMs of different ranks on the same channel.
- . Do not mix RDIMMs or LRDIMMs.
- . Quad rank RDIMMs are not supported in HPE ProLiant DL180 Gen9 servers.
- . Quad rank LRDIMMs are capable of up to two DIMMs per channel.
- . DIMMs of different speeds may be mixed in any order; the server will select a common optimal speed.
- . The maximum memory speed is a function of the memory type, memory configuration, and processor model.
- . The maximum memory capacity is a function of the memory type and number of installed processors.
- . To realize the performance memory capabilities listed in this document, HPE SmartMemory is required.

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E5-2600v4 Series Processor Family

Memory

Memory Bandwidth and Capacity						
[DIMM Type]	Registered DIMMs (RDIMMs)				Load Reduced (LRDIMMs)	
HPE SKU P/N	805347-B21	805349-B21	836220-B21	805351-B21	805353-B21	805358-B21
DIMM Rank	Single Rank	Single Rank	Dual Rank	Dual Rank	Dual Rank	Quad Rank
DIMM Capacity	8GB	16GB	16GB	32GB	32GB	64GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DRAM Depth [bit]	1G	2G	1G	2G	2G	2G
DRAM Width [bit]	x8	x4	x4	x4	x4	x4
DRAM Density	8Gb	8Gb	4Gb	8Gb	8Gb	8Gb
CAS Latency	17-17-17	17-17-17	17-17-17	17-17-17	17-17-17	17-17-17
DIMM Native Speed (MT/s)	2400	2400	2400	2400	2400	2400
SLOTS THAT CAN BE POPULATED						
16 slot servers	16	16	16	16	16	16
MAXIMUM CAPACITY (GB)						
	128	256	256	512	512	1024
POPULATED DIMM SPEED (MT/s)						
1 DIMM Per Channel	2400	2400	2400	2400	2400	2400
2 DIMM Per Channel	2133	2133	2133	2133	2400	2400
3 DIMM Per Channel	n/a	n/a	n/a	n/a	n/a	n/a

NOTE: DL180 has 2 DIMMs per channel and hence 3 DIMMs per channel memory speeds are not applicable on DL180

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E5-2600v3 Series Processor I

Memory

Memory Bandwidth and Capacity

[DIMM Type]	Registered DIMMs (RDIMMs)					Load Reduced (LRDIMMs)		
HPE SKU P/N	726717-B21	726718-B21	759934-B21	726719-B21	728629-B21	726720-B21	726722-B21	726724-B21
DIMM Rank	Single Rank	Single Rank	Dual Rank	Dual Rank	Dual Rank	Dual Rank	Quad Rank	Quad Rank
DIMM Capacity	4GB	8GB	8GB	16GB	32GB	16GB	32GB	64GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DRAM Depth [bit]	512M	1G	512M	1G	1G	2G	2G	2G
DRAM Width [bit]	x8	x4	x8	x4	x4	x4	x4	x4
DRAM Density	4Gb	4Gb	4Gb	4Gb	4Gb	8Gb	8Gb	8Gb
CAS Latency	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15
DIMM Native Speed (MT/s)	2133	2133	2133	2133	2133	2133	2133	2133
SLOTS THAT CAN BE POPULATED								
16 slot servers	16	16	16	16	16	16	16	16
MAXIMUM CAPACITY (GB)								
	64	128	128	256	512	256	512	1024
POPULATED DIMM SPEED (MT/s)								
1 DIMM Per Channel	2133	2133	2133	2133	2133	2133	2133	2133
2 DIMM Per Channel	2133	2133	2133	2133	2133	2133	2133	2133
3 DIMM Per Channel	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

NOTE: DL180 has 2 DIMMs per channel and hence 3 DIMMs per channel memory speeds are not applicable on DL180

Memory

DIMM slot and configuration diagram

DIMM slot and configuration diagrams

Basic memory slot & population diagram

- Population order; start with "A" first, "B" second, "C" third, etc.
- When one processor is installed, install DIMMs in sequential alphabetic order: A, B, C, D, E, F.
- When two processors are installed, install DIMMs in sequential alphabetic order: CPU1-A, CPU2-A, CPU1-B, CPU2-B, CPU1-C, CPU2-C

CPU #1 IS PROCESSOR ON RIGHT - LOOKING FROM FRONT OF SERVER

	CPU 1		CPU 2	
	Slot #	population order	Slot #	population order
Chnl 3	1	C	1	C
	2	G	2	G
	CPU 1		CPU 2	
	Slot #	population order	Slot #	population order
Chnl 4	3	D	3	D
	4	H	4	H
	CPU 1		CPU 2	
	Slot #	population order	Slot #	population order
Chnl 2	5	F	5	F
	6	B	6	B
	CPU 1		CPU 2	
	Slot #	population order	Slot #	population order
Chnl 1	7	E	7	E
	8	A	8	A

Memory Speed by Processor Model

Processor Models	Supported Memory Speeds
E5-2609v3, E5-2603v3	1600MT/s
E5-2640v3, E5-2630v3, E5-2620v3, E5-2630Lv3, E5-2623v3	1866MT/s
E5-2660v3, E5-2650v3, E5-2650Lv3	2133MT/s
E5-2609v4, E5-2603v4	1866MT/s
E5-2630Lv4, E5-2620v4, E5-2623v4, E5-2640v4, E5-2630v4	2133MT/s
E5-2650Lv4, E5-2660v4, E5-2650v4, E5-2680v4, E5-2695v4, E5-2683v4	2400MT/s

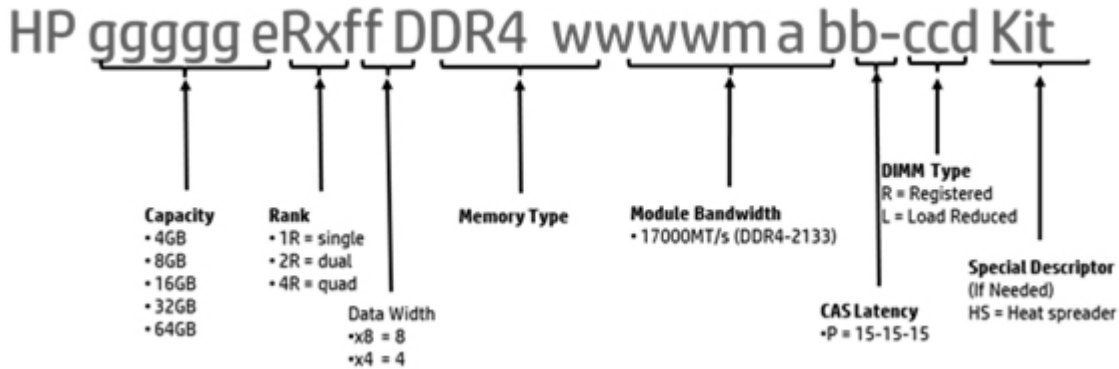
Memory

Standard and Maximum Memory Capacity (Pre-configured Models)	Pre Configured Models	Standard Memory	Maximum Memory Plus Optional Memory	Standard Memory Replaced with Optional Memory
	E5-2623v4	16GB (1x16GB)	496GB (15x32GB, 1x16GB)	1024GB (16x64GB)
	E5-2609v4, E5-2609v3, E5-2603v4, E5-2603v3	8GB (1x8GB)	488GB (15x32GB, 1x8GB)	1024GB (16x64GB)




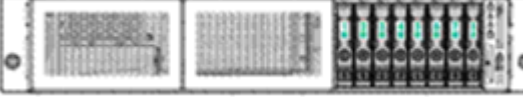

DDR4 memory options part number decoder

NOTE: Capacity references are rounded to the common gigabyte (GB) values.

- 2GB = 2,048MB
- 4GB = 4,096MB
- 8GB = 8,192MB
- 16GB = 16,384MB
- 32GB = 32,768MB
- 64GB = 65,536MB



Storage

4-bay LFF non-hot-plug drive model	1-4	4 x LFF SATA Non-Hot Pluggable Hard Drive Bays
		
8-bay LFF hot-plug drive model	1-8	8 x LFF SATA/SAS/SDD Hot Pluggable Hard Drive Bays
		
12-bay LFF hot-plug drive model	1-12	12 x LFF SATA/SAS/SDD Hot Pluggable Hard Drive Bays
		
8-bay SFF hot-plug drive model	1-8	8 x SFF SATA/SAS/SDD Hot Pluggable Hard drive bays
		
16-bay SFF hot-plug drive model	1-16	16 x SFF SATA/SAS/SDD Hot Pluggable Hard drive bays
		

Technical Specifications

System Unit	Dimensions (with bezel)	SFF Drives: 3.44 x 17.54 x 23.9 in (8.75 x 44.55 x 60.7cm) LFF Drives: 3.44 x 17.54 x 23.9 in (8.75 x 44.55 x 60.7 cm)
	Weight (approximate)	Maximum: 47/6 lb (21.59 kg) (all hard drives: front + rear, full power supply, and processor installed) Minimum: 36.58 lb (16.59 kg) (one SFF hard drive, single power supply, and processor installed. HDD not installed)
Input Requirements	Rated Line Voltage	100 to 240 VAC
	Rated Input Current	For 550W Power Supply: 6.7 A (at 100 VAC) 3.3 A (at 200 VAC)
	Rated Input Frequency	47 to 63 Hz
	Rated Input Power	For 550 W Power Supply: < 670 W (at 100 VAC), < 660 W (at 200 VAC),
	BTU Rating	Maximum For 550 W Power Supply: 2201 BTU/hr (at 100 VAC), 2153 BTU/hr (at 200 VAC)
Power Specifications	To review typical system power ratings use the Power Advisor which is available via the online tool located at URL: http://www.hp.com/go/proliant-energy-efficient or http://www.hp.com/go/hppoweradvisor - Click on the system of interest. Example: DL180 Gen9- Follow the instructions of the next screens.	
Power Supply Output	Rated Steady-State Power	For 550 W Power Supply: 550 W (at 100 VAC), 550 W (at 200 VAC),
	Maximum Peak Power	For 550 W Power Supply: 550 W (at 100 VAC), 550 W (at 200 VAC),

Technical Specifications

System Inlet Temperature	Standard Operating Support	10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F).
	Extended Ambient Operating Support	For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/ashrae
		For approved hardware configurations, the supported system inlet range is extended to be: 40° to 45°C (104° to 113°F) at sea level with an altitude derating of 1.0°C per every 125 m (1.8°F per every 410 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/ashrae
		System performance may be reduced if operating in the extended ambient operating range or with a fan fault.
		NOTE: Supports A3 and A4 extended ambience.
Relative Humidity	Non-operating	-30° to 60°C (-22° to 140°F). Maximum rate of change is 20°C/hr (36°F/hr).
	Operating	Minimum to be the higher (more moisture) of -12°C (10.4°F) dew point or 8% relative humidity. Maximum to be the lower (less moisture) of 24°C (75.2°F) dew point or 90% relative humidity.
Altitude (non-condensing)	Non-operating	5% to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.
	Operating	3048 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
Acoustic Noise	Non-operating	9144 m (30,000 ft). Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
		Listed are the declared A-Weighted sound power levels (LWAd) and declared average bystander position A-Weighted sound pressure

Technical Specifications

levels (LpAm) when the product is operating in a 23°C ambient environment. Noise emissions were measured in accordance with ISO 7779 (ECMA 74) and declared in accordance with ISO 9296 (ECMA 109).

Idle

L WAd	Entry NHP: 5.3 B Entry HP: 5.3 B Base LFF: 5.3 B Base SFF: 5.2 B 12 LFF: 4.9 B
L pAm	Entry NHP: 37 dBA Entry HP: 37 dBA Base LFF: 37 dBA Base SFF: 36 dBA 12 LFF: 32 dBA

Operating

L WAd	Entry NHP: 5.3 B Entry HP: 5.3 B Base LFF: 5.3 B Base SFF: 5.2 B 12 LFF: 4.9 B
L pAm	Entry NHP: 38 dBA Entry HP: 37 dBA Base LFF: 37 dBA Base SFF: 37 dBA 12 LFF: 33 dBA

NOTE: Entry NHP Configuration included one Intel E5-2603v4 processor, two 6TB 6G LFF midline SATA non-hot-pluggable HDD, one 8GB DDR4 RDIMMs 2400 MHz, two system fans, one 550W ATX power supply.

NOTE: Entry HP Configuration included one Intel E5-2603v4 processor, two 6TB 6G LFF midline SATA HDD, one 8GB DDR4 RDIMMs 2400 MHz, two system fans, one 550W ATX power supply.

NOTE: Base LFF Configuration included one Intel E5-2609v4 processor, two 6TB 6G LFF midline SAS HDD, one 8GB DDR4 RDIMMs 2400 MHz, two system fans, one 550W ATX power supply, one H240 HBA controller.

NOTE: Base SFF Configuration included one Intel E5-2609v4 processor, two 600GB 12G SFF enterprise SAS HDD, one 8GB DDR4 RDIMMs 2400 MHz, two system fans, one 550W ATX power supply, one H240 HBA controller.

NOTE: 12 LFF Configuration included one Intel E5-2623v4 processor, two 6TB 6G LFF midline SAS HDD, one 16GB DDR4 RDIMMs 2400 MHz, four system fans, one 800W/900W gold AC power input module, one P840 smart array controller with one 4GB cache module, one smart storage 96W battery.

NOTE: Values are subject to change without notification and are for reference only.

NOTE: Performance of system, options, and ancillary equipment will

Technical Specifications

vary depending on the system configurations.

Emissions	FCC Rating Class A
Classification (EMC)	Normative Standards CISPR 22; EN55022; EN55024; FCC CFR 47, Pt 15; ICES-003; CNS14336-1; CNS13438; GB4943; GB9254; EN 61000-3-2; EN 61000-3-3; EN 60950-1; IEC 60950-1

NOTE: Product conformance to cited product specifications is based on sample (type) testing, evaluation, or assessment. This product or family of products is eligible to bear the appropriate compliance logos and statements.

NOTE: The listed sound levels apply to standard shipping configurations. Additional options may result in increased sound levels.

HPE Dynamic Smart Array B140i Controller	Number of PCI links	Four
	PCI link rate	4Gb/s
	Storage protocol support	SATA
	SAS/SATA peak data transfer rate	6Gb/s
	Number of SAS/SATA links	10 links
	SAS/SATA connectivity	2x4 connectors; 2x1 connectors
	Expander support	No
	Drives supported (max)	Up to 10 Internal Drives
	RAID support	0, 1, 10, 5 SATA
	Software management	HPE SSA, SMH, SIM
	Warranty	Server warranty
	HPE Secure Encryption license	Not Supported
	HPE SmartCache License	Not Supported
	HPE Smart Storage Administrator	Supported

HPE Embedded Network Dual Port 361i Interface	10Base-T/100Base-TX/1000Base-TX
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Technical Specifications

Adapter	Compatibility	IEEE 802.3 10Base-T IEEE 802.3ab 1000Base-T IEEE 802.3u 100Base-TX IEEE 1588, IEEE 802.1AS IEEE 802.3az - Energy Efficient Ethernet (EEE)
	Data Transfer Method	PCI Express v 2.0, 5.0 GT/s, two lanes (x2)
	Controller	Intel I350 Powerville
	Network Transfer Rate	10Base-T (Half-Duplex) 10 Mb/s per port, 40 Mb/s combined 10Base-T (Full-Duplex) 20 Mb/s per port, 80 Mb/s combined 100Base-TX (Half-Duplex) 100 Mb/s per port, 400 Mb/s combined 100Base-TX (Full-Duplex) 200 Mb/s per port, 800 Mb/s combined 1000Base-TX (Half and Full-Duplex) 1000 Mb/s per port, 4000 Mb/s combined
	Connector	Two RJ-45
	Cable Support	10 Base-T Categories 3, 4 or 5 UTP; up to 328 ft (100 m) 10/100/1000 Base-TX Category 5 or higher UTP; up to 328 ft (100 m)

Environment-friendly Products and Approach	End-of-life Management and Recycling	Hewlett Packard Enterprise offers end-of-life product return, trade-in, and recycling programs, in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.
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http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

Summary of Changes

Date	Version History	Action	Description of Change
28-Nov-2016	From Version 18 to 19	Added	Added new Hard Drives offering. Added new HPE Tape Backup options.
		Changed	Maximum Internal Storage
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Oct-2016	From Version 17 to 18	Removed	Obsolete Hard Drives were removed from the QuickSpecs.
26-Sep-2016	From Version 16 to 17	Added	Added new 10TB SATA LFF Hard Drives offering.
		Changed	Maximum Internal Storage, HPE PCIe Workload Accelerator Options, and HPE Storage Options were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
10-Jun-2016	From Version 15 to 16	Removed	HPE Dual 32GB microSD Enterprise Midline USB Kit was removed from the QuickSpecs.
6-Jun-2016	From Version 14 to 15	Added	Added new HDD offering to the HPE Drives section. New options added to the HPE Storage Controllers and HPE Disk Backup section.
		Changed	Memory, Memory Protection, Expansion Slots, Maximum Internal Storage, Interfaces, Upgradeability, HPE Networking, HPE Converged Infrastructure Management Software, and HPE Tape Backup were revised.
6-May-2016	From Version 13 to 14	Changed	Memory, Maximum Internal Storage, and Technical Specifications sections were revised.
8-Apr-2016	From Version 12 to 13	Changed	HPE Processors section was revised.
31-Mar-2016	From Version 11 to 12	Added	Added new HPE Smart Memory 2400 MHz memory, Intel Xeon E5-2600v4 processor support, new HPE Trusted Platform Module (TPM) 2.0, new 900W AC/ 240VDC power supply, and new HDD offerings.
		Changed	Power Supplies, Upgradeability, Embedded Management, Service and Support, Pre-configured Models, HPE Security, and Memory sections were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
16-Feb-2016	From Version 10 to 11	Added	New HDD offering was added to HPE Drives.

Summary of Changes

		Changed	HPE Power Supplies, HPE Computation and Graphics Accelerators, HPE Tape Backup, HPE Disk Backup, HPE Data Center Racks, and HPE Power Distribution Units (PDUs) were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
1-Dec-2015	From Version 9 to 10	Added	New HDD offering was added to HPE Drives. New options added to HPE PCIe Workload Accelerator Options.
		Changed	On System Management Chipset, Embedded Management, and Server utilities were revised. Product images were updated.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Sep-2015	From Version 8 to 9	Added	Added new 6Gb SATA Solid State Drives. Added new HPE OneView management software.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
17-Aug-2015	From Version 7 to 8	Added	New Solid State Drives offering was added to Core Options.
		Changed	Maximum Internal Storage was revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
1-Jun-2015	From Version 6 to 7	Added	New Hard Drives offering. New HPE OneView licenses added to HPE Converged Infrastructure Management Software. New RDX+ external backup options were added.
		Changed	Maximum Internal Storage was revised. Core options and Additional Options were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
30-Mar-2015	From Version 5 to 6	Added	New Hard Drives offering. Optional Software added to HPE Storage Controllers.

Summary of Changes

		Changed	HPE Memory, HPE Power Supplies, HPE Storage Controllers, and HPE Disk Storage Systems were revised.
9-Feb-2015	From Version 4 to 5	Added	Added Network controller, new HPE Drives, and new G4 UPS models.
		Changed	HPE Drives, HPE Computation and Graphics Accelerators, HPE Tape Backup, HPE Disk Backup, HPE Rack Mount Consoles, KVM Switches, and Keyboards, HPE Uninterruptible Power Systems (UPS), HPE Networking, and HPE Power Distribution Units (PDUs) sections were revised.
1-Dec-2014	From Version 3 to 4	Changed	Changes made throughout the entire QuickSpecs.
13-Oct-2014	From Version 2 to 3	Added	6G SATA Enterprise Value G1 Solid State Drives were added to Core Option section. HPE PCIe Workload Accelerator Options, HPE USB and SD options were added to the Additional Options section.
		Changed	Standard Features, Optional Features, Configuration Information - Factory Integrated Models, and Memory sections were revised. Warranty was revised in Standard Features section.
19-Sep-2014	From Version 1 to 2	Changed	Changes made throughout the entire QuickSpecs.



hpe.com/qref/dl180gen9

Summary of Changes



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For hard drives, 1GB = 1 billion bytes. Actual formatted capacity is less

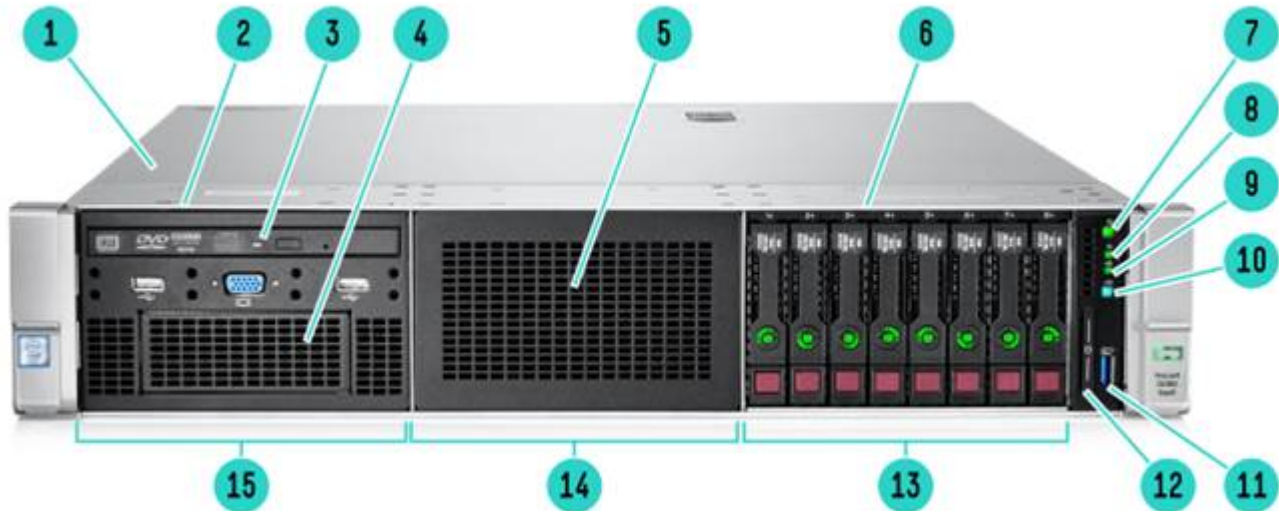
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Overview

HPE ProLiant DL380 Generation9 (Gen9)

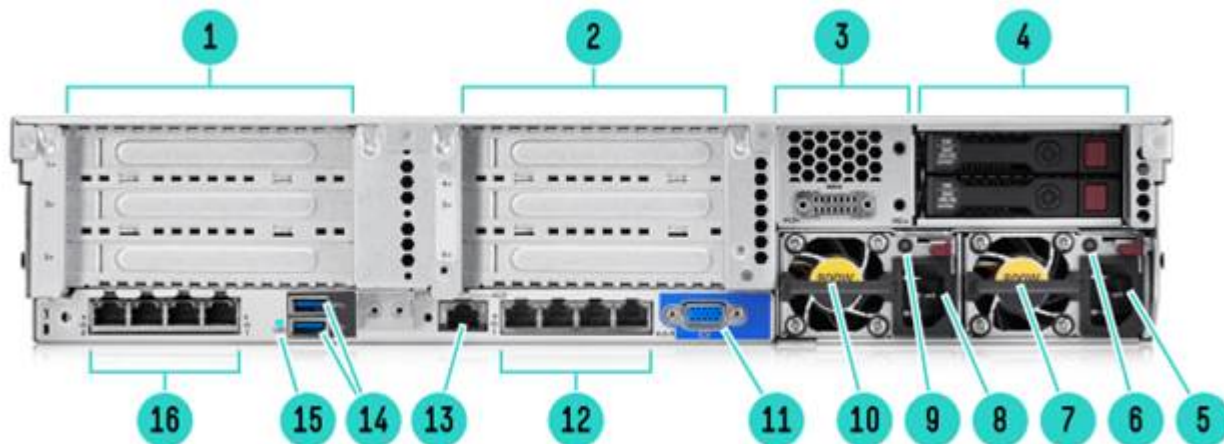
The HPE ProLiant DL380 Gen9 Server delivers the best performance and expandability in the Hewlett Packard Enterprise 2P rack portfolio. Reliability, serviceability and near continuous availability, backed by a comprehensive warranty, make it ideal for any environment. Deploy the data center standard.



Front View - 8SFF Chassis with Optional Universal Media Bay shown

- | | |
|---|--|
| 1. Quick removal access panel | 2. Universal Media bay. 2 USB 2.0 and VGA standard (8SFF bay optional) |
| 3. Optional Optical drive. Requires Universal Media bay | 4. Optional 2 SFF HDD, blank shown. Requires Universal Media bay |
| 5. Drive Bay 2. Blank shown, 8SFF or 6NVMe optional | 6. 8 SFF Drive Cage Bay |
| 7. Power On/Standby button and system power LED button | 8. Health LED |
| 9. NIC status | 10. UID button |
| 11. USB 3.0 | 12. Serial label pull tag |
| 13. Bay 3 | 14. Bay 2 |
| 15. Bay 1 | |

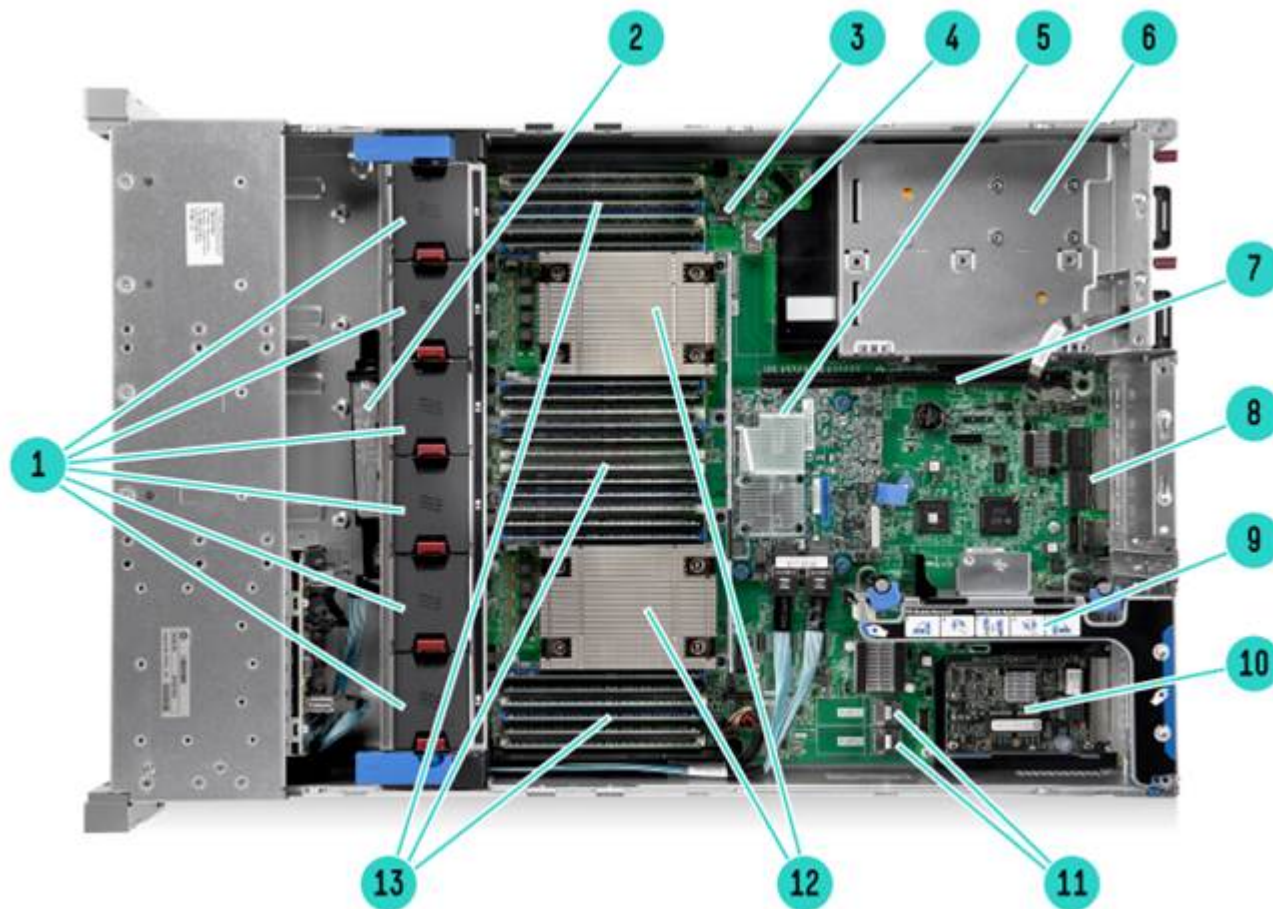
Overview



Rear View

- | | | | |
|-----|---|-----|--|
| 1. | PCI Slots (Slots 1-3 top to bottom, riser shipped standard) | 2. | PCI Slots (Slots 4-6 top to bottom, requires second riser card, and second processor) |
| 3. | Optional serial port | 4. | Optional rear 2 SFF HDD (supported in 24 SFF or 12 LFF front end) |
| 5. | Power supply Power connection | 6. | Power supply Power LED |
| 7. | HPE Flexible Slot Power Supply bay 2 (800w shown) | 8. | Power supply Power connection |
| 9. | Power supply Power LED | 10. | HPE Flexible Slot Power Supply bay 1 (800w shown)
NOTE: Optional Battery Back up option. |
| 11. | VGA connector | 12. | Embedded 4x1GbE Network Adapter |
| 13. | Dedicated iLO connector | 14. | USB 3.0 connectors (2) |
| 15. | Unit ID LED | 16. | Optional FlexibleLOM ports (Shown: 4x1GbE) |

Overview



Internal View

- | | | | |
|-----|---|-----|--|
| 1. | Fan cage shown with 6 standard Hot-plug fans (High Performance fans optional) | 2. | Optional HPE Smart Storage Battery |
| 3. | MicroSD card slot
NOTE: Optional Dual MicroSD. | 4. | Internal USB 3.0 connector (2) |
| 5. | Optional HPE Flexible Smart Array or Smart HBA (H240ar shown) | 6. | (Under) Hot Plug redundant HPE Flexible Slot Power supplies
NOTE: Optional Micro UPS Battery Back up option. |
| 7. | Connection for second (optional) riser (Required second CPU) | 8. | Embedded 4x1Gbe NIC |
| 9. | Primary PCIe riser, standard (Optional double wide GPU riser) | 10. | Optional FlexibleLOM slot |
| 11. | X4 SATA ports (1 and 2) | 12. | 2 Processors, heatsink showing, with HPE Smart Socket Guide |
| 13. | DDR4 DIMM slots. Shown fully populated in 24 slots (12 per processor) | | |

What's New

Overview

- NVIDIA Tesla M10 and P100 cards new Virtualization and High-End General Compute GPU offering
- New max capacity HDDs New LFF HDDs up to 10TB capacity now bring the DL380 max storage capacity to 150TB SAS
- New Fiber Channel HBA's up to 32Gb
- New E5-2699Av4 CPU from Intel

Standard Features

NOTE: For more information regarding Intel Xeon processors, please see the following <http://www.intel.com/xeon>.

Processor

Up to two of the following depending on model

Model	CPU frequency	Cores	L3 Cache	Power	QPI	DDR4 Hz
E5-2699v3	2.3GHz	18	45MB	145W	9.6GT/s	2133
E5-2698v3	2.3GHz	16	40MB	135W	9.6GT/s	2133
E5-2697v3	2.6GHz	14	35MB	145W	9.6GT/s	2133
E5-2695v3	2.3GHz	14	35MB	120W	9.6GT/s	2133
E5-2690v3	2.6GHz	12	30MB	135W	9.6GT/s	2133
E5-2687Wv3	3.1GHz	10	25MB	160W	9.6GT/s	2133
E5-2683v3	2.0GHz	14	35MB	120W	9.6GT/s	2133
E5-2680v3	2.5GHz	12	30MB	120W	9.6GT/s	2133
E5-2670v3	2.3GHz	12	30MB	120W	9.6GT/s	2133
E5-2667v3	3.2GHz	8	20MB	135W	9.6GT/s	2133
E5-2660v3	2.6GHz	10	25MB	105W	9.6GT/s	2133
E5-2650v3	2.3GHz	10	25MB	105W	9.6GT/s	2133
E5-2650Lv3	1.8GHz	12	30MB	65W	9.6GT/s	2133
E5-2643v3	3.4GHz	6	20MB	135W	9.6GT/s	2133
E5-2640v3	2.6GHz	8	20MB	90W	8.0GT/s	1866
E5-2637v3	3.5GHz	4	15MB	135W	9.6GT/s	2133
E5-2630v3	2.4GHz	8	20MB	85W	8.0GT/s	1866
E5-2630Lv3	1.8GHz	8	20MB	55W	8.0GT/s	1866
E5-2623v3	3.0GHz	4	10MB	105W	8.0GT/s	1866
E5-2620v3	2.4GHz	6	15MB	85W	8.0GT/s	1866
E5-2609v3	1.9GHz	6	15MB	85W	6.4GT/s	1600
E5-2603v3	1.6GHz	6	15MB	85W	6.4GT/s	1600
E5-2699v4	2.2GHz	22	55MB	145W	9.6GT/s	2400
E5-2698v4	2.2GHz	20	50MB	135W	9.6GT/s	2400
E5-2697v4	2.3GHz	18	45MB	145W	9.6GT/s	2400
E5-2697Av4	2.6GHz	16	40MB	145W	9.6GT/s	2400
E5-2695v4	2.1GHz	18	45MB	120W	9.6GT/s	2400
E5-2690v4	2.6GHz	14	35MB	135W	9.6GT/s	2400
E5-2687Wv4	3.0GHz	12	30MB	160W	9.6GT/s	2400
E5-2683v4	2.1GHz	16	40MB	120W	9.6GT/s	2400
E5-2680v4	2.4GHz	14	35MB	120W	9.6GT/s	2400
E5-2667v4	3.2GHz	8	25MB	135W	9.6GT/s	2400
E5-2660v4	2.0GHz	14	35MB	105W	9.6GT/s	2400
E5-2650v4	2.2GHz	12	30MB	105W	9.6GT/s	2400
E5-2650Lv4	1.7GHz	14	35MB	65W	9.6GT/s	2400
E5-2643v4	3.4GHz	6	20MB	135W	9.6GT/s	2400
E5-2640v4	2.4GHz	10	25MB	90W	8.0GT/s	2133
E5-2637v4	3.5GHz	4	15MB	135W	9.6GT/s	2400
E5-2630v4	2.2GHz	10	25MB	85W	8.0GT/s	2133
E5-2630Lv4	1.8GHz	10	25MB	55W	8.0GT/s	2133
E5-2623v4	2.6GHz	4	10MB	85W	8.0GT/s	2133

Standard Features

E5-2620v4	2.1GHz	8	20MB	85W	8.0GT/s	2133
E5-2609v4	1.7GHz	8	20MB	85W	6.4GT/s	1866
E5-2603v4	1.7GHz	6	15MB	85W	6.4GT/s	1866
E5-2699Av4	3.6GHz	22	55MB	145W	9.6GT/s	2400

NOTE: All processors above 120W use a high efficiency Heatsink. Doublewide PCIe cards are only supported with this Heatsink. For processors with a standard Heatsink that require double wide PCIe cards, the Graphics Enablement kit option is also required (719082-B21).

NOTE: Mixing of E5-2600v3 and E5-2600v4 processors is not supported.

NOTE: Field upgrade from E5-2600v3 to E5-2600v4 is supported.

NOTE: All processors support Hyper-Threading except E5-2609 v4/v3 and E5-2603 v4/v3.

Chipset

Intel® C610 Series Chipset
 Intel® E5-2600v3 Processor Family
 Intel® E5-2600v4 Processor Family

NOTE: For more information regarding Intel® chipsets, please see the following URL:
<http://www.intel.com/products/server/chipsets/>

On System Management Chipset

HPE iLO (Firmware HPE iLO4 2.0) 4GB NAND
NOTE: Read and learn more in the [iLO QuickSpecs](#).

Memory

One of the following depending on model

Type:
 HPE SmartMemory
 DDR4 Registered (RDIMM), Load Reduced (LRDIMM) or Persistent Memory (NVDIMM)

DIMM Slots Available	24	(12 DIMM slots per processor, 4 channels per processor, 3 DIMMs per channel)
Maximum Capacity (LRDIMM)	3TB	(24 x 128GB LRDIMM @2400MHz)*
Maximum Capacity (RDIMM)	768GB	(24 x 32GB RDIMM @2400MHz)
Maximum Capacity (NVDIMM)	128GB	(16 x 8GB NVDIMM)*

NVDIMM support only with the E5-2600v4 processors, and RDIMMs only

- Note mixing of 2133 and 2400MHz memory is not supported
- Note mixing of RDIMM and LRDIMM memory is not supported
- Note the 128GB LRDIMM may not be mixed with other DIMM capacities/types
- NVDIMM is currently supported as a BTO only option (No CTO support)

Standard Features

Memory Protection	Advanced ECC	Advanced ECC uses single device data correction to detect and correct single and all multibit error that occurs within a single DRAM chip.
	Online Spare	Memory online spare mode detects a rank that is degrading and switches operation to the spare rank.

Expansion Slots

Primary Riser (Standard)	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	X8	X16	7	Full-height, half-length slot	Proc 1
	2	PCIe 3.0	X8	X16	10	Full-height, half-length slot	Proc 1
	3	PCIe 3.0	X8	X8	13	Half length/full height	Proc 1

NOTE: Bus Width Indicates the number of physical electrical lanes running to the connector.

NOTE: All slots support PCIe cards to 150W or more depending on card, but an additional Power Cord Option is required (PN 669777-B21). See Option Section below for offering.

NOTE: Double wide PCIe cards are only supported in risers with the Processors leveraging the High Performance Heatsink. For Processors requiring double wide GPU support please order the GPU enablement kit (719082-B21).

Slot 2 PCIe Riser (Optional 3-slot) 719073-B21	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	4	PCIe 3.0	X16	X16	16	Full-height, full-length slot	Proc 2
	5	PCIe 3.0	X16	X16	20	Full-height, full-length slot	Proc 2
	6	PCIe 3.0	X8	X8	23	Full-height, half-length slot	Proc 2

NOTE: Bus Width Indicates the number of physical electrical lanes running to the connector.

NOTE: When populating the second optional riser slot, the second processor must be installed.

NOTE: All slots support PCIe cards to 150W or more depending on card but an additional Power Cord Option is required (PN 669777-B21). See Option Section below for offering.

NOTE: Double wide PCIe cards are only supported in risers with the Processors

Standard Features

leveraging the High Performance Heatsink. For Processors requiring double wide GPU support please order the GPU enablement kit (719082-B21).

Slot 1 PCIe Riser (Optional 2-slot) 719076-B21	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	2	PCIe 3.0	X16	X16	0x05	Full-height, full-length slot	Proc 1
	3	PCIe 3.0	X8	X8	0x08	Full-height, half-length slot	Proc 1

NOTE: Bus Width Indicates the number of physical electrical lanes running to the connector.

NOTE: This will replace the standard primary riser and supports double wide cards.

NOTE: All slots support PCIe cards to 150W or more depending on card, but an additional Power Cord Option is required (PN 669777-B21). See Option Section below for offering.

NOTE: Double wide PCIe cards are only supported in risers with the Processors leveraging the High Performance Heatsink. For Processors requiring double wide GPU support please order the GPU enablement kit (719082-B21).

Storage Controller

One of the following depending on model

Entry Models HPE Dynamic Smart Array B140i Controller

NOTE: The embedded B140i controller will operate in UEFI only mode. For legacy support an additional controller will be needed, and for CTO orders please also select the Legacy mode settings part, 758959-B22.

NOTE: The B140i defaults to AHCI off the chipset. Smart array needs to be enables on the SATA only models if required.

NOTE: The B140i will not operate in Legacy mode.

Base Models HPE Dynamic Smart Array B140i Controller
 HPE Flexible Smart Array P440ar/2G FIO Controller
 HPE Flexible Smart Array P840/4G FIO Controller
 HPE Smart Array P840ar/2G Controller

Performance Models HPE Dynamic Smart Array B140i Controller
 HPE Flexible Smart Array P440ar/2GB

Standard Features

Internal Storage Devices One of the following depending on model	Optical Drive	Ships standard in Performance Models Optional: DVD-ROM, DVD-RW
	Hard Drives	None ship standard
	Hard Drive Bays	8 SFF with optional Universal Media Bay, 8 SFF bay or 6 NVME drive options 24 SFF plus optional 2 SFF drives rear 12 LFF plus optional 3 LFF drives rear
		NOTE: The 3 LFF rear drives will consume space for the secondary riser.
		NOTE: The 12 LFF chassis also supports 2 SFF rear which allows for the second riser.
		NOTE: The 6 NVMe drive option can only be leveraged in the SFF chassis and replaces Bay 2.
		4 LFF drive bays total
		NOTE: The Universal Media Bay (724865-B21) not available with the LFF chassis or the 24SFF front end, and can only be populated in Bay1.
		NOTE: The 8SFF can be upgraded with a drive cage to 16 or 24 SFF with field upgrades. For optimal upgrade Bay2 should be populated second, with Bay 3 the last to be populated for a field upgrade to 24 SFF.
		NOTE: The 4LFF chassis cannot be upgraded to 12LFF in the field.
		NOTE: All Pre-configured Chassis come with an embedded 10-Port SATA controller. Optional HPE Flexible Smart Array and Smart SAS HBA Controllers can be added.

Maximum Internal Storage		CAPACITY	CONFIGURATION
	Hot Plug SFF SAS	52.0TB	24+2 x 2TB (with optional rear SFF drive cage)
	Hot Plug SFF SATA	52.0TB	24+2 x 2TB (with optional SFF drive cage)
	Hot Plug LFF SAS	150.0TB	12+3 x 10TB (with optional rear LFF drive cage)
	Hot Plug LFF SATA	150.0TB	12+3 x 10TB (with optional rear LFF drive cage)
	Hot Plug SFF SAS SSD	99.84TB	24+2 x 3.84TB (with optional rear SFF drive cage)
	Hot Plug LFF SATA SSD	57.6B	12+3 x 3.84TB (with optional rear LFF drive cage)
	Hot Plug SFF NVMe PCIe SSD	12TB NVMe + 36TB SFF	6x2TB NVMe plus 36TB with 18 SFF (Bay 1, bay 3 and optional rear drive support)

Standard Features

Power Supply

HPE 500W Flex Slot Platinum Hot Plug Power Supply

NOTE: Available in 94% efficiency.

HPE 800W Flex Slot Platinum Hot Plug Power Supply

NOTE: Available in 94% and 96% efficiency.

NOTE: Also available in -48VDC and 227VAC/380VDC power inputs.

HPE 1400W Flex Slot Platinum Plus Hot Plug Power Supply

NOTE: Available in 94% efficiency.

HPE Flexible Slot (Flex Slot) Power Supplies share a common electrical and physical design that allows for hot plug, tool-less installation into HPE ProLiant Gen9 Performance Servers. Flex Slot power supplies are certified for high-efficiency operation and offer multiple power output options, allowing users to "right-size" a power supply for specific server configurations. This flexibility helps to reduce power waste, lower overall energy costs, and avoid "trapped" power capacity in the data center.

All pre-configured servers ship with a standard 6-foot IEC C-13/C-14 jumper cord (A0K02A). This jumper cord is also included with each standard AC power supply option kit. If a different power cord is required, please check the [ProLiant Power Cables](#) web page.

To review the power requirements for your selected system, please use the HPE Power Advisor Tool located at <http://www.hp.com/go/hppoweradvisor>.

Power specifications and technical content for all HPE Server power supplies can be found at <http://www.hp.com/go/proliant/powersupply>.

System Fans

One of the following depending on model

Non-redundant

2P model

NOTE: 1P models typically ship with 4 standard fans. The second processor option kit contains 2 additional fans.

NOTE: The 12LFF and 24SFF chassis ship with 6 High Performance fans as standard.

NOTE: High Performance Fan Kit is available to meet ambient temperature environments.

NOTE: High Performance Fan Kit is required for Passive GPU support.

NOTE: The 8SFF Bay1 kit (719067-B21) will ship with 6 High efficiency fans.

Redundant

6 fans

Standard Features

Interfaces	Serial	Optional
	Video	2 (1 front, optional via Universal Media Bay, 724865-B21), 1 back not active simultaneously
	FlexibleLOM Network Ports	4 x 1Gb ports shipping standard with optional FlexibleLOM
	HPE iLO Remote Management Network Port	1 Gb Dedicated
	Micro SD Slot	1 Micro SD
	USB 3.0	Up to 5 total: 1 front, 2 rear, 2 internal (secure), 2 optional USB 2.0 front via Universal Media Bay
	SID (Systems Insight Display)	Optional

NOTE: The Micro SD slot is not a hot-pluggable device. Customers should not attempt to plug an SD card into the SD slot while the server is powered.

NOTE: Not shipping as standard. Available as a CTO option or as a field upgrade (768900-B21).

Operating Systems and Virtualization Software Support for ProLiant Servers

Microsoft Windows Server
Canonical Ubuntu
Red Hat Enterprise Linux (RHEL)
SUSE Linux Enterprise Server (SLES)
Oracle Solaris
VMware
Citrix XenServer

NOTE: For more information on Hewlett Packard Enterprise Certified and Supported ProLiant Servers for OS and Virtualization Software and latest listing of software drivers available for your server, please visit our Support Matrix at: <http://www.hp.com/go/ossupport> and our driver download page: <http://h20566.www2.hpe.com/hpsc/swd/public/readIndex?sp4ts.oid=7271242>.

Standard Features

Upgradeability

Upgradeable to 2 processors (36 Cores)

NOTE: Processor upgrade available from Intel® Xeon® Processors E5-2600v3. Please contact Hewlett Packard Enterprise Technology Sales (<http://www.hpe.com/support>), your local Hewlett Packard Enterprise Re-seller.

Up to 24 DIMM slots available for higher Memory capacity

FlexibleLOM connector for 1 Gigabit or 10 Gigabit networking options

HPE Flexible Smart Array or Smart HBA Controllers

Embedded 10-Port SATA, B140i as standard

Optional 3 slot riser (x16, x16, x8), or 2 slot primary riser (x16, x8)

NOTE: To take advantage of the additional 3 PCI slot upgrade, the second processor must be installed.

Redundant Power Supply

Optical Drive supported via Universal Media Bay

NOTE: The Universal Media bay provides front VGA and 2xUSB 2.0, plus ability to add 2SFF and Optical.

NOTE: Universal Media bay is only available with 8 or 8+8SFF chassis & can be populated in Bay1 only.

HPE Legacy Mode (FIO only, 758959-B22)

NOTE: UEFI is the default mode for CTO and BTO SKUs. Can change default to legacy via CTO.

Industry Standard Compliance

ACPI 2.0b Compliant

PCIe 3.0 Compliant

PXE Support

WOL Support

Microsoft® Logo certifications

USB 3.0 Support

USB 2.0 Support

NOTE: This support is on the optional Universal Media Bay.

Energy Star

ASHRAE A3/A4

NOTE: The DL380 Gen9 is now one of the first HPE ProLiant Gen9 Servers with Extended Ambient Support up to 45 C for data center infrastructures designed for better energy efficiency such as but not limited to fresh air cooling.

For additional technical thermal details regarding ambient temperatures, humidity and features support please visit: <http://www.hp.com/servers/ASHRAE>.

UEFI (Unified Extensible Firmware Interface Forum)

NOTE: UEFI is the default for the DL380 Gen9. Legacy model can be selected in the field or as a CTO option (758959-B22).

Standard Features

Graphics

Integrated Matrox G200eH2 video standard with 16MB of Video RAM

- 1280 x 1024 (32 bpp)
- 1920 x 1200 (16 bpp)

HPE iLO 4 On System Management Memory

- 16 MB Flash
 - 256 MB DDR3 with ECC (112 MB after ECC and video)
-

HPE Server UEFI/Legacy ROM

Unified Extensible Firmware Interface (UEFI) is an industry standard that provides better manageability and more secured configuration than the legacy ROM while interacting with your server at boot time. HPE ProLiant Gen9 platform defaults to UEFI and can be factory or field configured for Legacy BIOS Boot Mode.

NOTE: The UEFI System Utilities function is analogous to the HPE ROM-Based Setup Utility (RBSU) of legacy BIOS. For more information, please visit <http://www.hpe.com/servers/uefi>.

UEFI enables numerous new capabilities specific to HPE ProLiant servers such as:

- Secure Boot
- Operating system specific functionality
- Support for > 2.2 TB (using GPT) boot drives
- USB 3.0 Stack
- Embedded UEFI Shell
- Mass Configuration Deployment Tool using RESTful API for iLO 4
- PXE boot support for IPv6 networks
- Boot support for option cards that only support a UEFI option ROM
- Network Stack configurations

NOTE: For UEFI Boot Mode, boot environment and OS image installations should be configured properly to support UEFI.

NOTE: UEFI FIO Setting (758959-B22) can be selected to configure the system in Legacy mode in the factory for your HPE ProLiant Gen9 Server.

Form Factor

2U Rack form factor

One of the following depending on model

8 SFF & 24SFF Drive Bay Version:

3.44 x 17.54 x 26.75 in (8.73 x 44.55 x 67.94 cm)

4 LFF & 12LFF Drive Bay Version:

3.44 x 17.54 x 28.75 in (8.73 x 44.55 x 73.02 cm)

NOTE: Dimensions without bezel.

Standard Features

Embedded Management	HPE Integrated Lights-Out (HPE iLO)	Monitor your servers for ongoing management, service alerting, reporting and remote management with HPE iLO. Learn more at http://www.hpe.com/info/ilo .
	UEFI	Configure and boot your servers securely with industry standard Unified Extensible Firmware Interface (UEFI). Learn more at http://www.hpe.com/servers/uefi .
	RESTful API	RESTful API for iLO 4 is Redfish 1.0 conformance for simplified server management such as configuration and maintenance tasks based on modern industry standards. Learn more at http://www.hpe.com/info/restfulapi .
	Intelligent Provisioning	Hassle free server and OS provisioning for 1 or few servers with Intelligent Provisioning. Learn more at http://www.hpe.com/servers/intelligentprovisioning .
	Embedded Remote Support	The Hewlett Packard Enterprise embedded remote support, when used with Insight Online direct connect or HPE Insight Remote Support, allows HPE ProLiant servers to transmit hardware events directly to Hewlett Packard Enterprise or a Hewlett Packard Enterprise Authorized Partner for automated phone home support. Learn more at http://www.hpe.com/info/insightonline/explore .

Server utilities	Smart Update	Optimize firmware and driver updates with Smart Update solutions including Smart Update Manager (SUM) and Service Pack for ProLiant (SPP). Learn more at http://www.hpe.com/servers/smartupdatemanager .
	HPE Systems Insight Manager (HPE SIM)	HPE SIM allows you to monitor the health of your HPE ProLiant Servers and HPE Integrity Servers, and also provides you with basic support for non-HPE servers. HPE SIM also integrates with Smart Update Manager to provide quick and seamless firmware updates. Learn more at http://www.hpe.com/servers/hpsim .
	Scripting Tool Kit and Windows PowerShell	Provision 1 to many servers using your own scripts to discover and deploy them with Scripting Tool Kit (STK) for Windows and Linux or Scripting Tools for Windows PowerShell. Learn more at http://www.hpe.com/servers/proliant/stk or http://www.hpe.com/servers/powershell .

Standard Features

RESTful Interface Tool RESTful Interface tool is a scripting tool to provision using RESTful API for iLO 4 to discover and deploy servers at scale. Learn more at <http://www.hpe.com/info/resttool>.

HPE iLO Mobile Application Enables the ability to access, deploy, and manage your server anytime from anywhere from select smartphones and mobile devices. For additional information please visit: <http://www.hpe.com/info/ilo/mobileapp>.

HPE Insight Online HPE Insight Online, available at no additional cost as part of your Hewlett Packard Enterprise warranty or contractual support agreement with Hewlett Packard Enterprise, is a personalized dashboard for simplified tracking of IT operations and support information from anywhere, anytime. Learn more at <http://www.hpe.com/info/insightonline/explore>.

Security

Power-on password
Serial interface control
Administrator's password
UEFI
iLO 4 (Integrated Lights-Out 4) has 12 customizable user accounts and SSL encryption
Integrated Lights-Out can be disabled via a Global Setting
iLO Advanced supports directory services integration
TPM 1.2

Warranty

This product is covered by a global limited warranty and supported by HPE Services and a worldwide network of HPE Authorized Channel Partners resellers. Hardware diagnostic support and repair is available for three years from date of purchase. Support for software and initial setup is available for 90 days from date of purchase. Enhancements to warranty services are available through HPE Care Pack services or customized service agreements. Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.

NOTE: Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response. Warranty repairs may be accomplished through the use of Customer Self Repair (CSR) parts. These parts fall into two categories: 1) Mandatory CSR parts are designed for easy replacement. A travel and labor charge will result when customers decline to replace a Mandatory CSR part; 2) Optional CSR parts are also designed for easy replacement but may involve added complexity. Customers may choose to have Hewlett Packard Enterprise replace Optional CSR parts at no charge. Additional information regarding worldwide limited warranty and technical support is available at:

<http://h17007.www1.hpe.com/us/en/enterprise/servers/warranty/>.

Optional Features

Embedded Management	iLO Advanced	HPE iLO Advanced licenses offer smart remote functionality without compromise, for all HPE ProLiant servers. The license includes the full integrated remote console, virtual keyboard, video, and mouse (KVM), multi-user collaboration, console record and replay, and GUI-based and scripted virtual media and virtual folders. You can also activate the enhanced security and power management functionality. Learn more about HPE iLO Advanced at http://www.hpe.com/servers/iloadvanced .
Server Management	HPE Insight Control	HPE Insight Control, lets you deploy, migrate, monitor, remote control, and optimize your IT infrastructure through a single, simple management console. For more information, see http://www.hpe.com/info/insightcontrol .
	HPE Insight Cluster Management Utility (CMU)	HPE Insight Cluster Management Utility is a HyperScale management framework that includes software for the centralized provisioning, management and monitoring of nodes and infrastructure. Learn more at http://www.hpe.com/info/cmu .
Rack and Power Infrastructure	HPE Rack and Power Infrastructure products and services create highly efficient and intelligent solutions for existing or new IT data centers. HPE Rack and Power infrastructure solutions – rack infrastructure, power protection and management, performance optimized data centers (PODs) – are the foundation you are looking for to help secure your long-term IT success. These products are designed to help you react to changes in the industry. They deliver efficient, easy-to-use capabilities to manage, monitor, deploy and provision infrastructure from entry to enterprise. As an industry leader, Hewlett Packard Enterprise is uniquely positioned to address the key concerns of power, cooling, cable management and system access. Learn more at HPE Rack and Power Infrastructure .	

Optional Features

High Performance Clusters

HPE Cluster Platforms are specifically engineered, factory-integrated large-scale ProLiant clusters optimized for High Performance Computing, with a choice of servers, networks and software. Operating system options include specially priced offerings for Red Hat Enterprise Linux and SUSE Linux Enterprise Server, as well as Microsoft Windows HPEC Server. A Cluster Platform Configurator simplifies ordering.

<http://www.hp.com/go/clusters>.

NOTE: High Performance Computing (HPC) interconnect technologies are available for this server as part of the HPE Cluster Platform portfolio. These high-speed InfiniBand and Gigabit interconnects are fully supported by Hewlett Packard Enterprise when integrated within a Hewlett Packard Enterprise cluster. Flexible, validated solutions can be defined with the help of configuration tools.

<http://www.hp.com/techservers/clusters/ucp/index.html>.

HPC Interconnects

NOTE: High Performance Computing (HPC) interconnect technologies are available for this server under the HPE Cluster Platform product portfolio. These high-speed interconnects are fully supported by Hewlett Packard Enterprise when they are part of these configure to order clusters. Solutions can be defined with a lot of flexibility with the help of configuration tools. Please visit the following URL to configure HPEC Clusters with InfiniBand Interconnects:

<http://www.hp.com/techservers/clusters/ucp/index.html>.

Storage Software

Whether you need to solve a specific data protection, archiving, or storage command and control challenge, or deliver on strategic consolidation, compliance, or continuity initiatives, look no further than Hewlett Packard Enterprise storage software. Our storage software helps you reduce costs, simplify storage infrastructure, protect vital assets and respond faster to business opportunities.

Storage software that gets the job done:

- **Data Protection and Recovery Software**
Whether you're a large enterprise or a smaller business, Hewlett Packard Enterprise data protection and recovery software will cost-effectively protect you against disaster and ensure business continuity.
- **Data Archive and Migration Software**
Hewlett Packard Enterprise storage software enables you to comply with data retention and retrieval requirements, improve application performance, and reduce costs by efficiently migrating infrequently accessed or less valuable data to lower cost storage.
- **Storage Resource Management Software (SRM)**
Hewlett Packard Enterprise storage resource management software reduces operational costs and provides the command and control foundation you need to efficiently manage and visualize your physical and virtual environments.
- **Data Replication Software**
Hewlett Packard Enterprise offers array-based and host-based replication software for use in disaster recovery, testing, application development and reporting.
- **Storage Device Management Software**
Maximize your investment in Hewlett Packard Enterprise storage and networking

Optional Features

with software that enables hardware-specific configuration, performance tuning and connectivity management.

- **HPE StoreVirtual VSA**

Make the move to virtualized storage with HPE StoreVirtual VSA. Transform unused capacity inside your servers into a virtual storage array. Add StoreVirtual VSA to multiple servers, manage it as a single pool of shared storage capacity, and scale it to match your evolving needs. HPE ProLiant Gen9 servers include a 3-year limited license for HPE software-defined storage at no extra cost. You have the option to install free 1TB-capacity StoreVirtual VSA software during server setup within Intelligent Provisioning. More information, instructional videos, and free management software are available at <http://www.hpe.com/storage/tryVSA>.

NOTE: For more information about Storage Software including QuickSpecs, please see: <http://www.hp.com/go/storage/software>.

One Config Simple (SCE)

SCE is a guided self-service tool to help sales and non-technical people provide customers with initial configurations in 3 to 5 minutes. You may then send the configuration on for configuration help, or use in your existing ordering processes. If you require "custom" rack configuration or configuration for products not available in SCE, please contact Hewlett Packard Enterprise Customer Business Center or an Authorized Partner for assistance. <https://h22174.www2.hp.com/SimplifiedConfig/Index>.

Service and Support

HPE Support Services

HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Connect to Hewlett Packard Enterprise to help prevent problems and solve issues faster. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new server, giving you full entitlement to the support for need for your IT and business.

Connect your devices

Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.
1- IDC 2 – HPE CSC reports 2014 - 2015

Recommended Support

Standard: HPE Proactive Care* with 24x7 coverage, three year Support Service
HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.

<https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Optimized HPE Proactive Care* with 6 hour call-to-repair commitment, three year Support Service

HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years' proactive reporting and advice with our highest level of hardware support – Hewlett Packard Enterprise 24x7, six hour hardware call-to-repair. Hewlett Packard Enterprise is the only leading manufacturer who makes this level of coverage available as a standard service offering for your most valuable servers. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.

<https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Parts and Materials

Hewlett Packard Enterprise will provide Hewlett Packard Enterprise-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the

Service and Support

maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

Related Services **HPE Server Hardware Installation**

Provides for the basic hardware installation of Hewlett Packard Enterprise branded servers, storage devices and networking options to assist you in bringing your new hardware into operation in a timely and professional manner.

<https://www.hpe.com/h20195/V2/GetPDF.aspx/5981-9356EN.pdf>

HPE Installation and Startup Service

Provides for the installation and startup of Hewlett Packard Enterprise technology including BladeSystems, C-Class enclosure, HPE ProLiant c-Class and Integrity server blades, storage blades, SAN switch blades, HPE Virtual Connect modules (Ethernet and Fibre Channel), Ethernet network interconnects, and InfiniBand, as well as the installation of one supported operating system type (Windows® or Linux).

HPE Technology Services Support Credits

Offer flexible services and technical skills to meet your changing IT demands. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

HPE Education Services

Keep your IT staff trained making sure they have the right skills to deliver on your business outcomes. Book on a class today and learn how to get the most from your technology investment. <http://www.hpe.com/ww/learn>

HPE Support Center

The HPE Support Center is a personalized online support portal with access to information, tools and experts to support Hewlett Packard Enterprise business products. Submit support cases online, chat with Hewlett Packard Enterprise experts, access support resources or collaborate with peers.

Learn more <http://www.hpe.com/support/hpesc>

The Hewlett Packard Enterprise Support Center Mobile App* allows you to resolve issues yourself or quickly connect to an agent for live support. Now, you can get access to personalized IT support anywhere, anytime.

HPE Insight Remote Support and HPE Support Center are available at no additional cost with a Hewlett Packard Enterprise warranty, HPE Support Service or Hewlett Packard Enterprise contractual support agreement.

*HPE Support Center Mobile App is subject to local availability.

For more information: <http://www.hpe.com/services>

Pre-configured Models

	Entry Models			Base Models				
[SKU Number]	766342-B21	752686-B21	826681-B21	752688-B21	752687-B21	826682-B21	826683-B21	848774-B21
Model Name	HPE ProLiant DL380 Gen9 E5-2609v3 1P 8GB-R B140i 4LFF SATA 500W PS Entry Server	HPE ProLiant DL380 Gen9 E5-2609v3 1P 8GB-R B140i 8SFF SATA 500W PS Entry Server	HPE ProLiant DL380 Gen9 E5-2609v4 1P 8GB-R B140i 8SFF 500W PS Entry Server	HPE ProLiant DL380 Gen9 E5-2620v3 2.4GHz 6-core 1P 16GB-R P840/4GB 12LFF 2x800W PS Base Server	HPE ProLiant DL380 Gen9 E5-2620v3 1P 16GB-R P440ar 8SFF 500W PS Base Server	HPE ProLiant DL380 Gen9 E5-2620v4 1P 16GB-R P440ar 8SFF 500W PS Base Server	HPE ProLiant DL380 Gen9 E5-2620v4 1P 16GB-R P440ar 12LFF 2x800W PS Base Server	HPE ProLiant DL380 Gen9 E5-2630v4 1P 16GB-R P440ar 8SFF 500W PS Base Server
Processor	Intel® Xeon® E5-2609v3		Intel® Xeon® E5-2609v4	Intel® Xeon® E5-2620v3		Intel® Xeon® E5-2620v4		Intel® Xeon® E5-2630v4
Number of Processors	One							
Memory	8GB (1x8GB Registered DIMMs, 2133 MHz) NOTE: With the E5-2609v3 this memory DIMM will only operate at 1600MHz.	8GB (1x8GB Registered DIMMs, 2400 MHz) NOTE: With the E5-2609v4 this memory DIMM will only operate at 1866MHz.		16GB (1x16GB Registered DIMMs, 2133 MHz) NOTE: With the E5-2620v3 this memory DIMM will only operate at 1866MHz.		16GB (1x16GB Registered DIMMs, 2400 MHz) NOTE: With the E5-2620v4 this memory DIMM will only operate at 2133MHz.		16GB (1x16GB Registered DIMMs, 2400 MHz) NOTE: With the E5-2630v4 this memory DIMM will only operate at 2133MHz.
Network Controller	HPE Embedded 1Gb Ethernet 4-port 331i Adapter, plus optional HPE Flexible LOM or stand up card							
Storage Controller	HPE Dynamic Smart Array B140i, plus optional HPE Flexible Smart Array or Smart HBA controller NOTE: Default is AHCI off chipset, Smart Array needs to be enabled on SATA model.			HPE Flexible Smart Array P840/4G Controller	HPE Flexible Smart Array P440ar/2GB	HPE Flexible Smart Array P840ar/2G Controller	HPE Flexible Smart Array P440ar/2GB	
Hard Drive	None ship standard			None ship standard; includes 10 LFF hard drive blanks	None ship standard			

Pre-configured Models

Internal Storage	4 LFF HDD Bays	8 SFF HDD Bays (upgradable to 24)	12 LFF HDD Bays	8 SFF HDD Bays (upgradable to 24)	12 LFF HDD Bays	8 SFF HDD Bays (upgradable to 24)
Optical Drive Bay	Not Available	Optional Universal Media Bay (724865-B21)	Not Available	Optional Universal Media Bay (724865-B21)	Not Available	Optional Universal Media Bay (724865-B21)
Optical Drive	Optional via HPE Mobile USB DVDRW Drive (701498-B21)	Optional DVD-ROM (726536-B21) or DVD-RW (726537-B21) via the Universal Media Bay (724865-B21)	Optional via HPE Mobile USB DVDRW Drive (701498-B21)	Optional DVD-ROM (726536-B21) or DVD-RW (726537-B21) via the Universal Media Bay (724865-B21)	Optional via HPE Mobile USB DVDRW Drive (701498-B21)	Optional DVD-ROM (726536-B21) or DVD-RW (726537-B21) via the Universal Media Bay (724865-B21)
PCI-Express Slots	3 PCIe slots (+3 PCI slots available with upgrade option, second processor required)					
Power Supply	(1) HPE 500W Flex Slot Platinum Power Supply	(2) HPE 800W Flex Slot Platinum Power Supply	(1) HPE 500W Flex Slot Platinum Power Supply	(2) HPE 800W Flex Slot Platinum Power Supply	(1) HPE 500W Flex Slot Platinum Power Supply	(2) HPE 800W Flex Slot Platinum Power Supply
Fans	4 hot plug fans, redundant	6 hot plug high performance fans, redundant	4 hot plug fans, redundant	6 hot plug high performance fans, redundant	4 hot plug fans, redundant	6 hot plug high performance fans, redundant
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Advanced (optional), Insight Control (optional), HPE OneView (optional)					
Form Factor	Rack (2U), HPE Easy Install Rails		Rack (2U), HPE Easy Install Rails with CMA			Rack (2U), HPE Easy Install Rails
Warranty	Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response					

	Performance Models			High Performance Models	
[SKU Number]	752689-B21	826684-B21	852432-B21	803860-B21	803861-B21
Model Name	HPE ProLiant DL380 Gen9 E5-2650v3 2P 32GB-R P440ar 8SFF	HPE ProLiant DL380 Gen9 E5-2650v4 2P 32GB-R P440ar 8SFF 2x10Gb 2x800W	HPE ProLiant DL380 Gen9 E5-2660v4 2P 64GB-R P440ar 8SFF	HPE ProLiant DL380 Gen9 E5-2690v3 2P 32GB-R P440ar 8SFF	HPE ProLiant DL380 Gen9 E5-2690v3 2P 32GB-R P440ar 8SFF 2x10Gb 2x800W



Pre-configured Models

	2x10Gb 2x800W Perf Server	Perf Server	2x10Gb 2x800W Perf Server	2x10Gb 2x800W High Perf Server	OneView Server
Processor	Intel® Xeon® E5-2650v3	Intel® Xeon® E5-2650v4	Intel® Xeon® E5-2660v4	Intel® Xeon® E5-2690v3	
Number of Processors	Two				
Memory	32GB (2x16GB Registered DIMMs, 2133 MHz)	32GB (2x16GB Registered DIMMs, 2400 MHz)	64GB (4x16GB Registered DIMMs, 2400 MHz)	32GB (2x16GB Registered DIMMs, 2133 MHz)	
Network Controller	HPE Embedded 4x1Gb, plus 2x10Gb-T Flexible LOM		HPE Embedded 4x1Gb, plus 2x10Gb SFP+ Flexible LOM	HPE Embedded 4x1Gb, plus 2x10Gb-T Flexible LOM	
Storage Controller	HPE Flexible Smart Array P440ar/2GB				
Hard Drive	None ship standard				
Internal Storage	8 SFF HDD Bays (upgradable to 24)				
Optical Drive Bay	Optional Universal Media Bay (724865-B21)	Universal Media Bay (724865-B21)			
Optical Drive	HPE Half-Height SATA DVD-RW Optical Drive				
PCI-Express Slots	6 PCIe slots (includes second riser slot upgrade option)	6 PCIe 3.0 slots		6 PCIe slots (includes second riser slot upgrade option)	
Power Supply	(2) HPE 800W Flex Slot Platinum Power Supply				
Fans	6 hot plug fans, redundant				
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Advanced (standard), HPE OneView (optional)			iLO Management (standard), Intelligent Provisioning (standard), iLO Advanced (standard), HPE OneView (Standard)	
Energy Star	Meets Energy Star requirements				
Form Factor	Rack (2U), HPE Easy Install Rails with CMA				
Warranty	Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response				

Pre-configured Models

NOTE: UEFI is the standard default for all Predefined models.

Country Code	xx1 = B21	Worldwide
Key	NOTE: The -B21 WW SKU is to be ordered in all countries other than Japan or PRC.	
	xx1 = 291	Japan
	xx1 = AA1	PRC

Configuration Information - Factory Integrated Models

This section lists some of the steps required to configure a Factory Integrated Model. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for information on configurable product offerings and requirements.

1. Factory Integrated Models must start with a CTO Server.
2. FIO indicates that this option is only available as a factory installable option.
3. All Factory Integrated Models will be populated with sufficient hard drive blanks based on the number of initial hard drives ordered with the server.
4. Some options may not be integrated at the factory. Contact your local sales representative for additional information.

Step 1: Base Configuration (choose one of the following configurable models)

[Chassis]	HPE ProLiant DL380 Gen9 8SFF Configure-to-order Server	HPE ProLiant DL380 Gen9 NVMe 6 Solid State Drive Express Bay Configure-to-order Server	HPE ProLiant DL380 Gen9 24SFF Configure-to-order Server	HPE ProLiant DL380 Gen9 4LFF Configure-to-order Server	HPE ProLiant DL380 Gen9 12LFF Configure-to-order Server
SKU Number	719064-B21	810393-B21	767032-B21	767033-B21	719061-B21
Processor	2 (optional) x HPE Smart Socket Guide				
DIMM Slots	24 DIMM slots for RDIMM, LRDIMM DDR4 Memory				
Storage Controller	HPE Dynamic Smart Array B140i, plus optional HPE Flexible Smart Array or Smart HBA controller				
PCIe	3 PCIe slots (+3 PCI slots available with upgrade option, second processor required)				
Drive Cage	8SFF Hot Plug (+8SFF and Universal Media Bay Optional)	8SFF +6NVMe Hot Plug (+8SFF or Universal Media Bay Optional)	24SFF Hot Plug	4LFF Hot Plug	12LFF Hot Plug
Network Controller	HPE Embedded 1Gb Ethernet 4-port 331i Adapter, plus optional HPE Flexible LOM or stand up card	HPE Embedded 1Gb Ethernet 4-port 331i Adapter	HPE Embedded 1Gb Ethernet 4-port 331i Adapter, plus optional HPE Flexible LOM or stand up card		
Fans	4 hot plug fans, redundant	6 hot plug high performance fans, redundant		4 hot plug fans, redundant	6 hot plug high performance fans, redundant

Configuration Information - Factory Integrated Models

Management	iLO Management (standard), Intelligent Provisioning (standard)			
USB	1 front, 2 internal, 2 rear	1 front, 1 internal, 2 rear	1 front, 2 internal, 2 rear	No front USB support
Ears	HPE Quick Release Ears			

NOTE: With the NVMe chassis (810393-B21) there are limitations on GPU support.

NOTE: The NVMe chassis (810393-B21) ships with the standard x8 Risers supporting 2xNVMe drives.

Step 2: Choose Required Options (only one of the following from each list unless otherwise noted)

HPE Processors Select one or two processors from Core Options-Processor section below.

- If one processor is desired, select one xxxxxx-L21
- If two processors are desired, select one xxxxxx-L21 and one xxxxxx-B21.
- Up to 2 processors supported. Mixing different processor models is not supported.
- DDR4 speed is the maximum memory speed of the processor. Actual memory speed may depend on the quantity and type of DIMMs installed.

For the Intel® C600 Chipset E5-2600 Series, the letter preceding the model number indicates the Product Line (E3, E5, E7); 2600x v#, 2 = number of CPUs in a Node, 6 is socket/segment designation, 00 = Processor SKU, x = L for low power SKUs and v# (not yet designated) = version number.

HPE Memory Select one or more memory from Core Options-Memory section below.

- UDIMM, RDIMM, and LRDIMM are all distinct memory technologies and cannot be mixed within a server.
- HPE memory options from previous generation servers are not qualified or warranted with Hewlett Packard Enterprise Gen9 systems. HPE SmartMemory is required to realize the memory performance improvements and enhanced functionality listed in this document for Gen9.
- If only one processor is installed, only half of the total DIMM slots are available. When populating with two processors all DIMM slots are available.
- Depending on the memory configuration and processor model, the memory speed may run at 2400MHz, 2133MHz, 1866MHz or 1600MHz. Please see Memory Population Table or the Online Memory Configuration Tool at: <http://www.hpe.com/go/ddr4config>.

HPE Power Supplies Select one or more power supplies from Core Options-Power Supplies section below.

- Prior to selecting a power supply option, it is highly recommended that you review your server configuration in the HPE Power Advisor tool to determine the right size power supply for your server configuration. The HPE Power Advisor is located at: <http://www.hpe.com/go/hpepoweradvisor>.
- Mixing of power supplies in the same server is not supported. All power supplies must be of the same input voltage, output rating, and efficiency rating. If non-matching power supplies are installed, you may receive an error message and/or

Configuration Information - Factory Integrated Models

experience operational issues with your server.

Step 3: Choose Additional Factory Integratable Options

HPE Unique Options

Select one or more Unique options from Core Options section below.

- This section may contain FIO options, please see the Unique options section below.
- FIO indicates that this option is only available as a factory installable option.

HPE I/O Expansion Options

Select one or more Riser Kit options from Core Options section below.

- To take advantage of the additional PCI slot upgrade, the second processor must be installed.
- This section may contain FIO options, please see HPE I/O Expansion Options section below.
- FIO indicates that this option is only available as a factory installable option.

HPE Drives

Select one or more drives from Core Options-HPE Drives section below.

- The components of a storage subsystem (e.g. the drive, the HBA/controller, firmware, and the server backplane) should operate at the same data transfer rate or the system bandwidth will be negotiated down to an acceptable level for all components.
- Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.
- The HPE ProLiant Gen9 Smart Storage solutions are equipped with re-designed Small Form Factor (SFF 2.5 in) and Large Form Factor (LFF 3.5 in) hot plug carriers for HPE Qualified Hard Drives and Solid State Drives. These new carriers provide status and activity indicators as well as caution indicators for "Do Not Remove."

HPE FlexibleLOM

Select a FlexibleLOM from Core Options-Networking section below.

- Only one FlexibleLOM can be added to the server. These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.
- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.

HPE Networking

Select a standup NIC adapter from Core Options-Networking section below.

- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.
- These options are upgradeable and can be changed from the original configuration after the server is shipped.
- For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.

HPE Storage Controllers

Select one or more Storage options from Additional Options section below.

- The embedded B140i controller will operate in UEFI only mode. For legacy support an additional controller will be needed, and for CTO orders please also select the

Configuration Information - Factory Integrated Models

Legacy mode settings part, 758959-B22.

- This section may contain FIO options, please see HPE Storage Controllers section below.
- FIO indicates that this option is only available as a factory installable option.

HPE Graphics Options

Select one or more graphics adapter from Additional Options section below.

- Please see the HPE Power Advisor for estimated power consumption of your individual system configuration prior to installing GPUs. The HPE Power Advisor is located at: <http://www.hpe.com/go/hpepoweradvisor>.
- This section may contain FIO options, please see HPE Computation & Graphics Accelerators section below.

HPE Cooling Options

Select one or more Fan Kits from Core Options section below.

- This section may contain FIO options, please see HPE Cooling Options section below.
- FIO indicates that this option is only available as a factory installable option.

HPE Rail Kits

Select one type of rail kit from Additional Options section below.

- Please take a moment to review the installation documentation that comes with the server to help you with the installation of your Gen9 server.
- To assist in the installation of the server into the rack, an optional installation tool is available by contacting your local services representative (p/n 695539-001).
- See Hewlett Packard Enterprise Rack Options in Additional Options section of this QuickSpecs for more rack kit choices.

CAUTION: Hewlett Packard Enterprise recommends that a minimum of two people are required for all Rack Server installations. Please refer to your installation instructions for proper tools and number of people to use for any installation.

Core Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Unique Options	<p>HP DL380 Gen9 NVMe 6 Solid State Drive Express Bay Enablement Kit 774741-B21</p> <p>NOTE: This option provides support for up to 6NVMe drives, and can only be populated in BAY2 in SFF chassis only, can be used with Bay1 and Bay 3 populated.</p> <p>NOTE: The HPE DL380 Gen9 High Performance Fan Kit is required for NVMe support (719079-B21).</p> <p>NOTE: The PCIe card in this enablement kit can only be populated in slot2 (primary) or slot 5 (secondary).</p> <p>NOTE: For true x16 support with this option a secondary riser (719073-B21) is needed (second processor required).</p> <p>NOTE: Kit includes Mylar film for Universal Media Bay (724865-B21) support to ensure optimal airflow.</p> <p>NOTE: There are limitations on GPU support with the NVMe bay installed.</p>
	<p>HP DL380 Gen9 Universal Media Bay Kit 724865-B21</p> <p>NOTE: The HPE DL380 Gen9 Universal Media bay provides front VGA and 2xUSB 2.0; plus support for 2xSFF front drives (724864-B21) and ODD support (No included); and can only be located in Bay1 in either an 8SFF or 8+8SFF front end.</p>
	<p>HP DL380 Gen9 Graphics Enablement Kit 719082-B21</p> <p>NOTE: This kit includes alternative 2 heatsinks plus6 cables to enable GPU support. Other limitations apply, see Graphic section for more details.</p> <p>NOTE: We support up to 2 Double wide and 3 single wide Graphics cards, limitations apply.</p> <p>NOTE: Double Wide GPUs will occupy slots 2 and 5 and will leave only 2 slots left open.</p> <p>NOTE: There are limitations on GPU support with the NVMe bay installed.</p>
	<p>HP DL380 Gen9 High Performance Fan Kit 719079-B21</p> <p>NOTE: This kit is required for specific Ambient temperature environments, more details here: http://www.hp.com/servers/Ashrae.</p> <p>NOTE: This kit is also required to support Passive GPUs.</p> <p>NOTE: This kit provides max cooling for your Server.</p>
	<p>HP DL380 Gen9 2SFF Front/Rear SAS/SATA Kit 724864-B21</p> <p>NOTE: For 2SFF front the Universal Media Bay (724865-B21) is required.</p> <p>NOTE: 2SFF in the rear is only supported with a 24SFF (CTO chassis or field upgraded) or 12LFF (719061-B21) front end.</p> <p>NOTE: Rear drives are only supported with the following processor characteristics: 145W, 22/18/16 Cores; 135W, 20/8/6/4 Cores; 120W, 18/16/14 Cores; 105W, 14/12 Cores; 90W, 10 Cores; 85W, 10/8/6/4 Cores; 65W, 14 Cores and 55W, 10 Cores, 160w v4 Processor.</p>

Core Options

HP DL380 Gen9 3LFF Rear SAS/SATA Kit	768856-B21
NOTE: This is only supported in the 12LFF chassis (CTO: 719061-B21 or BTO skus).	
NOTE: 3LFF rear drives will consume the 2nd riser expansion slot.	
NOTE: 3LFF Rear drives are only supported with the following processor characteristics: 145W, 22/18/16 Cores; 135W, 20/8/6/4 Cores; 120W, 18/16/14 Cores; 105W, 14/12 Cores; 90W, 10 Cores; 85W, 10/8/6/4 Cores; 65W, 14 Cores and 55W, 10 Cores, 160w v4 Processor.	
HP DL380 Gen9 Primary 2 Slot GPU Ready Riser Kit	719076-B21
Slot1: 1x Gen3 x16 FH/FL, 1xGen3 x8 FH/HL.	
NOTE: This replaces the standard Primary riser in slot1.	
HP DL380 Gen9 Secondary 3 Slot GPU Ready Riser Kit	719073-B21
Slot2: 2xGen3 x16 FH/FL, 1xGen3 x8 FH/HL.	
HPE DL380 Gen9 8SFF Bay1 Cage/Backplane Kit	719067-B21
NOTE: To add an additional 8SFF drive cage in Bay1.	
NOTE: To get to 16SFF total please populate bay 2 with 768857-B21 (from an 8SFF starting point).	
NOTE: This ships with 6 High Efficiency Fans.	
NOTE: Selecting this option does not allow you to select the Universal Media Bay.	
HP DL380 Gen9 Additional 8SFF Bay2 Cage/Backplane Kit	768857-B21
NOTE: To add an additional 8SFF drive cage in Bay 2. This is the optimal solution to upgrade to 16SFF total and allows the flexibility to add the Universal Media Bay (724865-B21) for 2 additional SFF or Optical.	
HP 12Gb SAS Expander Card with Cables for DL380 Gen9	727250-B21
NOTE: SAS expander to enable 24SFF field upgrade.	
NOTE: Primary population in slot2 or 3 of the Primary Riser.	
HP DL380 Gen9 Systems Insight Display Kit	768900-B21
NOTE: The Systems Insight Display no longer ships as standard but is available as a Factory Integrated or field upgrade option.	
HP Legacy FIO Mode Setting	758959-B22
NOTE: UEFI is the default, this FIO part can be used for CTO to enable Legacy mode.	
HP DL380 Gen9 Rear Serial Port and Enablement Kit	768896-B21
HPE DL380 12Gb SAS Expander Card Riser 1 Cable Bundle Kit	839786-B21
NOTE: Cable kit required to support the SAS Expander (727250-B21) in the secondary riser (719073-B21) without the second processor.	
HPE DL380 Gen9 P440ar/H240ar Riser 2 SAS Expander Kit	844115-B21
NOTE: Cable kit required to support the SAS Expander (727250-B21) in the secondary riser (719073-B21) with the P840ar or P440ar.	

HPE Processors E5-2600v4 series Processors

Core Options

HPE DL380 Gen9 Intel® Xeon® E5-2650Lv4 (1.7GHz/14-core/35MB/65W) FIO Processor Kit	817941-L21
HPE DL380 Gen9 Intel® Xeon® E5-2650Lv4 (1.7GHz/14-core/35MB/65W) Processor Kit	817941-B21
HPE DL380 Gen9 Intel® Xeon® E5-2630Lv4 (1.8GHz/10-core/25MB/55W) FIO Processor Kit	817931-L21
HPE DL380 Gen9 Intel® Xeon® E5-2630Lv4 (1.8GHz/10-core/25MB/55W) Processor Kit	817931-B21
HPE DL380 Gen9 Intel® Xeon® E5-2609v4 (1.7GHz/8-core/20MB/85W) FIO Processor Kit	817925-L21
NOTE: This processor does not support Hyper-Threading.	
HPE DL380 Gen9 Intel® Xeon® E5-2609v4 (1.7GHz/8-core/20MB/85W) Processor Kit	817925-B21
NOTE: This processor does not support Hyper-Threading.	
HPE DL380 Gen9 Intel® Xeon® E5-2603v4 (1.7GHz/6-core/15MB/85W) FIO Processor Kit	817923-L21
NOTE: This processor does not support Hyper-Threading.	
HPE DL380 Gen9 Intel® Xeon® E5-2603v4 (1.7GHz/6-core/15MB/85W) Processor Kit	817923-B21
NOTE: This processor does not support Hyper-Threading.	
HPE DL380 Gen9 Intel® Xeon® E5-2643v4 (3.4GHz/6-core/20MB/135W) FIO Processor Kit	817939-L21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2637v4 (3.5GHz/4-core/15MB/135W) FIO Processor Kit	817935-L21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2637v4 (3.5GHz/4-core/15MB/135W) Processor Kit	817935-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2623v4 (2.6GHz/4-core/10MB/85W) FIO Processor Kit	817929-L21
HPE DL380 Gen9 Intel® Xeon® E5-2623v4 (2.6GHz/4-core/10MB/85W) Processor Kit	817929-B21
HPE DL380 Gen9 Intel® Xeon® E5-2620v4 (2.1GHz/8-core/20MB/85W) FIO Processor Kit	817927-L21
HPE DL380 Gen9 Intel® Xeon® E5-2620v4 (2.1GHz/8-core/20MB/85W) Processor Kit	817927-B21
HPE DL380 Gen9 Intel® Xeon® E5-2643v4 (3.4GHz/6-core/20MB/135W) Processor Kit	817939-B21
HPE DL380 Gen9 Intel® Xeon® E5-2687Wv4 (3.0GHz/12-core/30MB/160W) FIO Processor Kit	817957-L21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2687Wv4 (3.0GHz/12-core/30MB/160W) Processor Kit	817957-B21

Core Options

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2699v4 (2.2GHz/22-core/55MB/145W) FIO Processor Kit 817967-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2699v4 (2.2GHz/22-core/55MB/145W) Processor Kit 817967-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2698v4 (2.2GHz/20-core/50MB/135W) FIO Processor Kit 817965-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2698v4 (2.2GHz/20-core/50MB/135W) Processor Kit 817965-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2697v4 (2.3GHz/18-core/45MB/145W) FIO Processor Kit 817963-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2697v4 (2.3GHz/18-core/45MB/145W) Processor Kit 817963-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2697Av4 (2.6GHz/16-core/40MB/145W) FIO Processor Kit 817955-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2697Av4 (2.6GHz/16-core/40MB/145W) Processor Kit 817955-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2695v4 (2.1GHz/18-core/45MB/120W) FIO Processor Kit 817961-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2695v4 (2.1GHz/18-core/45MB/120W) Processor Kit 817961-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2690v4 (2.6GHz/14-core/35MB/135W) FIO Processor Kit 817959-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2690v4 (2.6GHz/14-core/35MB/135W) Processor Kit 817959-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2683v4 (2.1GHz/16-core/40MB/120W) FIO Processor Kit 817953-L21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2683v4 (2.1GHz/16-core/40MB/120W) Processor Kit 817953-B21

NOTE: Ships with a High Performance Heatsink.

Core Options

HPE DL380 Gen9 Intel® Xeon® E5-2680v4 (2.4GHz/14-core/35MB/120W) FIO Processor Kit	817951-L21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2680v4 (2.4GHz/14-core/35MB/120W) Processor Kit	817951-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2660v4 (2.0GHz/14-core/35MB/105W) FIO Processor Kit	817945-L21
HPE DL380 Gen9 Intel® Xeon® E5-2660v4 (2.0GHz/14-core/35MB/105W) Processor Kit	817945-B21
HPE DL380 Gen9 Intel® Xeon® E5-2650v4 (2.2GHz/12-core/30MB/105W) FIO Processor Kit	817943-L21
HPE DL380 Gen9 Intel® Xeon® E5-2650v4 (2.2GHz/12-core/30MB/105W) Processor Kit	817943-B21
HPE DL380 Gen9 Intel® Xeon® E5-2640v4 (2.4GHz/10-core/25MB/90W) FIO Processor Kit	817937-L21
HPE DL380 Gen9 Intel® Xeon® E5-2640v4 (2.4GHz/10-core/25MB/90W) Processor Kit	817937-B21
HPE DL380 Gen9 Intel® Xeon® E5-2667v4 (3.2GHz/8-core/25MB/135W) FIO Processor Kit	817947-L21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2667v4 (3.2GHz/8-core/25MB/135W) Processor Kit	817947-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2630v4 (2.2GHz/10-core/25MB/85W) Processor Kit	817933-B21
HPE DL380 Gen9 Intel® Xeon® E5-2630v4 (2.2GHz/10-core/25MB/85W) FIO Processor Kit	817933-L21
HPE DL380 Gen9 Intel® Xeon® E5-2699Av4 (3.6GHz/22-core/55MB/145W) Processor Kit	871026-B21
HPE DL380 Gen9 Intel® Xeon® E5-2699Av4 (3.6GHz/22-core/55MB/145W) FIO Processor Kit	871026-L21
E5-2600v3 series Processors	
HP DL380 Gen9 Intel® Xeon® E5-2609v3 (1.9GHz/6-core/15MB/85W) FIO Processor Kit	719052-L21
NOTE: This processor does not support Hyper-Threading.	
HP DL380 Gen9 Intel® Xeon® E5-2609v3 (1.9GHz/6-core/15MB/85W) Processor Kit	719052-B21
NOTE: This processor does not support Hyper-Threading.	
HPE DL380 Gen9 Intel® Xeon® E5-2603v3 (1.6GHz/6-core/15MB/85W) FIO Processor Kit	719053-L21
NOTE: This processor does not support Hyper-Threading.	
HP DL380 Gen9 Intel® Xeon® E5-2603v3 (1.6GHz/6-core/15MB/85W) Processor Kit	719053-B21

Core Options

NOTE: This processor does not support Hyper-Threading.

HPE DL380 Gen9 Intel® Xeon® E5-2630Lv3 (1.8GHz/8-core/20MB/55W) FIO Processor Kit 719060-L21

HP DL380 Gen9 Intel® Xeon® E5-2630Lv3 (1.8GHz/8-core/20MB/55W) Processor Kit 719060-B21

HP DL380 Gen9 Intel® Xeon® E5-2640v3 (2.6GHz/8-core/20MB/90W) FIO Processor Kit 719049-L21

HP DL380 Gen9 Intel® Xeon® E5-2640v3 (2.6GHz/8-core/20MB/90W) Processor Kit 719049-B21

HPE DL380 Gen9 Intel® Xeon® E5-2637v3 (3.5GHz/4-core/15MB/135W) FIO Processor Kit 719058-L21

NOTE: Ships with a High Performance Heatsink.

HP DL380 Gen9 Intel® Xeon® E5-2637v3 (3.5GHz/4-core/15MB/135W) Processor Kit 719058-B21

NOTE: Ships with a High Performance Heatsink.

HP DL380 Gen9 Intel® Xeon® E5-2630v3 (2.4GHz/8-core/20MB/85W) FIO Processor Kit 719050-L21

HP DL380 Gen9 Intel® Xeon® E5-2630v3 (2.4GHz/8-core/20MB/85W) Processor Kit 719050-B21

HPE DL380 Gen9 Intel® Xeon® E5-2623v3 (3GHz/4-core/10MB/105W) FIO Processor Kit 779556-L21

HP DL380 Gen9 Intel® Xeon® E5-2623v3 (3GHz/4-core/10MB/105W) Processor Kit 779556-B21

HP DL380 Gen9 Intel® Xeon® E5-2620v3 (2.4GHz/6-core/15MB/85W) FIO Processor Kit 719051-L21

HP DL380 Gen9 Intel® Xeon® E5-2620v3 (2.4GHz/6-core/15MB/85W) Processor Kit 719051-B21

HPE DL380 Gen9 Intel® Xeon® E5-2687Wv3 (3.1GHz/10-core/25MB/160W) FIO Processor Kit 762768-L21

NOTE: Ships with a High Performance Heatsink.

NOTE: This processor is not supported in a 12LFF or 24SFF Chassis + Rear drive.

HP DL380 Gen9 Intel® Xeon® E5-2687Wv3 (3.1GHz/10-core/25MB/160W) Processor Kit 762768-B21

NOTE: Ships with a High Performance Heatsink.

NOTE: This processor is not supported in a 12LFF or 24SFF Chassis + Rear drive.

HP DL380 Gen9 Intel® Xeon® E5-2699v3 (2.3GHz/18-core/45MB/145W) FIO Processor Kit 781915-L21

NOTE: Ships with a High Performance Heatsink.

HP DL380 Gen9 Intel® Xeon® E5-2699v3 (2.3GHz/18-core/45MB/145W) Processor Kit 781915-B21

NOTE: Ships with a High Performance Heatsink.

HPE DL380 Gen9 Intel® Xeon® E5-2698v3 (2.3GHz/16-core/40MB/135W) FIO Processor Kit 781913-L21

Core Options

NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2698v3 (2.3GHz/16-core/40MB/135W) Processor Kit	781913-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2697v3 (2.6GHz/14-core/35MB/145W) FIO Processor Kit	719054-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2697v3 (2.6GHz/14-core/35MB/145W) Processor Kit	719054-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2695v3 (2.3GHz/14-core/35MB/120W) FIO Processor Kit	762760-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2695v3 (2.3GHz/14-core/35MB/120W) Processor Kit	762760-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2690v3 (2.6GHz/12-core/30MB/135W) FIO Processor Kit	719044-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2690v3 (2.6GHz/12-core/30MB/135W) Processor Kit	719044-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2683v3 (2GHz/14-core/35MB/120W) FIO Processor Kit	719055-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2683v3 (2GHz/14-core/35MB/120W) Processor Kit	719055-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2680v3 (2.5GHz/12-core/30MB/120W) FIO Processor Kit	762766-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2680v3 (2.5GHz/12-core/30MB/120W) Processor Kit	762766-B21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2670v3 (2.3GHz/12-core/30MB/120W) FIO Processor Kit	719046-L21
NOTE: Ships with a High Performance Heatsink.	
HP DL380 Gen9 Intel® Xeon® E5-2670v3 (2.3GHz/12-core/30MB/120W) Processor Kit	719046-B21
NOTE: Ships with a High Performance Heatsink.	
HPE DL380 Gen9 Intel® Xeon® E5-2660v3 (2.6GHz/10-core/25MB/105W) FIO Processor Kit	762764-L21

Core Options

HP DL380 Gen9 Intel® Xeon® E5-2660v3 (2.6GHz/10-core/25MB/105W) Processor Kit	762764-B21
HPE DL380 Gen9 Intel® Xeon® E5-2650Lv3 (1.8GHz/12-core/30MB/65W) FIO Processor Kit	719059-L21
HP DL380 Gen9 Intel® Xeon® E5-2650Lv3 (1.8GHz/12-core/30MB/65W) Processor Kit	719059-B21
HP DL380 Gen9 Intel® Xeon® E5-2650v3 (2.3GHz/10-core/25MB/105W) FIO Processor Kit	719048-L21
HP DL380 Gen9 Intel® Xeon® E5-2650v3 (2.3GHz/10-core/25MB/105W) Processor Kit	719048-B21
HPE DL380 Gen9 Intel® Xeon® E5-2667v3 (3.2GHz/8-core/20MB/135W) FIO Processor Kit	719056-L21
HP DL380 Gen9 Intel® Xeon® E5-2667v3 (3.2GHz/8-core/20MB/135W) Processor Kit	719056-B21
HP DL380 Gen9 Intel® Xeon® E5-2643v3 (3.4GHz/6-core/20MB/135W) FIO Processor Kit	719057-L21
HP DL380 Gen9 Intel® Xeon® E5-2643v3 (3.4GHz/6-core/20MB/135W) Processor Kit	719057-B21

NOTE: Ships with a High Performance Heatsink.

NOTE: Ships with a High Performance Heatsink.

NOTE: Ships with a High Performance Heatsink.

NOTE: Ships with a High Performance Heatsink.

NOTE: FIO indicates factory integrated option via CTO.

NOTE: Up to 2 processors supported. Performance and Energy Star Model configurations include two processors.

NOTE: HT indicates that the processor model supports Intel® Hyper-Threading Technology.

NOTE: Turbo2: Intel® Turbo Boost Technology 2.0 provides more computing power when you need it with performance that adapts to spikes in your workload and delivers more performance upside than then previous generation turbo technology.

NOTE: DDR4 speed is the maximum memory speed of the processor. Actual memory speed may depend on the quantity and type of DIMMs installed.

NOTE: The xxxxxx-L21 is the first processor shipped, the xxxxxx-B21 is the 2nd processor and ships with 2 additional FANs for factory of field installation.

NOTE: Double wide PCIe cards are only supported in risers with the Processors leveraging the High Performance Heatsink. For Processors requiring double wide GPU support please order the GPU enablement kit (719082-B21).

NOTE: Mixing of E5-2600v3 and E5-2600v4 Processors is not supported.

NOTE: Field upgrade from E5-2600v3 to E5-2600v4 is supported.

HPE Memory

Registered DIMMs (RDIMMs) for E5-2600v3 Series

NOTE: The following memory is supported by the E5-2600v3 series Processors.

Core Options

HP 4GB (1x4GB) Single Rank x8 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726717-B21
HP 8GB (1x8GB) Single Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726718-B21
HP 8GB (1x8GB) Dual Rank x8 DDR4-2133 CAS-15-15-15 Registered Memory Kit	759934-B21
HP 16GB (1x16GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726719-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	728629-B21

NOTE: Depending on Processor selected this memory will run at 1600, 1866 or 2133MHz.

NOTE: Mixing of DIMM types is not supported.

NOTE: Mixing of 2133 and 2400MHz DIMMs is not supported.

Load Reduced DIMMs (LRDIMMs) for E5-2600v3 Series

NOTE: The following memory is supported by the E5-2600v3 series Processors.

HP 16GB (1x16GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726720-B21
HP 32GB (1x32GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726722-B21
HP 64GB (1x64GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726724-B21

NOTE: Depending on Processor selected this memory will run at 1600, 1866 or 2133MHz.

NOTE: Mixing of DIMM types is not supported.**NOTE:** Mixing of 2133 and 2400MHz DIMMs is not supported.

Registered DIMMs (RDIMMs) for E5-2600v4 Series

NOTE: The following memory is supported by the E5-2600v4 series Processor only.

HP 8GB (1x8GB) Single Rank x8 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805347-B21
HP 16GB (1x16GB) Single Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805349-B21
HPE 16GB (1x16GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	836220-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805351-B21

NOTE: Depending on Processor selected this memory will run at 1866, 2133 or 2400MHz.

NOTE: Mixing of DIMM types is not supported.

NOTE: Mixing of 2133 and 2400MHz DIMMs is not supported.

Load Reduced DIMMs (LRDIMMs) for E5-2600v4 Series

NOTE: The following memory is supported by the E5-2600v4 series Processor only.

Core Options

HPE 32GB (1x32GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Load Reduced Memory Kit	805353-B21
HPE 64GB (1x64GB) Quad Rank x4 DDR4-2400 CAS-17-17-17 Load Reduced Memory Kit	805358-B21
HPE 128GB (1x128GB) Octal Rank x4 DDR4-2400 CAS-20-18-18 Load Reduced Memory Kit	809208-B21

NOTE: Depending on Processor selected this memory will run at 1866, 2133 or 2400MHz.

NOTE: These LRDIMMs do not support NVDIMMs.

NOTE: Mixing of DIMM types is not supported.

NOTE: Mixing of 2133 and 2400MHz DIMMs is not supported.

NOTE: Mixing the 128GB LRDIMM with other capacities is not supported.

HPE Persistent Memory (NVDIMM)

NOTE: The following memory is supported by the E5-2600v4 series Processor only.

HPE 8GB NVDIMM Single Rank x4 DDR4-2133 Module	782692-B21
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NOTE: NVDIMMs are currently only available as BTO for field upgrades only (no CTO support).

NOTE: NVDIMMs are only supported with E5-2600v4 processors, excluding field upgrades from E5-2600v3 to E5-2600v4.

NOTE: A maximum of 16 NVDIMMs supported.

NOTE: Can only be mixed with RDIMMs.

NOTE: Depending on Processor selected this memory will run at 2133MHz maximum.

HPE Optical Drives

HP 9.5mm SATA DVD-ROM JackBlack Gen9 Optical Drive	726536-B21
NOTE: The Universal Media Bay (724865-B21) is required for this option.	
HP 9.5mm SATA DVD-RW JackBlack G9 Optical Drive	726537-B21
NOTE: The Universal Media Bay (724865-B21) is required for this option.	
HP Mobile USB Non Leaded System DVD RW Drive	701498-B21
NOTE: This is only supported on USB 3.0 ports.	

HPE Drives

SAS Hot Plug SFF (2.5-inch) Enterprise (ENT) Drives

HP 1.8TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 512e 3yr Warranty Hard Drive	791034-B21
HP 1.2TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781518-B21
HP 900GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785069-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC 512e Enterprise 3yr Warranty Hard Drive	748387-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759212-B21

Core Options

HP 600GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781516-B21
HP 450GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759210-B21
HP 300GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759208-B21
HP 300GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785067-B21
HP 146GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652605-B21
SAS Hot Plug SFF (2.5-inch) Midline (MDL) Drives	
HP 2TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765466-B21
HP 1TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765464-B21
HPE 1TB 12G SAS 7.2K rpm SFF (2.5in) SC Midline 1yr Warranty Hard Drive	832514-B21
SAS Hot Plug LFF (3.5-inch) Enterprise (ENT) Drives	
HP 600GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	765424-B21
HP 450GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737394-B21
HP 300GB 12G SAS 15K rpm LFF (3.5-inch) SC Converter Enterprise 3yr Warranty Hard Drive	737261-B21
SAS Hot Plug LFF (3.5-inch) Midline (MDL) Drives	
HPE 10TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	857644-B21
HPE 8TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	861590-B21
HPE 8TB 12G SAS 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	819201-B21
HP 8TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793703-B21
HPE 6TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846514-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793699-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765259-B21
HP 6TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793671-B21
HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765257-B21
HPE 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818367-B21

Core Options

HP 4TB 12G SAS 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793669-B21
HPE 3TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846528-B21
HPE 2TB 12G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	818365-B21
HPE 1TB 12G SAS 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846524-B21
SATA Hot Plug SFF (2.5-inch) Midline (MDL) Drives	
HP 2TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765455-B21
HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765453-B21
HP 1TB 6G SATA 7.2K rpm SFF (2.5-inch) SC Midline 1yr Warranty Hard Drive	655710-B21
SATA Hot Plug LFF (3.5-inch) Midline (MDL) Drives	
HPE 10TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	857648-B21
HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	861594-B21
HPE 8TB 6G SATA 7.2K rpm LFF (3.5in) 512e SC Midline 1yr Warranty Hard Drive	819203-B21
HPE 6TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	846510-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Helium 1yr Warranty Hard Drive	793683-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765255-B21
HP 6TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drive	793667-B21
HPE 4TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861678-B21
HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 512e 1yr Warranty Hard Drive	765253-B21
HP 4TB 6G SATA 7.2K rpm LFF (3.5-inch) SC 512e Performance 1yr Warranty Hard Drives	793665-B21
HPE 3TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861693-B21
HPE 2TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861676-B21
HPE 1TB 6G SATA 7.2K rpm LFF (3.5in) SC Midline 1yr Warranty Hard Drive	861691-B21
HP 500GB 6G SATA 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive	658071-B21

SSD Selection

Core Options

To streamline the configuration process for HPE ProLiant Gen9 servers and to provide the best product availability, HPE recommends SSDs from the list located here: <https://ssd.hpe.com/recommend>

To further assist with configuration, HPE also offers an SSD Selector Tool located here: <http://ssd.hpe.com>

12G SAS Hot Plug SFF (2.5-inch) SC Write Intensive Solid State Drives

HPE 1.6TB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive 846432-B21

HPE 800GB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive 846430-B21

12G SAS Mixed Use Hot Plug SFF (2.5-inch) Solid State Drives

HPE 3.2TB 12G SAS Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive 822567-B21

HPE 1.6TB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive 846436-B21

HPE 800GB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive 846434-B21

6G SATA Hot Plug RI-3 SFF (2.5-inch) SC Solid State Drives

HPE 3.84TB 12G SAS Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive 816576-B21

12G SAS Hot Plug SFF (2.5-inch) Enterprise Mainstream Solid State Drives

HP 1.92TB 12G SAS Read Intensive SFF 2.5-in SC 3yr Wty Solid State Drive 802891-B21

HP 1.6TB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive 779176-B21

HP 800GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive 802586-B21

HP 800GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive 779172-B21

HP 400GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive 779168-B21

HP 200GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive 779164-B21

HP 200GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive 802578-B21

HP 400GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive 802582-B21

12G SAS Hot Plug SFF (2.5-inch) Enterprise Value Solid State Drives

HP 1.6TB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive 762263-B21

HP 800GB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive 762261-B21

Core Options

HP 800GB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762270-B21
12G SAS Hot Plug LFF (3.5-inch) Enterprise Value Solid State Drives	
HP 1.6TB 12G SAS Value Endurance LFF 3.5-in SC Enterprise Value 3yr Wty Solid State Drive	762272-B21
6G SATA Hot Plug SFF Value Endurance (2.5-inch) Enterprise Value M1 Solid State Drives	
HP 480GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764927-B21
6G SATA Hot Plug SFF (2.5-inch) SC Read Intensive Solid State Drives	
HPE 3.8TB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Digitally Signed Firmware SSD	868830-B21
NOTE: This drive will ship in Q1 2017.	
HP 3.84TB 6G SATA Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816929-B21
HPE 1.92TB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Digitally Signed Firmware SSD	868826-B21
NOTE: This drive will ship in Q1 2017.	
HPE 1.92TB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871770-B21
HP 1.6TB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804605-B21
HPE 960GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Digitally Signed Firmware SSD	868822-B21
NOTE: This drive will ship in Q1 2017.	
HPE 960GB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871768-B21
HP 800GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804599-B21
HPE 480GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Digitally Signed Firmware SSD	868818-B21
NOTE: This drive will ship in Q1 2017.	
HPE 480GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty SSD	872855-B21
HP 480GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804593-B21
HPE 240GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty SSD	872853-B21
HP 240GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804587-B21
HP 120GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804581-B21
HP 80GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804575-B21

Core Options

6G SATA Hot Plug SFF (2.5-inch) SC Write Intensive Solid State Drives

HP 1.2TB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804677-B21
HP 800GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804671-B21
HP 400GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804665-B21
HP 200GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804639-B21

6G SATA Hot Plug SFF (2.5-inch) SC Mixed Use Solid State Drives

HP 1.6TB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804631-B21
HP 800GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804625-B21
HP 480GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	832414-B21
HP 200GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804613-B21

6G SATA Hot Plug LFF (3.5-inch) SC Read Intensive Solid State Drives

HPE 1.92TB SATA 6G Read Intensive LFF (3.5in) LPC 3yr Wty Digitally Signed Firmware SSD	869058-B21
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NOTE: This drive will ship in Q1 2017.

HP 1.6TB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804608-B21
HP 800GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804602-B21
HPE 480GB SATA 6G Read Intensive LFF (3.5in) LPC 3yr Wty Digitally Signed Firmware SSD	869056-B21

NOTE: This drive will ship in Q1 2017.

HP 480GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804596-B21
HP 240GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804590-B21
HP 120GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804584-B21
HP 80GB 6G SATA Read Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804578-B21

6G SATA Hot Plug LFF (3.5-inch) SC Write Intensive Solid State Drives

HP 1.2TB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804680-B21
HP 800GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive	804674-B21

Core Options

HP 400GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 804668-B21

HP 200GB 6G SATA Write Intensive-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 804642-B21

6G SATA Hot Plug LFF (3.5-inch) SC Mixed Use Solid State Drives

HP 1.6TB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 804634-B21

HP 800GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 804628-B21

HP 480GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 832417-B21

HP 200GB 6G SATA Mixed Use-2 LFF 3.5-in SCC 3yr Wty Solid State Drive 804616-B21

HPE NVMe PCIe Read Intensive SFF (2.5 inch) Solid State Drives

HP 2TB NVMe PCIe Read Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764908-B21

HP 1.2TB NVMe PCIe Read Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764906-B21

HP 400GB NVMe PCIe Read Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764904-B21

NOTE: With NVMe support only 1xDouble Wide Graphics card is supported.

HPE NVMe PCIe Mixed Use SFF (2.5 inch) Solid State Drives

HP 2TB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive 765044-B21

HP 1.6TB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive 765038-B21

HP 800GB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive 765036-B21

HP 400GB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive 765034-B21

NOTE: With NVMe support only 1xDouble Wide Graphics card is supported.

HPE NVMe PCIe Write Intensive SFF (2.5-inch) Solid State Drives

HP 2TB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764894-B21

HP 1.6TB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764892-B21

HP 800GB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 736939-B21

HP 400GB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 736936-B21

NOTE: The NVMe CTO chassis (810393-B21) or the NVMe Express Bay Enablement kit (774741-B21) are required to support these drives.

NOTE: HPE has qualified the NVMe drive portfolio using the Operating

Core Options

System inbox drivers, full detail on the [HPE Solid State Drive QuickSpecs](#).

NOTE: With NVMe support only 1xDouble Wide Graphics card is supported.

M.2 SSD

HPE Dual 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers 835565-B21

HPE 340GB Read Intensive-2 Solid State M.2 Enablement Kit for ProLiant ML/DL Servers 835563-B21

HP Dual 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers 777894-B21

HP 120GB Value Endurance Solid State M.2 Enablement Kit for ProLiant ML/DL Servers 788028-B21

NOTE: M.2 drives go in PCIe slots and use B140i SATA controller only.

NOTE: M.2 supports Software RAID only.

NOTE: No HPE Flexible Smart Array supported.

Hard Drive Blank Kits

HP Large Form Factor Hard Drive Blank Kit 666986-B21

HP Small Form Factor Hard Drive Blank Kit 666987-B21

Hard Drive Kits

HP DL380 Gen9 NVMe 6 Solid State Drive Express Bay Enablement Kit 774741-B21

NOTE: This option provides support for up to 6NVMe drives, and can only be populated in BAY2 in SFF chassis only, can be used with Bay1 and Bay 3 populated.

NOTE: The HPE DL380 Gen9 High Performance Fan Kit is required for NVMe support (719079-B21).

NOTE: The PCIe card in this enablement kit can only be populated in slot2 (primary) or slot 5 (secondary).

NOTE: For true x16 support with this option a secondary riser (719073-B21) is needed (second processor required).

NOTE: Kit includes Mylar film for Universal Media Bay (724865-B21) support to ensure optimal airflow.

HPE DL380 Gen9 8SFF Bay1 Cage/Backplane Kit 719067-B21

HP DL380 Gen9 Additional 8SFF Bay2 Cage/Backplane Kit 768857-B21

HP DL380 Gen9 2SFF Front/Rear SAS/SATA Kit 724864-B21

HP DL380 Gen9 3LFF Rear SAS/SATA Kit 768856-B21

NOTE: For a complete list of the drive, controller and cable options please check the compatibility matrix:

<https://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA5-4154ENW&cc=us&lc=en>

Media Bay Kits

HP DL380 Gen9 Universal Media Bay Kit 724865-B21

Core Options

NOTE: The Universal Media Bay offers front VGA and 2xUSB 2.0, plus ability to add optional Optical drive, and 2SFF.

NOTE: This is only compatible with the 8SFF or 8+8 SFF front end configurations and can only be populated in Bay1.

HPE Networking 1 Gigabit Ethernet adapters

HP Ethernet 1Gb 4-port 331T Adapter	647594-B21
HP Ethernet 1Gb 2-port 332T Adapter	615732-B21
HP Ethernet 1Gb 2-port 361T Adapter	652497-B21
HP Ethernet 1Gb 4-port 366T Adapter	811546-B21

10 Gigabit Ethernet adapters

HP Ethernet 10Gb 2-port 530SFP Adapter	652503-B21
HP Ethernet 10Gb 2-port 530T Adapter	656596-B21
HP Ethernet 10Gb 2-port 546SFP+ Adapter	779793-B21
HP Ethernet 10Gb 2-port 557SFP+ Adapter	788995-B21
HP Ethernet 10Gb 2-port 560SFP+ Adapter	665249-B21
HP Ethernet 10Gb 2-port 561T Adapter	716591-B21
HPE Ethernet 10Gb 2-port 562SFP+ Adapter	727055-B21

NOTE: The DL380 Gen9 chassis ships with 4x1Gb Embedded.

NOTE: A minimum of two Gigabytes (2 GB) of server memory is required per each adapter.

NOTE: Direct Attach Cable (DAC) for copper environments or fiber transceivers and cables for fiber-optic environments must be purchased separately. Please see the related NIC QuickSpecs for Technical Specifications and additional information:

<http://www.hp.com/go/ProLiantNICs>.

25 Gigabit Ethernet adapters

HPE Ethernet 4x25Gb 1-port 620QSFP28 Adapter	817762-B21
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NOTE: Initially available as a BTO only option.

HPE Ethernet 10/25Gb 2-port 640SFP28 Adapter	817753-B21
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FlexibleLOM Adapters

HP Ethernet 1Gb 4-port 331FLR Adapter	629135-B22
HP Ethernet 1Gb 4-port 366FLR Adapter	665240-B21
HP FlexFabric 10Gb 2-port 533FLR-T Adapter	700759-B21
HP FlexFabric 10Gb 2-port 534FLR-SFP+ Adapter	700751-B21
HPE FlexFabric 10Gb 4-port 536FLR-T Adapter	764302-B21
HP Ethernet 10Gb 2-port 546FLR-SFP+ Adapter	779799-B21
HPE FlexFabric 10Gb 2-port 556FLR-T Adapter	794525-B21
HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter	727060-B21
HP Ethernet 10Gb 2-port 560FLR-SFP+ Adapter	665243-B21
HP Ethernet 10Gb 2-port 561FLR-T Adapter	700699-B21

Core Options

HPE Ethernet 10Gb 2-port 562FLR-SFP+ Adapter	727054-B21
HPE Ethernet 10/25Gb 2-port 640FLR-SFP28 Adapter	817749-B21

NOTE: The DL380 Gen9 chassis ships with 4x1Gb Embedded.

NOTE: Only one FlexibleLOM can be added to the server. These options are upgradeable and can be changed from the original configuration after the server is shipped.

NOTE: Direct Attach Cable (DAC) for copper environments or fiber transceivers and cables for fiber-optic environments must be purchased separately. Please see the related NIC QuickSpecs for Technical Specifications and additional information:

<http://www.hp.com/go/ProLiantNICs>.

HPE InfiniBand	HP InfiniBand FDR 2-port 545QSFP Adapter	702211-B21
	NOTE: The RHEL6.5 driver is not part of SPP, but may be downloaded here: http://downloads.linux.hp.com/SDR/downloads/MLNX_OFED/ .	
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+QSFP Adapter	764284-B21
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+FLR-QSFP Adapter	764285-B21
	HP InfiniBand QDR/Ethernet 10Gb 2-port 544+FLR-QSFP Adapter	764286-B21
	HPE 100Gb 1-port OP101 QSFP28 x16 PCIe Gen3 with Intel® Omni-Path Architecture Adapter	829335-B21
	HPE 100Gb 1-port OP101 QSFP28 x8 PCIe Gen3 with Intel® Omni-Path Architecture Adapter	829334-B21
	HPE InfiniBand EDR/Ethernet 100Gb 1-port 840QSFP28 Adapter	825110-B21
	HPE InfiniBand EDR/Ethernet 100Gb 2-port 840QSFP28 Adapter	825111-B21
QLogic InfiniBand 4X QDR PCI-E G2 Dual Port HCA	583211-B21	

HPE I/O Expansion Options	HP DL380 Gen9 Primary 2 Slot GPU Ready Riser Kit	719076-B21
	NOTE: This is for slot 1 and supports double wide GPGPUs.	
	NOTE: For Graphics cards please also order the DL380 Gen9 Graphics Enablement kit, 719082-B21	
	Slot1: 1xGen3 x16 FH/FL, 1xGen3 x8 FH/HL.	
	NOTE: Double wide PCIe cards are only supported in risers with the Processors leveraging the High Performance Heatsink. For Processors requiring double wide GPU support please order the GPU enablement kit (719082-B21).	
	HP DL380 Gen9 Secondary 3 Slot GPU Ready Riser Kit	719073-B21
	NOTE: This is for slot 2 and supports double wide GPGPUs.	
	NOTE: For Graphics cards please also order the DL380 Gen9 Graphics Enablement kit, 719082-B21	
	Slot2: 2xGen3 x16 FH/FL, 1xGen3 x8 FH/HL.	
	NOTE: Double wide PCIe cards are only supported in risers with the Processors leveraging the High Performance Heatsink. For Processors	

Core Options

requiring double wide GPU support please order the GPU enablement kit (719082-B21).

HPE Power Supplies

HPE Flex Slot Platinum Hot-plug Power supplies

HPE 500W Flex Slot Platinum Hot Plug Power Supply Kit 720478-B21

NOTE: Flex Slot Platinum power supplies support power efficiency of up to 94% and include a standard C-14 power inlet connector.

HPE 800W Flex Slot Titanium Hot Plug Power Supply Kit 720482-B21

NOTE: Flex Slot Titanium power supplies support power efficiency of up to 96% and include a standard C-14 power inlet connector.

HPE 800W Flex Slot Platinum Hot Plug Power Supply Kit 720479-B21

NOTE: Flex Slot Platinum power supplies support power efficiency of up to 94% and include a standard C-14 power inlet connector.

HPE 800W Flex Slot Universal Hot Plug Power Supply Kit 720484-B21

NOTE: Flex Slot universal power supplies support power efficiency of up to 94% and support both 277VAC/380VDC power inputs.

HPE 800W Flex Slot -48VDC Hot Plug Power Supply Kit 720480-B21

NOTE: Flex Slot -48VDC power supplies support power efficiency of up to 94%.

HPE 1400W Flex Slot Platinum Plus Hot Plug Power Supply Kit 720620-B21

NOTE: Flex Slot Platinum Plus power supplies support power efficiency of up to 94% and include a C-14 power inlet connector that can support HPE Power Discovery Services (blue connector).

NOTE: All power supplies must be of the same input voltage, output rating, and efficiency rating. If non-matching power supplies are installed, you may receive an error message and/or experience operational issues with your server.

NOTE: Mixing different power supplies in the same server may limit or disable some power supply features including support for power redundancy. To ensure access to all available features, all power supplies within the same server should have the same output and efficiency ratings

NOTE: Prior to selecting a power supply option, it is highly recommended that you review your server configuration in the HPE Power Advisor tool to determine the right size power supply for your server configuration. The HPE Power Advisor is located at: <http://www.hp.com/go/hppoweradvisor>.

NOTE: Support for HPE Power Discovery Services is included with the 1400W Flex Slot option. Power specifications and technical content for all HPE Server power supplies can be found at <http://www.hp.com/go/proliant/powersupply>.

NOTE: Maximum of 2 Flex Slot PS per platform.

HPE Computation and Graphics Accelerators

HP DL380 Gen9 Graphics Enablement Kit 719082-B21

NOTE: This GPU enablement kit includes 2 Heatsinks and 8 cables to enable double wide GPUs to be supported.

NOTE: For doublewide GPU support you are required to have at least

Core Options

1x1400W Power Supply (720620-B21), per card for cards over 150W. Cards 150W or under can use 800W Power Supplies; however check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NOTE: There are limitations on the chassis and processor supported when adding Graphics accelerators.

NOTE: Passive cards will require the addition of the High Performance Fan Kit (719079-B21).

NOTE: We support up to 2 Double wide and 3 single wide Graphics cards, limitations apply.

NOTE: This kit supports up to 2 double wide Graphics cards.

NOTE: Double Wide GPUs will occupy slots 2 and 5 and will leave only 2 slots left open.

NOTE: There are limitations on GPU support (1x double wide) with the NVMe bay installed.

NOTE: All GPU support is limited with 1TB max memory support with the exception on NVIDIA P series, AMD and Intel cards.

NOTE: This kit includes PCIe GPU Retention Brackets that need to be installed on the air baffle to support FL cards.

NOTE: Not required for M2000.

HP NVIDIA GRID K1 Quad GPU PCIe Graphics Accelerator

J0G94A

NOTE: This is supported in all chassis.

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: This card will require the addition of the High Performance Fan Kit (719079-B21).

NVIDIA Tesla K40C 12GB Computational Accelerator

753960-B21

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

NOTE: Only supported with E5-2600v3 processors.

HP NVIDIA Tesla K80 Dual GPU PCIe Computational Accelerator

J0G95A

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

Core Options

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: PCIe accelerators are not supported in conjunction with this card.

NOTE: This card will require the addition of the High Performance Fan Kit (719079-B21).

NOTE: Max cooling setting required to support in RSBU.

NOTE: There are limitations operating this card with operative environment temperature limitations: 24SFF chassis to 30°C and 12LFF chassis to 25°C

HP NVIDIA Quadro K2200 Graphics Accelerator

J0G89A

NOTE: This is supported in all chassis.

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NVIDIA Quadro K6000 PCI-E Graphics Adapter

730874-B21

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

HPE NVIDIA Tesla M4 4GB Computational Accelerator

P9U90A

NOTE: Maximum of 3 cards supported per server.

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NOTE: No GPU enablement kit is required for this option.

NOTE: Only supported with E5-2600v4 processors.

Core Options

NVIDIA Tesla M10 Quad GPU Module Q0J62A

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

NOTE: Only supported with E5-2600v4 processors.

HPE NVIDIA Tesla M40 24GB Computational Accelerator P8Y46A

NOTE: Maximum 2 supported with both risers, support for 2 cards requires the 1400W Power Supply (720620-B21) to be selected.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: Only supported with E5-2600v4 processors.

NOTE: There are limitations operating this card with operative environment temperature limitations: 24SFF chassis to 30°C and 12LFF chassis to 25°C

HPE NVIDIA Tesla M60 Reverse Air Flow Dual GPU PCIe Graphics Accelerator M3X67A

NOTE: Maximum 2 supported with both risers, support for 2 cards requires the 1400W Power Supply (720620-B21) to be selected.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: There are limitations operating this card with a 160W processor with operative environment temperature limitations: 8SFF to 35°C, 16 SFF to 25°C and 24SFF/12LFF to 20°C

NOTE: Additional Grid 2.0 Licensing from NVIDIA is required.

HPE NVIDIA Tesla P100 PCIe 16GB Computational Accelerator Q0E21A

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: There are limitations on the chassis and processor supported

Core Options

when adding Graphics accelerators.

NOTE: This card will require the addition of the High Performance Fan Kit (719079-B21).

NOTE: This card is supported on the E5-2600v4 series processors only.

HPE NVIDIA Quadro M2000 Graphics Accelerator

P8Y48A

NOTE: Maximum of 3 cards supported per server.

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: Only supported with E5-2600v4 processors.

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NOTE: No GPU enablement kit is required for this option.

HPE NVIDIA Quadro M4000 Graphics Accelerator

M9X58A

NOTE: Only supported with E5-2600v4 processors.

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

HP NVIDIA Quadro M5000 Graphics Accelerator

M9R60A

NOTE: Only supported with E5-2600v4 processors.

NOTE: This is supported in all chassis.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

HP NVIDIA Quadro M6000 Graphics Accelerator

J0G92A

NOTE: Maximum 2 supported with both risers, support for 2 cards requires the 1400W Power Supply (720620-B21) to be selected.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

Core Options

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: This card only runs at PCIeGen2 speeds.

HPE NVIDIA Quadro M6000 24GB Graphics Accelerator

P8Y47A

NOTE: Maximum 2 supported with both risers, support for 2 cards requires the 1400W Power Supply (720620-B21) to be selected.

NOTE: Double-wide cards require the addition of the High Performance Fan Kit (719079-B21).

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: Only supported with E5-2600v4 processors.

Intel® Xeon® Phi 7120P (16GB/300W) Coprocessor Kit

E2M34A

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: Maximum 2 supported with both risers, support for 2 cards requires the 1400W Power Supply (720620-B21) to be selected.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: This card will require the addition of the High Performance Fan Kit (719079-B21).

NOTE: This is supported in an 8SFF chassis only.

NOTE: Max cooling setting required to support in RSBU.

HP AMD FirePro W7100 Accelerator Kit

J0H10A

NOTE: This is supported in all chassis.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: Up to 3 of these single wide cards are supported.

NOTE: 1x 1400W PS recommended, but this card will work with 1x800W PS (Per GPU). However check the power usage via the HPE Power Advisor Tool located at

<http://www.hp.com/go/hppoweradvisor>.

HP AMD FirePro S9150 Accelerator Kit

J0H11A

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: There are limitations on the chassis and processor supported when adding Graphics accelerators.

NOTE: This card will require the addition of the High Performance Fan

Core Options

Kit (719079-B21).

NOTE: This card is supported on the E5-2600v3 series processors only.

NOTE: 12LFF support is restricted to 30C Server Ambient only.

HPE AMD FirePro S7150x2 Accelerator Kit

M3X68A

NOTE: For doublewide GPU support you are required to have at least 1x1400W Power Supply (720620-B21), per card.

NOTE: The Primary GPU riser (719076-B21) is required to support this in slot1.

NOTE: The secondary GPU riser (719073-B21) is required to support this in slot2 (2nd processor required).

NOTE: There are limitations on the chassis and processor supported when adding Graphics accelerators.

NOTE: This card will require the addition of the High Performance Fan Kit (719079-B21).

NOTE: This card is supported on the E5-2600v4 series processors only.

NOTE: This card only runs at PCIeGen2 speeds.

NOTE: There are limitations operating this card with operative environment temperature limitations: 12LFF chassis to 30°C

HP 150W PCI-E Power Cable Kit

669777-B21

NOTE: This cable is required for the K1, K4200, K5200, M5000 and W7100 cards.

NOTE: Each DL380 Gen9 server will accommodate up to three single-width or two double width PCIe cards for Computational Graphics support. Note that 11.25" is the max length for a card to also allow for cabling. This applies to primary slots 1 & 2 or secondary slots 4 & 5.

NOTE: The NVIDIA Tesla, GRID and Quadro modules are supported only on 64-bit versions of Linux and Windows operating systems as well as on Virtual Machine client operating systems. The supported bare metal operating systems are RHEL6, SLES 11 and Windows Server 2012 R2.

NOTE: There are limitations on fan types, setting, and chassis support by card.

NOTE: Mixing of GPUs is not supported.

NOTE: All NVIDIA, Intel and AMD cards limit configurations to having less than 1TB memory installed.

NOTE: Double Wide GPUs will occupy slots 2 and 5 and will leave only 2 slots left open.

NOTE: There are limitations on GPU support with the NVMe bay installed.

Core Options

HPE Cooling Options

HP DL380 Gen9 High Performance Fan Kit

719079-B21

NOTE: High Performance Fan kit consists of 6 fans, these will need to replace all the standard Fans in the unit, and fill all 6-Fan cages.

NOTE: The 12LFF and 24SFF chassis (including field upgrades to 24SFF) will already include 6 High Performance Fan kits.

NOTE: The High Performance Fan Kit is needed to support certain Passive GPGPU (Graphics cards) configurations; or ASHRAE operating environments.

NOTE: For elevated ambient temperature support please see:

<http://www.hp.com/servers/ASHRAE>.

Additional Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Insight Software	HPE Insight Control	
	HPE Insight Control including 1yr 24x7 Technical Support and Updates 1-server LTU	C6N27A
	HPE Insight Control including 1yr 24x7 TSU E-LTU	C6N28ABE
	HPE Insight Management Media Kit	C6N31A
<p>NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.</p> <p>NOTE: Customer will receive a license entitlement certificate. The license entitlement certificate must be redeemed online or via fax in order to obtain the license activation key(s). Includes one year of 24 x 7 HPE Software Technical Support and Update Service.</p> <p>NOTE: Licenses ship without media. The HPE Insight Control Media Kit can be ordered separately, or can be downloaded at: http://www.hp.com/go/insightupdates.</p> <p>NOTE: For additional license options please see the HPE Insight Control QuickSpecs.</p> <p>NOTE: For additional license options please see the QuickSpecs at: https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04123391</p>		
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle Single Server FIO LTU	C6N36A
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle FIO E-LTU	C6N36ABE

Embedded Management	HPE iLO Advanced	
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates 1-server LTU	512485-B21
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates 1-server LTU	BD505A
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates E-LTU	E6U59ABE
	HPE iLO Advanced including 3yr 24x7 Technical Support and Updates E-LTU	E6U64ABE

Additional Options

HPE Converged Infrastructure Management Software	HPE OneView Advanced (with HPE iLO Advanced)	
	HPE OneView including 3yr 24x7 Support Physical 1-server LTU	E5Y34A
	HPE OneView including 3yr 24x7 Support Flexible Quantity E-LTU	E5Y35AAE
	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	E5Y43A
	HPE OneView Advanced (without HPE iLO Advanced)	
	HPE OneView w/o iLO including 3yr 24x7 Support 1-server LTU	P8B24A
	HPE OneView w/o iLO including 3yr 24x7 Support Flexible Quantity E-LTU	P8B26AAE
	HPE OneView w/o iLO including 3yr 24x7 Support 1-server FIO LTU	P8B31A
	HPE OneView Physical Media Kit LTU	E5Y37A
	HPE Operations Analytics for HPE OneView LTU	K8G29A
	HPE Operations Analytics for HPE OneView E-LTU	K8G29AAE

NOTE: Full licenses of HPE OneView Advanced also provide the right-to-use HPE Insight Control without additional charge.

NOTE: Server provisioning (via 'HPE Insight Control server provisioning') is licensed as part of HPE OneView Advanced and provides multi-server OS and driver provisioning. Media kit #BD883A can be ordered for a physical copy of this software (USB flash drive).

NOTE: Licenses ship without media. The HPE OneView Media Kit can be ordered separately, or can be downloaded at:

<http://www.hp.com/go/oneview>

High Performance Clusters	HPE Cluster Management Utility	
	HPE Insight Cluster Management Utility 1yr 24x7 Flexible LTU	QL803B
	HPE Insight Cluster Management Utility 3yr 24x7 Flexible LTU	BD476A

NOTE: These part numbers can be used to purchase one certificate for multiple licenses and support with a single activation key. Each license is for one node (server). Customer will receive a printed end user license agreement and license entitlement certificate via physical shipment. The license entitlement certificate must be redeemed online in order to obtain a license key. Customer also will receive a support agreement.

HPE Insight Cluster Management Utility Media	BD477A
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NOTE: For additional license kits please see the [HPE Insight Cluster Management Utility QuickSpecs](#).

Additional Options

HPE PCIe Workload Accelerator Options

Light Endurance (LE) PCIe Workload Accelerators

HPE 5.2TB FH/HL Light Endurance (LE) PCIe Workload Accelerator	775672-B21
HPE 2.6TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775670-B21
HPE 1.3TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775668-B21
HPE 1.0TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775666-B21

NVME PCIe Workload Accelerators

HPE 6.4TB Read Intensive-2 FH/HL PCIe Workload Accelerator	831739-B21
HPE 3.2TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831737-B21
HPE 2.0TB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803204-B21
HPE 1.6TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831735-B21
HPE 1.6TB NVMe Write Intensive HH/HL PCIe Workload Accelerator	803197-B21
HPE 1.6TB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803202-B21
HPE 1.3TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831733-B21
HPE 800GB NVMe Write Intensive HH/HL PCIe Workload Accelerator	803195-B21
HPE 800GB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803200-B21

HPE Security

HP 2U Security Bezel Kit	666988-B21
HP Trusted Platform Module 2.0 Kit	745823-B21

NOTE: If the TPM Module (488069-B21) is installed, then there is no support for TPM 2.0.

NOTE: This is supported on both the E5-2600v3 and E5-2600v4 processors.

NOTE: HPE Trusted Platform Module 2.0 Option works with Gen9 servers with UEFI Mode not Legacy Mode. It is not compatible with HPE ProLiant Gen8 servers or earlier generation variants.

NOTE: HPE Gen9 servers purchased earlier may need the latest firmware update to be compatible with the TPM 2.0 Option.

NOTE: HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.

HP Trusted Platform Module Option	488069-B21
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NOTE: The HPE Trusted Platform Module Option (488069-B21) is the TPM 1.2 version. Compatible server platforms include Gen8 and Gen9 servers.

NOTE: HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.

HPE Storage Controllers

SAS Controllers

HPE Flexible Smart Array Controllers

HP Smart Array P440ar/2GB FBWC 12Gb 2-ports Int SAS Controller	726736-B21
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Additional Options

NOTE: Provides support for up to 8 internal SAS/SATA drives without using a PCIe slot.

NOTE: Includes the HPE Smart Storage Battery.

HP Smart Array P440ar/2GB FBWC 12Gb 2-ports Int FIO SAS Controller 749974-B21

NOTE: Provides support for up to 8 internal SAS/SATA drives without using a PCIe slot.

NOTE: Includes the HPE Smart Storage Battery.

NOTE: FIO indicates factory integrated option via CTO.

HPE Smart Array P840ar/2GB FBWC 12Gb 2-port Internal SAS Controller 843199-B21

NOTE: Provides support for up to 16 internal SAS/SATA drives without using a PCIe slot.

NOTE: Includes the HPE Smart Storage Battery.

HPE Smart Array Controllers

HP Smart Array P440/4GB FBWC 12Gb 1-port Int SAS Controller 726821-B21

NOTE: Provides support for up to 8 internal SAS/SATA drives.

HP Smart Array P840/4GB FBWC 12Gb 2-ports Int SAS Controller 726897-B21

HP Smart Array P841/4GB FBWC 12Gb 4-ports Ext SAS Controller 726903-B21

HP Smart Array P441/4GB FBWC 12Gb 2-ports Ext SAS Controller 726825-B21

HP Smart Array P440/4GB FBWC 12Gb 1-port Int FIO SAS Controller 761872-B21

NOTE: Provides support for up to 8 internal SAS/SATA drives.

NOTE: Includes the HPE Smart Storage Battery.

NOTE: FIO indicates factory integrated option via CTO.

HP Smart Array P840/4GB FBWC 12Gb 2-ports Int FIO SAS Controller 761874-B21

NOTE: Includes the HPE Smart Storage Battery.

NOTE: When ordering controllers, please reference the HPE Cable Options below for the required cable.

NOTE: FIO indicates factory integrated option via CTO.

HPE Smart Host Bus Adapters

HP H241 12Gb 2-ports Ext Smart Host Bus Adapter 726911-B21

HP H240 12Gb 2-ports Int Smart Host Bus Adapter 726907-B21

HP H240ar 12Gb 2-ports Int Smart Host Bus Adapter 726757-B21

NOTE: Provides support for up to 8 internal SAS/SATA drives without using a PCIe slot.

HP H240ar 12Gb 2-ports Int FIO Smart Host Bus Adapter 749976-B21

NOTE: Provides support for up to 8 internal SAS/SATA drives without using a PCIe slot.

NOTE: FIO indicates factory integrated option via CTO.

HPE Cable Options

HP DL380 Gen9 12LFF Rear 2SFF or 3LFF P840/440 SAS Cable Kit 783007-B21

NOTE: 12LFF port 3 to 2SFF or 3LFF to P440/840 PCIe.

HP DL380 Gen9 2SFF Front SAS x4 Cable Kit 783008-B21

Additional Options

NOTE: For front mount 2SFF to H240/P440ar, H240 or embedded B140i SATA.

HP DL380 Gen9 8SFF SAS Cable Kit 783009-B21

NOTE: 8/16/24 SFF to P840/440 bay 3.

HP DL380 Gen9 2SFF x8 Front Cable Kit 785989-B21

NOTE: For front/rear mount 2SFF to P440/840 PCIe).

HP DL380 Gen9 12LFF SAS Cable Kit 785991-B21

NOTE: For 12LFF to P440/840 PCIe cables- ports 1/2/3.

HP DL380 Gen9 8SFF H240 Cable Kit 786092-B21

NOTE: 8/16/24SFF to 240/440ar, H240 PCIe or embedded B140i SATA.

HP DL380 Gen9 12LFF Smart HBA H240 SAS Cable Kit 786215-B21

NOTE: For 12LFF ports 1&2 to H240/P440ar, H240 or embedded B140i SATA.

NOTE: For details on cabling options, additional information available here: [Cabling Matrix](#).

Optional Software

HPE SmartCache No Media 24x7 Technical Support 1-server LTU D7S26A

HPE SmartCache No Media 24x7 Technical Support Flexible LTU D7S27A

HPE SmartCache No Media 24x7 Technical Support E-LTU D7S27AAE

NOTE: HPE SmartCache is supported when one of the supported Smart Array Controllers is installed in the server.

NOTE: HPE SmartCache comes standard (no licensing is required) if the HPE Smart Array P840 Controller is installed in the server.

Optional Upgrades

HP 96W Smart Storage Battery with 145mm Cable for DL/ML/SL Servers 727258-B21

NOTE: Provides backup power for multiple HPE Smart Array controllers or other devices (up to 16).

NOTE: Ships as standard with some HPE Flexible Smart Array Controllers.

Additional Options

HPE Tape Backup

NOTE: For the complete range of tape drives, autoloaders, libraries and media see: <http://www.hp.com/go/tape>. For hardware and software compatibility of Hewlett Packard Enterprise tape backup products <http://www.hpe.com/storage/BURACompatibility>.

Tape Drives

HPE StoreEver LTO-7 Ultrium 15000 External Tape Drive	BB874A
HPE StoreEver LTO-6 Ultrium 6650 SAS External Tape Drive	EH964A
HPE StoreEver 1/8 G2 LTO-6 Ultrium 6250 Fibre Channel Tape Autoloader	C0H19A
HPE StoreEver LTO-6 Ultrium 6250 Tape Drive in a 1U Rack Mount Kit	C0L99A
HPE StoreEver LTO-6 Ultrium 6250 External Tape Drive	EH970A
HPE StoreEver LTO-5 Ultrium 3000 SAS Tape Drive in a 1U Rack Mount Kit	EJ014B
HPE StoreEver LTO-5 Ultrium 3000 SAS External Tape Drive	EH958B
HPE StoreEver LTO-5 Ultrium 3280 SAS External Tape Drive	EH900B
HPE StoreEver LTO-4 Ultrium 1760 SAS (1) in a 1U Rack Mount Kit	EH946C
HPE StoreEver LTO-4 Ultrium 1760 SAS External Tape Drive	EH920B
HPE StoreEver LTO-3 Ultrium 920 SAS External Tape Drive	EH848B
HPE StoreEver 1U SAS Rack Mount Kit	AE459B

HPE Tape Storage Systems

HPE StoreEver MSL6480

HPE StoreEver MSL6480 Scaleable Expansion Module	QU626A
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NOTE: Please see the [HPE StoreEver MSL6480 Tape Library QuickSpecs](#) for Technical Specifications and additional information).

HPE StoreEver MSL6480 Scalable Base Module	QU625A
HPE StoreEver MSL2024 0-drive Tape Library	AK379A
HPE StoreEver MSL4048 0-drive Tape Library	AK381A

Additional Options

HPE Disk Backup	HPE RDX Removable Disk Backup System	
	HPE RDX+ 3TB USB 3.0 External Disk Backup System	P9L72A
	HPE RDX 3TB USB 3.0 Internal Disk Backup System	P9L71A
	HP RDX 2TB USB3.0 External Disk Backup System	E7X53B
	HP RDX+ 1TB External Backup System	B7B69B
	HP RDX+ 500GB External Backup System	B7B66B
	HPE RDX+ External Docking System	C8S07B
	HPE D3700 Enclosure	QW967A
HPE D3600 Enclosure	QW968A	

NOTE: For the complete range of RDX drives and media see: <http://www.hp.com/go/rdx>. For hardware and software compatibility of Hewlett Packard Enterprise disk backup products see: <http://www.hp.com/storage/SPOCK>.

HPE Storage Options

NOTE: For the complete listing of Fibre Channel Host Bus Adapters for Windows 2000, Windows Server 2003 and Linux, please see: <http://h18006.www1.hp.com/storage/saninfrastructure/hba.html>.

Emulex Fibre Channel HBAs

HPE 81E 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AJ762B
HPE 82E 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ763B
HPE StoreFabric 84E 4-port 8Gb Fibre Channel Host Bus Adapter	E7Y63A
HPE StoreFabric SN1100E 16Gb Single Port Fibre Channel Host Bus Adapter	C8R38A
HPE StoreFabric SN1100E 16Gb Dual Port Fibre Channel Host Bus Adapter	C8R39A
HPE StoreFabric SN1100E 4-port 16Gb Fibre Channel Host Bus Adapter	P9D99A

QLogic Fibre Channel HBAs

HPE 81Q 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AK344A
HPE 82Q 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ764A
HPE StoreFabric 84Q 4-port 8Gb Fibre Channel Host Bus Adapter	P9D91A
HPE StoreFabric SN1000Q 16GB 1-port PCIe Fibre Channel Host Bus Adapter	QW971A
HPE StoreFabric SN1100Q 16Gb Single Port Fibre Channel Host Bus Adapter	P9D93A
HPE StoreFabric SN1000Q 16GB 2-port PCIe Fibre Channel Host Bus Adapter	QW972A
HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	P9D94A
HPE StoreFabric SN1200E 16Gb Single Port Fibre Channel Host Bus Adapter	Q0L13A

Additional Options

HPE StoreFabric SN1200E 16Gb Dual Port Fibre Channel Host Bus Adapter	Q0L14A
HPE StoreFabric SN1600E 32Gb Single Port Fibre Channel Host Bus Adapter	Q0L11A
HPE StoreFabric SN1600E 32Gb Dual Port Fibre Channel Host Bus Adapter	Q0L12A
HPE StoreFabric SN1600Q 32Gb Single Port Fibre Channel Host Bus Adapter	P9M75A
HPE StoreFabric SN1600Q 32Gb Dual Port Fibre Channel Host Bus Adapter	P9M76A
Converged Network Adapter	
HPE StoreFabric CN1100R Dual Port Converged Network Adapter	QW990A
HPE StoreFabric CN1100R 10GBASE-T Dual Port Converged Network Adapter	N3U52A
HPE StoreFabric CN1200E 10Gb Converged Network Adapter	E7Y06A
HPE StoreFabric CN1200E 10GBASE-T Dual Port Converged Network Adapter	N3U51A

HPE Disk Storage Systems

Disk Enclosures

HP D6000 Dual I/O Module Disk Enclosure	QQ695A
HP D6000 w/35 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 140TB Bundle	E7W30A
HP D6000 w/70 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 280TB Bundle	E7W31A
HP D6000 w/35 2TB 6G SAS 7.2K LFF Dual port MDL HDD 70TB Bundle	QQ697A
HP D6000 w/70 2TB 6G SAS 7.2K LFF Dual port MDL HDD 140TB Bundle	QQ698A
HP D6000 w/35 3TB 6G SAS 7.2K LFF Dual port MDL HDD 105TB Bundle	QQ699A
HP D6000 w/70 3TB 6G SAS 7.2K LFF Dual port MDL HDD 210TB Bundle	QQ700A
HPE D6000 w/70 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 560TB Bundle	M0T59A
HPE D6000 w/35 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 280TB Bundle	M0T58A

Additional Options

HPE Data Center HPE Advanced Series Racks

Racks	HPE 48U 600mm x 1075mm Advanced Pallet Rack	H6J87A
	HPE 48U 600mm x 1075mm Advanced Shock Rack	H6J88A
	HPE 42U 600mm x 1075mm Advanced Pallet Rack	H6J65A
	HPE 42U 600mm x 1075mm Advanced Shock Rack	H6J66A
	HPE 42U 600mm x 1200mm Advanced Pallet Rack	H6J67A
	HPE 42U 600mm x 1200mm Advanced Shock Rack	H6J68A
	HPE 36U 600mm x 1075mm Advanced Pallet Rack	H6J77A
	HPE 36U 600mm x 1075mm Advanced Shock Rack	H6J78A
	HPE 22U 600mm x 1075mm Advanced Pallet Rack	H6J83A
	HPE 22U 600mm x 1075mm Advanced Shock Rack	H6J84A
	HPE 14U 600mm x 1075mm Advanced Shock Rack	H6J82A

NOTE: Please see the [HPE Advanced Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Enterprise Series Racks

HP 47U 600mm x 1075mm Enterprise Pallet Rack	BW911A
HP 47U 600mm x 1075mm Enterprise Shock Rack	BW912A
HP 47U 600mm x 1200mm Enterprise Pallet Rack	BW913A
HP 47U 600mm x 1200mm Enterprise Shock Rack	BW914A
HPE 42U 600mm x 1075mm Enterprise Pallet Rack	BW903A
HP 42U 600mm x 1075mm Enterprise Shock Rack	BW904A
HP 42U 600mm x 1200mm Enterprise Pallet Rack	BW907A
HP 42U 600mm x 1200mm Enterprise Shock Rack	BW908A
HP 36U 600mm x 1075mm Enterprise Pallet Rack	BW895A
HP 36U 600mm x 1075mm Enterprise Shock Rack	BW896A
HP 42U 800mm x 1075mm Enterprise Pallet Rack	BW917A
HP 42U 800mm x 1075mm Enterprise Shock Rack	BW918A

NOTE: Please see the [HPE Enterprise Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Value Series Rack

HP 42U 600mm x 1075mm Standard Pallet Rack	AF046A
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NOTE: Please see the [HPE Standard Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Power Distribution Units (PDUs)

HPE Basic Power Distribution Units (PDU)

HPE Basic 1.9kVA/L5-20P 16A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	H5M54A
HPE Basic 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	H5M56A

Additional Options

HPE Basic 2.8kVA/L5-30P 24A/120V Outlets (18) 5-20R/Vertical NA/JP PDU	H5M55A
HPE Basic 4.9kVA/60320 C20 Detachable 16A/230V Outlets (20) C13/Vertical WW PDU	H5M57A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (20) C13/Vertical NA/JP PDU	H5M58A
HPE Basic 7.3kVA/60309 5-wire 32A/230V Outlets (20) C13/Vertical INTL PDU	H5M68A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13/Vertical NA/JP PDU	H5M61A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M59A
HPE Basic 7.3kVA/60309 3-wire 32A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M70A
HPE Basic 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (6) C19/Vertical NA PDU	H5M60A
HPE Basic 11kVA/60309 63A 3-wire 48A/230V Outlets (30) C13 (6) C19/Vertical INTL PDU	H5M71A
HPE Basic 9.2kVA/50A Terminal Block 40A/230V Outlets (30) C13 (6) C19/Vertical WW PDU	H5M75A
HPE Basic 3Ph 5.7kVA/ L21-20P 16A/120-208V Outlets (24) C13 (3) 5-20R/Vertical NA/JP PDU	H5M63A
HPE Basic 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (24) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	H5M64A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M62A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M72A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (36) C13 (6) C19/Vertical INTL PDU	H5M73A
HPE Basic 3Ph 11kVA/60309 16A/240V Outlets (36) C13 (6) C19/Vertical NA PDU	H5M67A
HPE Basic Modular 2.8kVA/L5-30P 24A/120V Outlets (4) C19/Horizontal NA/JP PDU	252663-D71
HPE Basic Modular 4.9kVA/L6-30P 24A/208V Outlets (4) C19/Horizontal NA/JP Core Only PDU	252663-D74
HPE Basic Modular 8.3kVA/CS8265C 40A/208V Outlets (4) C19/Horizontal NA/JP PDU	252663-D75
HPE Basic Modular 7.3kVA/60309 3-wire 32A/230V Outlets (4) C19/Horizontal INTL Core Only PDU	252663-B33
HPE Basic Modular 9.2kVA/60309 63A 3-wire 40A/230V Outlets (4) C19/Horizontal INTL PDU	252663-B34
HPE Basic Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF512A
HPE Basic Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF513A

Additional Options

HPE Basic Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF519A
HPE Basic Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF511A
HPE Basic Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF518A
HP 800VA - 277V Input / 230V Output NA Rack Mount Transformer	H3X09A

NOTE: Please see the [HPE Basic Power Distribution Units \(PDU\) QuickSpecs](#)

for information on additional options and product specifications.

HPE Metered Power Distribution Units (PDU)

HPE Metered 2.8kVA/L5-30P 24A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	D9N43A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	D9N46A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Horizontal NA/JP PDU	D9N44A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (16) C13/Vertical WW PDU	D9N45A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Vertical NA/JP PDU	G9Z05A
HPE Metered 7.3kVA/60309 3-wire 32A/230V Outlets (12) C13/Vertical INTL PDU	G9Z06A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	D9N47A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	D9N48A
HPE Metered 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (3) C19/Vertical NA/JP PDU	D9N51A
HPE Metered 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (18) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	D9N53A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (18) C13 (3) C19/Vertical INTL PDU	D9N55A
HPE Metered 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (3) C19/Vertical NA PDU	D9N49A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlet (32) C13 (4) C19/Vertical INTL PDU	D9N50A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (30) C13 (3) C19/Vertical INTL PDU	D9N57A
HPE Metered 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N58A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (30) C13 (3) C19/Vertical NA/JP PDU	D9N61A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N62A

Additional Options

HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (24) C13 (3) C19/Vertical NA/JP PDU	D9N54A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N59A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	G9Z07A
HPE Metered 3Ph 19.9kVA/L22-30P 24A/277V Outlets (30) RF-203P-HP/Vertical NA PDU	D9N63A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlet (30) C13 (3) C19/Vertical INTL PDU	D9N56A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	D9N60A
HPE Metered 3Ph 22kVA/60309 5-wire WT 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	G9Z08A
HP Environmental Sensor for Remote Monitored and Managed PDUs	E2D53A

NOTE: Please see the [HPE Metered Power Distribution Units \(PDU\) QuickSpecs](#)

for information on additional options and product specifications.

HPE Intelligent Power Distribution Unit (PDU)

HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF520A
HPE Intelligent Modular 8.3kVA/CS8265C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF521A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF522A
HPE Intelligent Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V (6) C19/Horizontal NA/JP PDU	AF523A
HPE Intelligent Modular 3Ph 17.3kVA/60309 30A 5-wire 24A/240V (6) C19/Horizontal NA/JP PDU	AF901A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF525A
HPE Intelligent Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF526A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF527A
HPE Intelligent Modular 3Ph 17.3kVA/IEC 60309 60A 4-wire 48A/208V (12) C19/Horizontal NA/JP PDU	AF535A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C19/Horizontal INTL PDU	AF538A
HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF531A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF532A
HPE Intelligent Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF533A

Additional Options

HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU Kit	AF534A
HP 5xC13 Intelligent PDU Extension Bar G2 Kit	AF547A
HP 5xC13 Outlets Power and UID LEDs Pair Standard Extension Bar	AF528A

NOTE: Please see the [HPE Intelligent Power Distribution Unit \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered and Switched Power Distribution Units (PDU)

HPE Metered Switched 2.8kVA/L5-30P 24A/120V Outlets (24) 5-20R /Vertical NA/JP PDU	H8B48A
HPE Metered Switched 3.6kVA/60320 C20 Detachable 16A/230V Outlets (7) C13 (1) C19/Vertical WW PDU	H8B49A
HPE Metered Switched 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	H8B50A
HPE Metered Switched 7.3kVA/60309 3-wire 32A/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	H8B51A
HPE Metered Switched 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (6) C19/Vertical NA/JP PDU	H8B52A
HPE Metered Switched 3Ph 8.6kVA/L21-30P 24A/208V Outlets (20)C13 (3)C19 (1)5-20R/Vertical NA/JP PDU	H8B53A
HPE Metered Switched 3Ph 11kVA/60309 5-wire 16A/230V Outlets (21) C13 (3) C19/Vertical INTL PDU	H8B54A
HPE Metered Switched 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B55A
HPE Metered Switched 3Ph 17.3kVA/60309 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B56A

NOTE: Please see the [HPE Metered and Switched Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE Rack Mount HPE Location Discovery Services

Consoles, KVM Switches, and Keyboards

HPE 36U Location Discovery Kit	BW945A
HPE 42U Location Discovery Kit	BW946A
HPE 47U Location Discovery Kit	BW947A
HP DL380 Gen9 Location Discovery Services Ear Kit	768884-B21
HPE Location Discovery Services LCD8500 Kit	TL052A

NOTE: Please see the [HPE Location Discovery Services QuickSpecs](#) for information on additional options and product specifications.

HPE Rack Mount Consoles

HP LCD8500 1U US Rackmount Console Kit	AF630A
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Additional Options

HP LCD8500 1U UK Rackmount Console Kit	AF631A
HP LCD8500 1U DE Rackmount Console Kit	AF632A
HP LCD8500 1U FR Rackmount Console Kit	AF633A
HP LCD8500 1U JP Rackmount Console Kit	AF642A
HP LCD8500 1U RU Rackmount Console Kit	AF643A
HP LCD8500 1U INTL Rackmount Console Kit	AF644A
HP LCD8500 1U US TAA Rackmount Console Kit	AF645A

HPE KVM Switches

HP 0x1x8 G3 KVM Console Switch	AF651A
HP 0x2x16 G3 KVM Console Switch	AF652A
HP TAA 0x2x16 G3 KVM Console Switch	AF653A
HP USB Remote Access Key for G3 KVM Console Switches	AF650A
HP KVM Console USB Interface Adapter	AF628A
HP 0x2x16 KVM Server Console Switch G2 with Virtual Media CAC Software	AF618A
HP 0x2x32 KVM Server Console Switch G2 with Virtual Media CAC Software	AF619A
HP KVM Console USB 2.0 Virtual Media CAC Interface Adapter	AF629A
HP 1x4 USB/PS2 KVM Console Switch	AF611A
HP 1x1Ex8 KVM IP Console Switch G2 with Virtual Media CAC Software	AF620A
HP 2x1Ex16 KVM IP Console Switch G2 with Virtual Media CAC Software	AF621A
HP 4x1Ex32 KVM IP Console Switch G2 with Virtual Media CAC Software	AF622A

NOTE: To learn more, please visit the [HPE KVM Switches web page](#).

HPE USB Keyboard and Mouse

HP USB BFR with PVC Free US Keyboard/Mouse Kit	631341-B21
HP USB BFR with PVC Free UK Keyboard/Mouse Kit	631344-B21
HP USB BFR with PVC Free FR Keyboard/Mouse Kit	631346-B21
HP USB BFR with PVC Free ES Keyboard/Mouse Kit	631348-B21
HP USB BFR with PVC Free DE Keyboard/Mouse Kit	631358-B21
HP USB BFR with PVC Free JP Keyboard/Mouse Kit	631360-B21
HP USB BFR with PVC Free IT Keyboard/Mouse Kit	631362-B21
HP USB BFR with PVC Free CN Keyboard/Mouse Kit	631364-B21
HP USB BFR with PVC Free AE Keyboard/Mouse Kit	638212-B21
HP USB BFR with PVC Free RU Keyboard/Mouse Kit	638214-B21
HP USB BFR with PVC Free IN Keyboard/Mouse Kit	672097-D63
HP USB BFR with PVC Free AP-Intl Keyboard/Mouse Kit	672097-373
HP USB BFR with PVC Free Intl Keyboard/Mouse Kit	672097-B33
HP USB BFR with PVC Free PT Keyboard/Mouse Kit	672097-133
HP USB BFR with PVC Free TR Keyboard/Mouse Kit	672097-143
HP USB BFR with PVC Free CZ Keyboard/Mouse Kit	672097-223

Additional Options

HP USB BFR with PVC Free FI Keyboard/Mouse Kit	672097-353
HP USB BFR with PVC Free SE Keyboard/Mouse Kit	672097-103
HP USB BFR with PVC Free CH Keyboard/Mouse Kit	672097-113
HP USB BFR with PVC Free KR Keyboard/Mouse Kit	672097-KD3

Rail Kits

NOTE: Gen9 rail kits have changed significantly from prior generation rail kits. Please take a moment to review the installation documentation that comes with the server to help you with the installation of your Gen9 server.

NOTE: Rail kits are optional for DL380 Gen9 and are no longer included standard with the server. Customers have the option to purchase their server without a rail kit.

NOTE: Ball bearing and Easy Install rail kits contain telescoping rails which allow for in-rack serviceability.

NOTE: To assist in the installation of the server into the rack an optional installation tool is available by contacting your local services representative (p/n 695539-001).

CAUTION: Hewlett Packard Enterprise recommends that a minimum of two people are required for all Rack Server installations. Please refer to your installation instructions for proper tools and number of people to use for any installation.

HP 2U Small Form Factor Easy Install Rail Kit	733660-B21
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NOTE: Does not include CMA (733664-B21).

HP 2U Large Form Factor Easy Install Rail Kit	733662-B21
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NOTE: Does not include CMA (733664-B21).

HP 2U Cable Management Arm for Easy Install Rail Kit	733664-B21
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HP 2U Small Form Factor Ball Bearing Rail Kit	720863-B21
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NOTE: Does not include CMA (720865-B21).

HP 2U Large Form Factor Ball Bearing Rail Kit	720864-B21
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NOTE: Does not include CMA (720865-B21).

HP 2U Cable Management Arm for Ball Bearing Rail Kit	720865-B21
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HPE Other Options

HPE Rack LED Light Kit	BW939A
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HP Kit LCD 1.83m Latch Display Port Cable	G7T29A
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HPE Uninterruptible HPE DirectFlow Three Phase UPS

Power Systems (UPS)

Power Unit (1U UPS)

HPE R12000 DirectFlow - 1U Rackmount Uninterruptible Power System	G9Y75A
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HPE R12000 DirectFlow - POD 1U Rackmount Uninterruptible Power System	AF478A
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HPE RP12000/3 12000VA Three Phase INTL 6U Rackmount Uninterruptible Power System	AF437A
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Input/Output Module Options for 1U UPS

HPE 32A 400-415 Volt Three Phase INTL R12000 DirectFlow UPS IEC309 Input/Output Module	AF488A
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Additional Options

HPE 30A 400-415 Volt Three Phase NA R10000 DirectFlow UPS IEC309 Input/Output Module	AF489A
HPE 32A 380 Volt Three Phase China R12000 DirectFlow UPS Unterminated Input/Output Module	AF490A
HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS L22-30 Input/Output Module	AF491A
HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module	AF492A
HPE 30A 400-415 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module	G9Y76A
HPE DirectFlow UPS Management Card	AF493A
Power Unit (2U UPS)	
HPE R18000 DirectFlow - 2U Rackmount Uninterruptible Power System	AF479A
Input/Output Module Options for 2U UPS	
HPE 32A 400-415 Volt Three Phase INTL R18000 DirectFlow UPS IEC309 Input/Output Module	AF483A
HPE 30A 380 Volt Three Phase China R18000 DirectFlow UPS Unterminated Input/Output Module	AF485A
HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	AF486A
HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	AF487A
HPE 30A 400 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	D9Q02A
HPE 30A 400-415V Three Phase NA R18000 DirectFlow UPS 1:1 IEC309 Input/Output Module	AF484A
NOTE: All Input/Output Modules support dual output outlets except the AF484A.	
Battery Pack Options	
HPE DirectFlow UPS - 1U Rackmount Lithium-ion Battery Pack	AF480A
HPE DirectFlow UPS - 3U Rackmount VRLA Battery Pack	AF482A
HPE WW DirectFlow Secondary Battery Cable	AF497A
NOTE: Please see the HPE DirectFlow Three Phase Uninterruptible Power System QuickSpecs for information on additional options and product specifications.	
HPE Tower UPS	
HPE T750 G4 UPS Models	
HPE T750 G4 NA/JP Uninterruptible Power System	J2P85A
HPE T750 G4 INTL Uninterruptible Power System	J2P88A
HPE T1000 G4 UPS Models	
HPE T1000 G4 NA/JP Uninterruptible Power System	J2P86A
HPE T1000 G4 INTL Uninterruptible Power System	J2P89A
HPE T1500 G4 UPS Models	

Additional Options

HPE T1500 G4 NA/JP Uninterruptible Power System	J2P87A
HPE T1500 G4 INTL Uninterruptible Power System	J2P90A

HPE Rack-mountable UPS

HPE R/T2200 G4 UPS Models

HPE R/T2200 G4 NA/JP Uninterruptible Power System	J2R00A
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HPE R/T3000 G4 UPS Models

HPE R/T3000 G4 Low Voltage NA/JP Uninterruptible Power System	J2R01A
HPE R/T3000 G4 High Voltage NA/JP Uninterruptible Power System	J2R02A
HPE R/T3000 G4 High Voltage INTL Uninterruptible Power System	J2R04A

R1500 G4 Models

HPE R1500 G4 NA Uninterruptible Power System	J2Q99A
HPE R1500 G4 JP/TWN Uninterruptible Power System	J2R05A
HPE R1500 G4 INTL Uninterruptible Power System	J2R03A

R7000 Uninterruptible Power System (UPS)

HPE R7000 4U 50A High Voltage NA/JP Uninterruptible Power System	AF462A
HPE R7000 4U IEC-32A High Voltage INTL Uninterruptible Power System	AF463A

R5000 Uninterruptible Power System (UPS)

HPE R5000 3U L630 High Voltage NA/JP Uninterruptible Power System	AF460A
HPE R5000 3U IEC309-32A High Voltage INTL Uninterruptible Power System	AF461A

NOTE: Please see the [HPE Line Interactive Single Phase UPS QuickSpecs](#) for information on additional options and product specifications.

HPE UPS Options

HPE R/T2200 G4 Extended Runtime Module	J2R09A
HPE R/T3000 G4 Extended Runtime Module	J2R10A
HPE 2U Rack/Tower UPS Shipping Kit	L4Q11A

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE USB and SD HPE Enterprise Mainstream Flash Media Kits for Memory Cards

Options

HPE 32GB microSD Mainstream Flash Media Kit	700139-B21
HPE 8GB microSD Enterprise Mainstream Flash Media Kit	726116-B21
HP 8GB USB Enterprise Mainstream Flash Media Drive Key Kit	737953-B21
HP Dual 8GB microSD Enterprise Midline USB Kit	741279-B21

Additional Options

HPE Support Services

Installation & Start-up Services

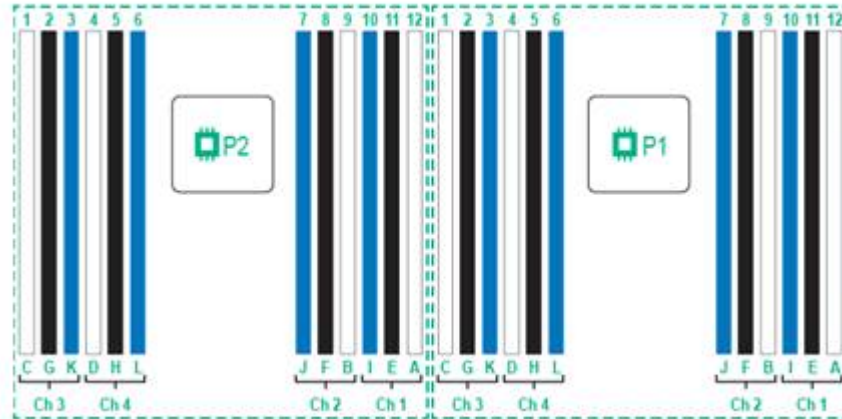
HPE Install ProLiant DL38x(p) Service	U4554E
HPE Installation and Startup DL38x(p) Service	U4555E

Proactive Care

HPE 3 year Proactive Care 24x7 DL380 Gen9 w/IC Service	U5HW1E
HPE 3 year Proactive Care 24x7 with DMR DL380 Gen9 w/IC Service	U5HW2E
HPE 3 year Proactive Care 24x7 with CDMR DL380 Gen9 w/IC Service	U5HW3E
HPE 3 year Proactive Care Call to Repair DL380 Gen9 w/IC Service	U5HX0E
HPE 3 year Proactive Care Call to Repair 24x7 with DMR DL380 Gen9 w/IC Service	U5HX1E
HPE 3 year Proactive Care Call to Repair with CDMR DL380 Gen9 w/IC Service	U5HX2E
HPE 3 year Proactive Care 24x7 DL380 Gen9 Service	U7AE8E
HPE 3 year Proactive Care 24x7 with DMR DL380 Gen9 Service	U7AE9E
HPE 3 year Proactive Care 24x7 with CDMR DL380 Gen9 Service	U7AF0E
HPE 3 year Proactive Care Call to Repair DL380 Gen9 Service	U7AF4E
HPE 3 year Proactive Care Call to Repair 24x7 with DMR DL380 Gen9 Service	U7AF5E
HPE 3 year Proactive Care Call to Repair with CDMR DL380 Gen9 Service	U7AF6E

Memory

Memory Population guidelines



	1st slot of channel				2nd slot of channel				3rd slot of channel			
	A	B	C	D	E	F	G	H	I	J	K	L
Number of DIMMs to install	4				8				12			

General Memory Population Rules and Guidelines:

- . White DIMM slots denote the first slot of a channel. For 1 DPC (DIMM per channel) populate white slots only.
- . A minimum of one DIMM is required per server.
- . Install DIMMs only if the corresponding processor is installed.
- . If only one processor is installed in a two processor system, only half of the DIMM slots are available.
- . To maximize performance, it is recommended to balance the total memory capacity between all installed processors and to load the channels similarly whenever possible.
- . When two processors are installed, balance the DIMMs across the two processors.
- . Populate DIMMs from heaviest load (quad-rank) to lightest load (single-rank) within a channel. Heaviest load (DIMM with most ranks) within a channel goes furthest from the processor.
- . Do not mix RDIMMs or LRDIMMs.
- . LRDIMMs are supported up to 3 DIMMs per channel.
- . DIMMs of different speeds may be mixed in any order; the server will select a common optimal speed.
- . The maximum memory speed is a function of the memory type, memory configuration, and processor model.
- . The maximum memory capacity is a function of the memory type and number of installed processors.
- . HPE memory from previous generation servers is not compatible with the DL380 Gen9 Server. Certain HPE SmartMemory features such as memory authentication and enhanced performance may not be supported.

Memory

- To realize the performance memory capabilities listed in this document, HPE SmartMemory is required. For additional information, please see the HPE SmartMemory QuickSpecs at: <https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04111535>.
- For memory population rules and additional memory guidelines, please see the DL380 Gen9 user guide at <http://www.hp.com/support>.
- There are four (4) Memory channels per processor; eight (8) channels per 2 processor server.
- There are three (3) DIMM slots for each memory channel; twenty four (24) total slots for 2 processor server.
- Memory channels 1 and 3 consists of the three (3) DIMMs that are furthest from the processor.
- Memory channel 2 and 4 consists of the three (3) DIMMs that are closest to the processor.

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E5-2600v3 Series Processor Family

Memory Bandwidth and Capacity								
[DIMM Type]	Registered DIMMs (RDIMMs)					Load Reduced (LRDIMMs)		
HPE SKU P/N	726717-B21	726718-B21	759934-B21	726719-B21	728629-B21	726720-B21	726722-B21	726724-B21
DIMM Rank	Single Rank	Single Rank	Dual Rank	Dual Rank	Dual Rank	Dual Rank	Quad Rank	Quad Rank
DIMM Capacity	4GB	8GB	8GB	16GB	32GB	16GB	32GB	64GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DRAM Depth [bit]	512M	1G	512M	1G	1G	2G	2G	2G
DRAM Width [bit]	x8	x4	x8	x4	x4	x4	x4	x4
DRAM Density	4Gb	4Gb	4Gb	4Gb	4Gb	8Gb	8Gb	8Gb
CAS Latency	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15	15-15-15
DIMM Native Speed (MT/s)	2133	2133	2133	2133	2133	2133	2133	2133
SLOTS THAT CAN BE POPULATED								
24 slot servers	24	24	24	24	24	24	24	24
MAXIMUM CAPACITY (GB)								
	96	192	192	384	768	384	768	1536

Memory

POPULATED DIMM SPEED (MT/s)								
1 DIMM Per Channel	2133	2133	2133	2133	2133	2133	2133	2133
2 DIMM Per Channel	2133	2133	2133	2133	2133	2133	2133	2133
3 DIMM Per Channel	1600	1600	1600	1600	1600	1866	1866	1866

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E5-2600v4 Series Processor Family

Memory Bandwidth and Capacity								
[DIMM Type]	Registered DIMMs (RDIMMs)				Load Reduced (LRDIMMs)			
HPE SKU P/N	805347-B21	805349-B21	836220-B21	805351-B21	805353-B21	805358-B21	809208-B21	
DIMM Rank	Single Rank	Single Rank	Dual Rank	Dual Rank	Dual Rank	Quad Rank	Octal Rank	
DIMM Capacity	8GB	16GB	16GB	32GB	32GB	64GB	128GB	
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DRAM Depth [bit]	1G	2G	1G	2G	2G	2G	2G	
DRAM Width [bit]	x8	x4	x4	x4	x4	x4	x4	
DRAM Density	8Gb	8Gb	4Gb	8Gb	8Gb	8Gb	8Gb	
CAS Latency	17-17-17	17-17-17	17-17-17	17-17-17	17-17-17	17-17-17	20-18-18	
DIMM Native Speed (MT/s)	2400	2400	2400	2400	2400	2400	2400	
SLOTS THAT CAN BE POPULATED								
24 slot servers	24	24	24	24	24	24	24	
MAXIMUM CAPACITY (GB)								
	192	384	384	768	768	1536	3072	
POPULATED DIMM SPEED (MT/s)								
1 DIMM Per Channel	2400	2400	2400	2400	2400	2400	2400	
2 DIMM Per Channel	2133	2133	2400	2400	2400	2400	2400	
3 DIMM Per Channel	1866	1866	1866	1866	2400	2400	2400	

NOTE: Mixing the 128GB LRDIMM with other capacities is not supported.

Memory

Memory Speed by Processor Model	Processor Models	Supported Memory Speeds
	E5-2609v3, E5-2603v3	1600MT/s
	E5-2630Lv3, E5-2640v3, E5-2630v3, E5-2623v3, E5-2620v3	1866MT/s
	E5-2637v3, E5-2687Wv3, E5-2699v3, E5-2698v3, E5-2697v3, E5-2695v3, E5-2690v3, E5-2683v3, E5-2680v3, E5-2670v3, E5-2660v3, E5-2650Lv3, E5-2650v3, E5-2667v3, E5-2643v3	2133MT/s
	E5-2609v4, E5-2603v4	1866MT/s
	E5-2630Lv4, E5-2623v4, E5-2620v4, E5-2640v4, E5-2630v4	2133MT/s
	E5-2650Lv4, E5-2643v4, E5-2637v4, E5-2687Wv4, E5-2699v4, E5-2698v4, E5-2697v4, E5-2697Av4, E5-2695v4, E5-2690v4, E5-2683v4, E5-2680v4, E5-2660v4, E5-2650v4, E5-2667v4, E5-2699Av4	2400MT/s

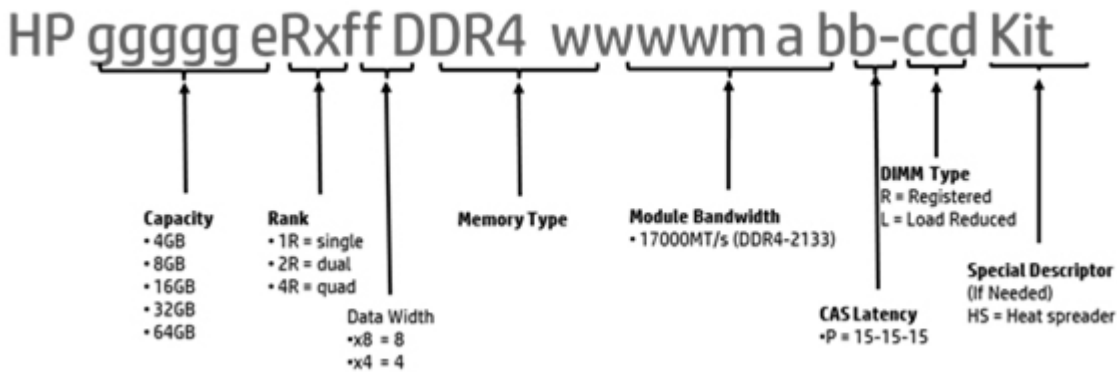
Standard and Maximum Memory Capacity (Pre-configured Models)	Pre Configured Models	Standard Memory	Maximum Memory Plus Optional Memory	Standard Memory Replaced with Optional Memory
	E5-2690v3, E5-2650v3	32GB (2x16GB)	736GB (22x32GB, 2x16GB)	1536GB (24x64GB)
	E5-2660v4	64GB (4x16GB)	704GB (20x32GB, 4x16GB)	3072GB (24x128GB)
	E5-2650v4	32GB (2x16GB)	736GB (22x32GB, 2x16GB)	3072GB (24x128GB)
	E5-2630v4, E5-2620v4	16GB (1x16GB)	752GB (23x32GB, 1x16GB)	3072GB (24x128GB)
	E5-2620v3	16GB (1x16GB)	752GB (23x32GB, 1x16GB)	1536GB (24x64GB)
	E5-2609v4	8GB (1x8GB)	744GB (23x32GB, 1x8GB)	3072GB (24x128GB)
	E5-2609v3	8GB (1x8GB)	744GB (23x32GB, 1x8GB)	1536GB (24x64GB)

Memory

DDR4 memory options part number decoder

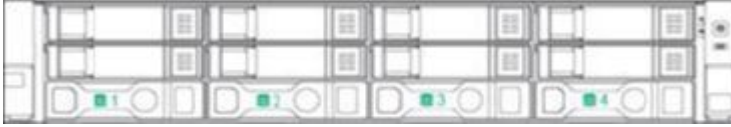
NOTE: Capacity references are rounded to the common gigabyte (GB) values.

- 4GB = 4,096MB
- 8GB = 8,192MB
- 16GB = 16,384MB
- 32GB = 32,768MB
- 64GB = 65,536MB
- 128GB = 13,072MB



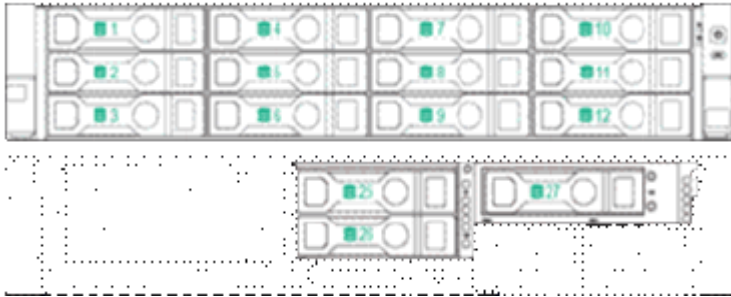
Storage

4 LFF hot-plug drive model



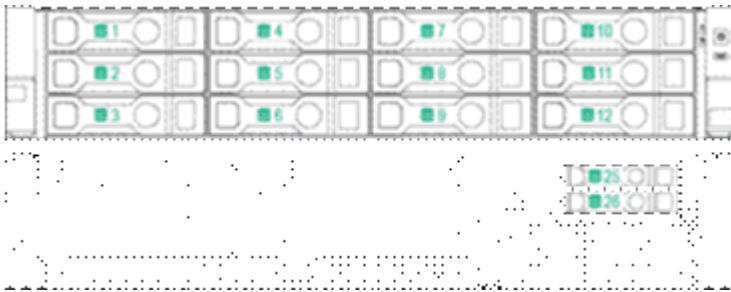
- 1-4 4 x LFF SATA/SAS/SSD Hot Pluggable Hard Drive Bays

12 LFF + 3 rear LFF hot-plug drive model



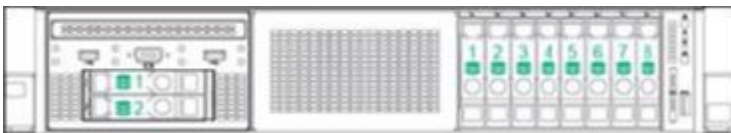
- 1-12 12 x LFF SATA/SAS/SSD Hot Pluggable Hard Drive Bays
- 25-27 3 x LFF SATA/SAS/SSD Hot Pluggable Rear Hard Drive Bays

12 LFF + 2 rear SFF hot-plug drive model



- 1-12 12 x LFF SATA/SAS/SDD Hot Pluggable Hard Drive Bays
- 25-26 2 x SFF SATA/SAS/SSD Hot Pluggable Rear Hard Drive Bays

8 SFF (+2 SFF) hot-plug drive model with Universal Media Bay



- 1-8 8 x SFF SATA/SAS/SDD Hot Pluggable Hard drive bays
- 1-2 2 x SFF SATA/SAS/SSD Hot Pluggable Hard Drive Bays

16 SFF (+2 SFF) hot-plug drive model with Universal Media Bay



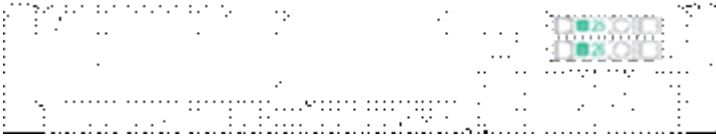
- 9-24 16 x SFF SATA/SAS/SDD Hot Pluggable Hard drive bays
- 1-2 2 x SFF SATA/SAS/SSD Hot Pluggable Hard Drive Bays

Storage

24 SFF + rear 2 SFF hot-plug drive model



1-24 24 x SFF SATA/SAS/SSD Hot Pluggable Hard drive bays



25-26 2 x SFF SATA/SAS/SSD Hot Pluggable Rear Hard Drive Bays

NOTE: Drives behind the SAS expander will be labeled continuous, drives behind a controller will be numbered 1-8.

NOTE: With a SAS Expander and rear drive support the 2SFF rear will be labeled 25 & 26, for 3LFF they will be numbered 25-27.

Technical Specifications

System Unit	Dimensions	SFF Drives: 3.44 x 17.54 x 26.75 in (8.73 x 44.55 x 67.94 cm) LFF Drives: 3.44 x 17.54 x 28.75 in (8.73 x 44.55 x 73.02 cm)
	Weight (approximate)	<p>Minimum: 32.6 lb (14.759 kg) (Minimum - 8SFF chassis with 1xSFF HDD and 7 HDD blanks, 1x processor, 1x power supply (plus blank), 1x Flexible Smart Array, 1x Riser installed)</p> <p>Maximum: 51.5 lb (23.6 kg) (Maximum - 12 LFF hard drives (No rear drives), 2x processors, 2x power supplies, 1x Flexible Smart Array, 2x Risers installed)</p>
	Input Requirements (per power supply)	Rated Line Voltage 100 to 120 VAC 200 to 240 VAC
	BTU Rating	<p>Maximum For 800W Power Supply: 3207 BTU/hr (at 100 VAC), 3071 BTU/hr (at 200 VAC), 3112 BTU/hr (at 240 VAC) for China Only</p> <p>For 500W Power Supply: 1979 BTU/hr (at 100 VAC), 1911 BTU/hr (at 200 VAC), 1965 BTU/hr (at 240 VAC) for China Only</p>
	Power Supply Output (per power supply)	<p>Rated Steady-State Power For 1400W Power Supply: 1400W (at 240 VAC), 1400W (at 240 VAC)</p> <p>For 800W Power Supply: 800W (at 100 VAC), 800W (at 240 VAC), 800W (at 240 VAC) input for China only</p> <p>For 500W Power Supply: 500W (at 100 VAC), 500W (at 240 VAC), 500W (at 240 VAC) input for China only</p> <p>Maximum Peak Power For 1400W Power Supply: 1400W (at 200 to 240 1VAC), 1400W (at 240 VAC) input for China only</p> <p>For 800W Power Supply: 800W (at 100 to 127 VAC), 800W (at 200 to 240 1VAC), 800W (at 240 VAC) input for China only</p>

Technical Specifications

System Inlet Temperature	Standard Operating Support	<p>For 500W Power Supply: 500W (at 100 to 127 VAC), 500W (at 200 to 240 VAC), 500W (at 240 VAC) input for China only</p> <p>10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F).</p>
	Extended Ambient Operating Support	<p>For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/Ashrae</p>
Relative Humidity	Non-operating	<p>For approved hardware configurations, the supported system inlet range is extended to be: 40° to 45°C (104° to 113°F) at sea level with an altitude derating of 1.0°C per every 125 m (1.8°F per every 410 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/Ashrae</p>
	Operating	<p>System performance may be reduced if operating in the extended ambient operating range or with a fan fault.</p> <p>-30° to 60°C (-22° to 140°F). Maximum rate of change is 20°C/hr (36°F/hr).</p> <p>Minimum to be the higher (more moisture) of -12°C (10.4°F) dew point or 8% relative humidity. Maximum to be the lower (less moisture) of 24°C (75.2°F) dew point or 90% relative humidity.</p>

Technical Specifications

(non-condensing)	Non-operating	5 to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.
Altitude	Operating	3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
	Non-operating	9144 m (30,000 ft). Maximum allowable altitude change rate is 457 m/min (1500 ft/min).

Acoustic Noise Listed are the declared A-Weighted sound power levels (LWAd) and declared average bystander position A-Weighted sound pressure levels (LpAm) when the product is operating in a 23°C ambient environment. Noise emissions were measured in accordance with ISO 7779 (ECMA 74) and declared in accordance with ISO 9296 (ECMA 109).

Idle

LWAd	4.0 B Entry LFF 4.1 B Entry 4.2 B Base 5.7 B Base LFF 4.3 B Perf
LpAm	23 dBA Entry LFF 24 dBA Entry 24 dBA Base 39 dBA Base LFF 25 dBA Perf

Operating

LWAd	4.3 B Entry LFF 4.6 B Entry 4.8 B Base 5.9 B Base LFF 5.6 B Perf
LpAm	25 dBA Entry LFF 29 dBA Entry 30 dBA Base 31 dBA Base LFF 39 dBA Perf

NOTE: The Listed sound levels apply to standard shipping configurations (Entry LFF, Entry, Base, Base LFF and Performance models) additional options may result in increased sound levels. The Base LFF model leverages our High Efficiency Fans, other models are shipping with standard fan options.

Technical Specifications

Emissions Classification (EMC)

FCC Rating
Normative
Standards

Class A
CISPR 22; EN55022; EN55024; FCC
CFR 47, Pt 15; ICES-003; CNS13438;
GB9254; K22;K24; EN 61000-3-2; EN
61000-3-3; EN 60950-1; IEC 60950-1

NOTE: Product conformance to cited product specifications is based on sample (type) testing, evaluation, or assessment. This product or family of products is eligible to bear the appropriate compliance logos and statements.

NOTE: The Listed sound levels apply to standard shipping configurations. Additional options may result in increased sound levels.

HPE Dynamic Smart Array B140i Controller

Number of PCI links	Four
PCI link rate	4Gb/s
Storage protocol support	SATA
SAS/SATA peak data transfer rate	6Gb/s
Number of SAS/SATA links	10 links
SAS/SATA connectivity	2x4 connectors; 2x1 connectors
Expander support	No
Drives supported (max)	Up to 10 Internal Drives
RAID support	0, 1, 10, 5 SATA
Software management	HPE SSA, SMH, SIM
Warranty	Server warranty
HPE Secure Encryption license	Not Supported
HPE SmartCache License	Not Supported
HPE Smart Storage Administrator	Supported

Technical Specifications

HPE Ethernet 1Gb 4-port 331i Adapter	Network Interface	10Base-T/100Base-TX/1000Base-TX		
	Compatibility	IEEE 802.3 10Base-T IEEE 802.3ab 1000Base-T IEEE 802.3u 100Base-TX		
	Data Transfer Method	PCI Express, two lanes (x2)		
	Controller	BCM5719		
	Network Transfer Rate	10Base-T (Half-Duplex)	10 Mb/s per port, 40 Mb/s combined	
		10Base-T (Full-Duplex)	20 Mb/s per port, 80 Mb/s combined	
		100Base-TX (Half-Duplex)	100 Mb/s per port, 400 Mb/s combined	
		100Base-TX (Full-Duplex)	200 Mb/s per port, 800 Mb/s combined	
		1000Base-TX (Half and Full-Duplex)	1000 Mb/s per port, 4000 Mb/s combined	
		1000Base-TX (Full-Duplex)	2000 Mb/s per port, 8000 Mb/s combined	
Connector	Four RJ-45			
Cable Support	10 Base-T	Categories 3, 4 or 5 UTP; up to 328 ft (100 m)		
	10/100/1000 Base-TX	Category 5 or higher UTP; up to 328 ft (100 m)		

Environment-friendly Products and Approach

End-of-life Management and Recycling

Hewlett Packard Enterprise offers end-of-life product return, trade-in, and recycling programs, in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.

<http://www8.hp.com/us/en/hpe/hp->

Technical Specifications

[information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM](#)

Summary of Changes

Date	Version History	Action	Description of Change
16-Dec-2016	From Version 24 to 25	Added	Availability note was added to the HPE Drives section.
		Changed	Overview, Storage Software, and HPE Computation and Graphics Accelerators were revised.
28-Nov-2016	From Version 23 to 24	Added	Added new NVIDIA Tesla M10 and P100 cards new Virtualization and High-End General Compute GPU offering. Added new LFF HDDs up to 10TB capacity now bring the DL380 max storage capacity to 150TB SAS. Added new Fiber Channel HBA's up to 32Gb. Added new E5-2699Av4 processor.
		Changed	Processors, Memory, Maximum Internal Storage, HPE Drives, HPE Computation and Graphics Accelerators, and HPE Storage Options were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Oct-2016	From Version 22 to 23	Removed	Obsolete Hard Drives were removed from the QuickSpecs.
26-Sep-2016	From Version 21 to 22	Added	Added new NVIDIA Tesla M4/M40 GPUs and new 10TB LFF hard drives offering.
		Changed	Memory, Maximum Internal Storage, HPE Computation and Graphics Accelerators, and HPE Storage Options were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
19-Aug-2016	From Version 20 to 21	Changed	Smart Buy models section was revised for the NA version only.
15-Aug-2016	From Version 19 to 20	Added	Added new options to HPE Networking, HPE Infiniband, HPE Computation and Graphics Accelerators, HPE Disk Backup, and HPE Storage Options.
		Changed	HPE Unique Options was revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
8-Jul-2016	From Version 18 to 19	Changed	Smart Buy models section was revised for the NA version only.
6-Jun-2016	From Version 17 to 18	Added	Added new 25GbE networking options, OneView 3.0, and new NVIDIA Quadro GPU options.

Summary of Changes

		Changed	Pre-configured Models, HPE Memory, HPE Drives, HPE Computation and Graphics Accelerators, HPE Disk Backup, and HPE Storage Options were updated.
29-Apr-2016	From Version 16 to 17	Changed	E5-2600v4 Series Smart Buy Models table was updated in the NA version only.
1-Apr-2016	From Version 15 to 16	Changed	What's New section was updated. Standard Features/Memory and HPE Memory sections were revised.
31-Mar-2016	From Version 14 to 15	Added	Added new Smart Memory DDR4 2400MHz, Intel Xeon E5-2600v4 processor support, new Flexible Smart Array P840ar controller, new graphic options, new HPE Trusted Platform Module (TPM) 2.0, new HDD offering.
		Changed	Embedded Management, Service and Support, Preconfigured Models, HPE Security, and Memory sections were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
16-Feb-2016	From Version 13 to 14	Added	New HDD offering was added to HPE Drives.
		Changed	HPE Computation and Graphics Accelerators, HPE Data Center Racks, and HPE Power Distribution Units (PDUs) were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
17-Dec-2015	From Version 12 to 13	Changed	Smart Buy models section was revised in the NA version only.
1-Dec-2015	From Version 11 to 12	Added	New HDD offering was added to HPE Drives. New options added to Graphics Options, HPE PCIe Workload Accelerator Options, and HPE Tape Backup.
		Changed	On System Management Chipset, Maximum Internal Storage, Embedded Management, and Server utilities were revised. Product images were updated.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Sep-2015	From Version 10 to 11	Added	Added new 6Gb SATA Solid State Drives. Added new HPE OneView management software.
		Changed	Maximum Internal Storage was revised.

Summary of Changes





		Removed	Obsolete SKUs were removed from the QuickSpecs.
17-Aug-2015	From Version 9 to 10	Added	Added new Solid State Drives offering. Added new graphic options.
		Changed	What's New changed to: New support for NVMe PCIe SSDs New Graphic card options Service and Support section was updated. Maximun Internal Storage and Core Options were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
1-Jun-2015	From Version 8 to 9	Added	New larger capacity HDDs (up to 8TB LFF), Max capacity 120TB were added. New higher capacity memory (64GB), Max capacity 1.5TB was added. New Networking options were added. Optional Software added to HPE Storage Controllers.
		Changed	Updated max HDD and memory capacity due to new options added. HPE SmartCache Software, HPE Disk Backup System, HPE Uninterruptible Power Systems (UPS) were updated.
30-Mar-2015	From Version 7 to 8	Added	New Hard Drives offering. Optical Software added to HPE Storage Controllers. Added new HPE Care Pack Services. Added new HPE PCIe Workload Accelerator Options.
		Changed	What's New, Standard Features, Unique Options, Power Supplies, HPE Storage Controllers, HPE Disk Storage Systems, and Technical Specifications were revised.
		Removed	Removed obsolete HPE Care Pack Services.
17-Feb-2015	From Version 6 to 7	Added	Added Smart Buy Models to the NA version only.

Summary of Changes

9-Feb-2015	From Version 5 to 6	Added	What's new section was added. Added new HDD offering, new computational Graphics options, and new G4 UPS models.
		Changed	HPE Drives, HPE Computation and Graphics Accelerators, HPE Tape Backup, HPE Disk Backup, HPE Rack Mount, Consoles, KVM Switches, and Keyboards, and HPE Uninterruptible Power Systems (UPS) sections were revised.
1-Dec-2014	From Version 4 to 5	Changed	Changes made throughout the entire QuickSpecs.
13-Oct-2014	From Version 3 to 4	Changed	Corrected inconsistencies between Product Bulletin and Concentra versions.
13-Oct-2014	From Version 2 to 3	Added	6G SATA Enterprise Value G1 Solid State Drives were added to Core Option section. HPE PCIe Workload Accelerator Options, HPE USB and SD options, and HPE Care Pack Services were added to the Additional Options section.
		Changed	Standard Features, Optional Features, Pre-Configured Models, Configuration Information - Factory Integrated Models, Core Options, Additional Options, and Memory sections were revised.
19-Sep-2014	From Version 1 to 2	Changed	Changes were made throughout the QuickSpecs.



Summary of Changes

   
[Sign up for updates](#)

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For hard drives, 1GB = 1 billion bytes. Actual formatted capacity is less

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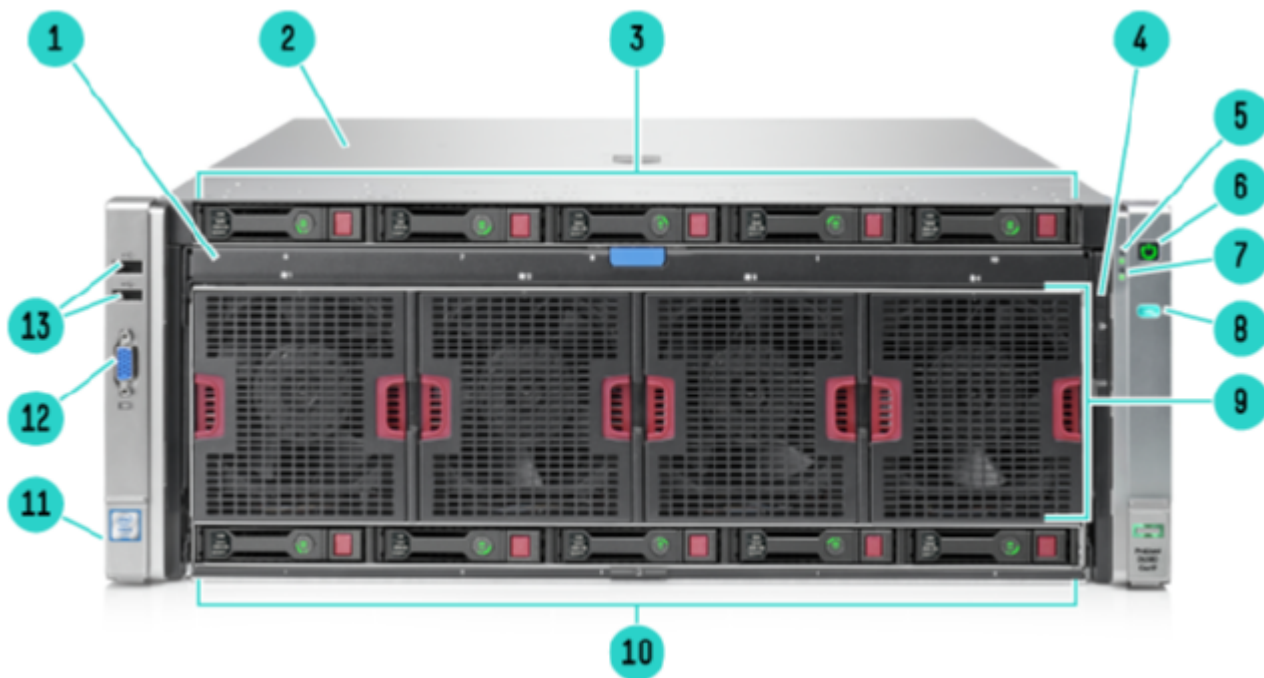
Overview

HPE ProLiant DL580 Generation9 (Gen9)

The HPE ProLiant DL580 Gen9 Server is the Hewlett Packard Enterprise four socket (4S) enterprise standard x86 server offering commanding performance, rock-solid reliability and availability, and compelling consolidation and virtualization efficiencies.

Supporting Intel® Xeon® E7-4800/8800 v4/v3 processors, the HPE DL580 Gen9 offers enhanced processor performance, up to 6 TBs of memory, greater IO bandwidth (9 PCIe Gen3.0 slots), and 12 Gb/s of SAS speeds. HPE ProLiant DL580 Gen9 has security and data protection features for system resiliency that your business can depend on. All, making it ideal for mission-critical enterprise, business intelligence, and database applications.

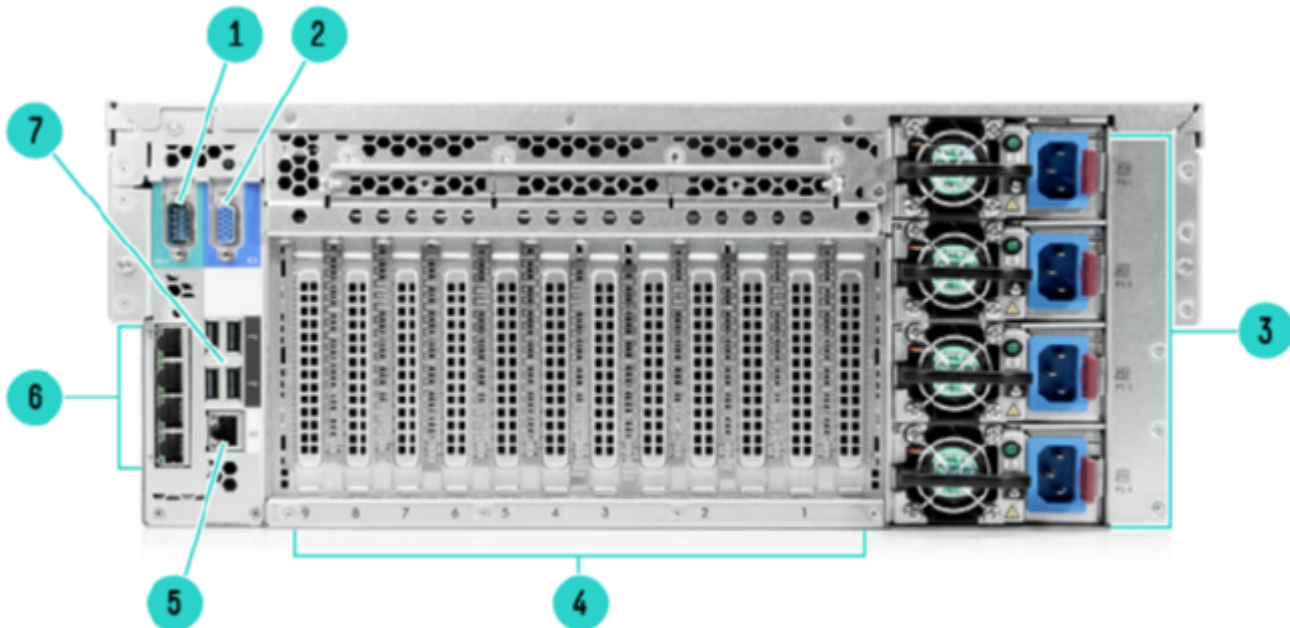
Whether needed for highly virtualized or cloud based deployments, with intelligence and simplicity of automated management with HPE OneView and HPE iLO 4 your business can achieve agile and lower cost infrastructure management.



Front View

Overview

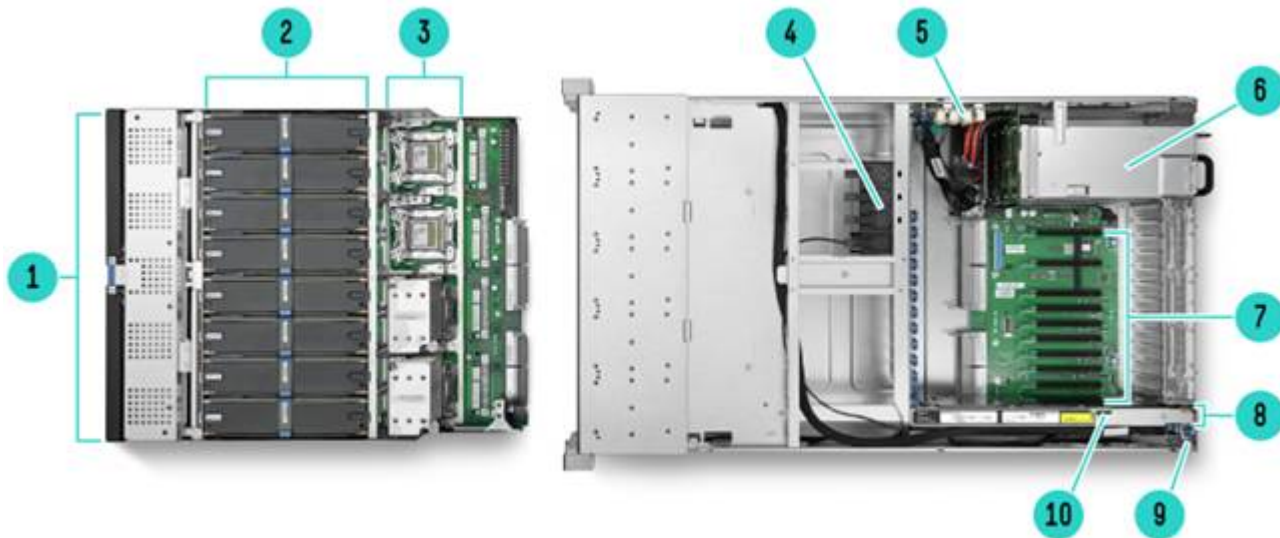
- 1 CPU Memory Drawer Handle
- 2 Quick removal access panel
- 3 Drive bays 6-10
NOTE: Drives installed in these bays require the optional SAS backplane and cables.
NOTE: Optional NVMe drives are only supported in Drive bays 6-10.
- 4 Systems Insight Display
- 5 Health Status LED
- 6 Power On/Standby button and system power LED button
- 7 UID button
- 8 Drive bays 1-5
- 9 Fans 1-4
- 10 Discovery services connectors
- 11 USB connectors (2)
- 12 Video connector



Rear View

- 1 Serial connector
- 2 Video connector
- 3 Power Supplies 1-4
- 4 PCI expansion slots 1-9
- 5 Dedicated iLO connector
- 6 FlexibleLOM ports 1-4
NOTE: Port configuration is dependent on the installed FlexibleLOM and may differ from what is shown in the illustration.
- 7 USB connectors (4)

Overview



Internal View

- | | | | |
|---|---|----|--------------------------|
| 1 | CPU Memory Drawer | 2 | Memory Cartridges 1-8 |
| 3 | Processors 1-4 | 4 | FBWC capacitor slots 1-4 |
| 5 | I/O Card Auxiliary Power Connectors | 6 | Power Supplies |
| 7 | PCI expansion slots 1-9 | 8 | FlexibleLOM connector |
| 9 | SPI board (houses iLO chip, FBWC, microSD slot, 2x USB slots, TPM, top SAS backplane connector) | 10 | MicroSD Slot |

What's New

- New Fiber Channel HBA's up to 32GB
- HPE NVIDIA Quadro M6000 24GB GPU
- HPE NVIDIA Tesla M60 RAF Dual GPU Module
- HPE Dual 8GB microSD USB Kit for redundancy in boot environments
- New 100Gb Omnipath networking card

Standard Features

NOTE: For more information regarding Intel Xeon processors, please see the following <http://www.intel.com/xeon>.

Processor	Model	CPU frequency	Cores	L3 Cache	Power	QPI	DDR4 Hz
One or more of the following depending on model	E7-8893v3	3.2GHz	4	45MB	140W	9.6GT/s	1866
	E7-8891v3	2.8GHz	10	45MB	165W	9.6GT/s	1866
	E7-8890v3	2.5GHz	18	45MB	165W	9.6GT/s	1866
	E7-8880v3	2.3GHz	18	45MB	150W	9.6GT/s	1866
	E7-8880Lv3	2.0GHz	18	45MB	115W	9.6GT/s	1866
	E7-8870v3	2.1GHz	18	45MB	140W	9.6GT/s	1866
	E7-8867v3	2.5GHz	16	45MB	165W	9.6GT/s	1866
	E7-8860v3	2.2GHz	16	40MB	140W	9.6GT/s	1866
	E7-4850v3	2.2GHz	14	35MB	115W	8.0GT/s	1866
	E7-4830v3	2.1GHz	12	30MB	115W	8.0GT/s	1866
	E7-4820v3	1.9GHz	10	25MB	115W	6.4GT/s	1866
	E7-4809v3	2.0GHz	8	20MB	115W	6.4GT/s	1866
	E7-8893v4	3.2GHz	4	60MB	140W	9.6GT/s	1866
	E7-8891v4	2.8GHz	10	60MB	165W	9.6GT/s	1866
	E7-8890v4	2.2GHz	24	60MB	165W	9.6GT/s	1866
	E7-8880v4	2.2GHz	22	55MB	150W	9.6GT/s	1866
	E7-8870v4	2.1GHz	20	50MB	140W	9.6GT/s	1866
	E7-8867v4	2.4GHz	18	45MB	165W	9.6GT/s	1866
	E7-8860v4	2.2GHz	18	45MB	140W	9.6GT/s	1866
	E7-4850v4	2.1GHz	16	40MB	115W	8.0GT/s	1866
E7-4830v4	2.0GHz	14	35MB	115W	8.0GT/s	1866	
E7-4820v4	2.0GHz	10	25MB	115W	6.4GT/s	1866	
E7-4809v4	2.1GHz	8	20MB	115W	6.4GT/s	1866	

Chipset

Intel® C602J Chipset

Intel® Xeon® E7-4800/8800v3 Processor Family

Intel® Xeon® E7-4800/8800v4 Processor Family

NOTE: For more information regarding Intel® chipsets, please see the following URL:

<http://www.intel.com/products/server/chipsets/>

On System Management Chipset

HPE iLO (Firmware HPE iLO4 2.40 or later), 4GB NAND

NOTE: Read and learn more in the [iLO QuickSpecs](#).

Standard Features

Memory

One of the following depending on model

Type:
HPE SmartMemory
DDR4 Registered (RDIMM) and Quad Rank Load Reduced (LRDIMM)
DIMM Slots Available 96
Maximum 6TB (96
x
64GB)

NOTE: Hewlett Packard Enterprise memory from previous generation servers are not qualified or warranted with this HPE ProLiant Server. HPE SmartMemory is required to realize the memory performance improvements and enhanced functionality listed in this document for Gen9. For additional information, please see the [HPE SmartMemory QuickSpecs](#).

NOTE: LRDIMM and RDIMM are distinct memory technologies and cannot be mixed within a server.

NOTE: Depending on the memory configuration and processor model, the memory speed may run at 1866MHz, 1600MHz, or 1333MHz. Please see Memory Population Table below or the Online Memory Configuration Tool at: [HPE Server Memory Configurator](#).

Network Controller

FlexibleLOM

HPE ProLiant Gen9 servers offer a new flexible network technology - FlexibleLOMs, which offers customers a choice of 1Gb, 10Gb, or 10Gb base-T Ethernet or converged networking in their embedded adapter:

HPE Ethernet 1Gb 4-port 331FLR FIO Adapter
HPE Ethernet 1Gb 4-port 366FLR FIO Adapter
HPE FlexFabric 10Gb 2-port 533FLR-T FIO Adapter
HPE FlexFabric 10Gb 2-port 534FLR-SFP+ FIO Adapter
HPE Ethernet 10Gb 2-port 546FLR-SFP+ FIO Adapter
HPE FlexFabric 10Gb 2-port 556FLR-SFP+FIO Adapter
HPE FlexFabric 10Gb 2-port 556FLR-T FIO Adapter
HPE Ethernet 10Gb 2-port 560FLR-SFP+ FIO Adapter
HPE Ethernet 10Gb 2-port 561FLR-T FIO Adapter
HPE Ethernet 10Gb 2-port 562FLR-SFP+FIO Adapter

NOTE: For additional details see the Networking Section of this document.

NOTE: Wake-on-LAN feature is not supported on the DL580 Gen9 with FlexibleLOMs.

Expansion Slots

Standard Features

Primary Riser (Standard)	Expansion Slots #	Technology	Bus Width	Connector Width	Bus Number	Form Factor	Notes
	1	PCIe 3.0	x16	x16	C0/03/0	Full length/full height	Proc 4
	2	PCIe 3.0	x16	x16	C0/02/0	Full length/full height	Proc 4
	3	PCIe 3.0	x16	x16	80/03/0	Full length/full height	Proc 3
	4	PCIe 3.0	x8	x16	80/02/0	Full length/full height	Proc 3
	5	PCIe 3.0	x8	x16	80/02/1	Full length/full height	Proc 3
	6	PCIe 3.0	x16	x16	40/03/0	Full length/full height	Proc 2
	7	PCIe 3.0	x8	x16	40/02/0	Full length/full height	Proc 2
	8	PCIe 3.0	x8	x16	40/02/1	Full length/full height	Proc 2
	9	PCIe 3.0	x16	x16	00/03/0	Full length/full height	Proc 1

NOTE: PCIe slot availability is dependent on the number of processors installed.

NOTE: Inserting cards with PCI bridges may alter the actual bus assignment number.

NOTE: Slots are enumerated differently based on OS. MS OS's enumerate from lowest to highest Device ID by bus (starting with the lowest bus).

NOTE: Up to 9 slots supported; all full-length/full-height. Standard: 4 PCI-E 3.0 x8, 5 PCI-E 3.0 x16.

Internal Storage Devices

One of the following depending on model

Hard Disk Drive Backplane	Internal SAS lower and upper backplanes support up to ten SFF hard disk drives or solid state drives or Express Bays (NVMe drives) NOTE: For Factory Integrated models, five (5) lower drive bays ship standard and five (5) upper drive bays can be ordered separately with a drive backplane kits. For Pre-configured models, please refer to the pre-configured models section below.
Diskette Drive	None
Optional Optical Drive	External
Hard Drives	None ship standard

Standard Features

Maximum Internal Storage		CAPACITY	CONFIGURATION
	Hot Plug SFF SAS	20TB	10 x 2.0TB
	Hot Plug SFF SAS SSD	38.4TB	10 x 3.84TB
	Hot Plug SFF SATA SSD	38.4TB	10 x 3.84TB
	Hot Plug SFF NVMe PCIe SSD	8TB	5 x 1.6TB

NOTE: Optional support for 5 NVMe SSDs or 5 SFF drives are also available.

Power Supply

One of the following depending on model

HPE 1500W Common Slot Platinum Plus Hot Plug Power Supply

HPE 1500W Common Slot 48VDC Hot Plug Power Supply

NOTE: 1500W power supply supports high line voltage only.

HPE 1200W Common Slot Platinum Plus Hot Plug Power Supply

NOTE: A minimum of two (2) power supplies are required. Four (4) 1500W power supplies offers N+N redundancy for highly loaded configurations.

Prior to making a power supply selection it is highly recommended that the HPE Power Advisor is run to determine the right size power supply for your server configuration. The HPE Power Advisor is located at:

<http://www.hp.com/go/hppoweradvisor>.

The Hewlett Packard Enterprise Common Slot (CS) power supplies allow for commonality of power supplies across a wide range of ProLiant and Integrity servers, as well as HPE Storage solutions, and are designed to provide the highest power supply efficiency without degrading system performance. Hewlett Packard Enterprise CS power supplies are tested by the Electric Power Research Institute (EPRI) and certified through the ECOS 80 Plus power supply program. HPE CS power supply options provide efficiency ratings of up to 94% (80 Plus Platinum) and are available. All Hewlett Packard Enterprise Common Slot power sources are UL, CE Mark Compliant, hot-plug and support redundant configurations.

HPE CS Platinum Plus power supplies are required when enabling HPE's Intelligent Power Discovery (IPD) solution. IPD is the first technology to create an automated, energy-aware network between IT systems and facilities. This allows your company to reclaim millions of dollars in wasted power capacity and downtime costs across data centers. For more information on the Hewlett Packard Enterprise IPD solution, go to [HPE Intelligent Power Distribution Units](#).

NOTE: Mixing of power supplies in the same server is not supported. All power supplies must be of the same output and efficiency rating. If non-matched power supplies are inserted you will get errors and operation will fail.

Standard Features

Required Cabling

Server Power Cords

Server ships with high-voltage server to PDU power cord.

NOTE: If customers require a local power cord, they can check the power cord matrix for the appropriate county specific SKU. Please see the following power cord matrix for details: <http://www.hp.com/go/powercordmatrix>.

System Fans

4 Hot Plug Fans (eight rotors with N+1 redundancy)

Non-redundant

Redundant

Interfaces

Serial

1 back

Video

1 front; 1 back

FlexibleLOM Network Ports

Selection of FlexibleLOM options

iLO 4 Remote Management

1 x 1Gbe dedicated

Micro SD Slot

1 internal

NOTE: Dual microSD USB option kit also available (741279-B21).

USB 2.0 Ports

8 total: 2 front; 4 back; 2 internal

Operating Systems and Virtualization Software Support for ProLiant Servers

Microsoft Windows Server

Red Hat Enterprise Linux (RHEL)

SUSE Linux Enterprise Server (SLES)

VMware

CentOS

Oracle Linux

NOTE: For more information on Hewlett Packard Enterprise Certified and Supported ProLiant Servers for OS and Virtualization Software and latest listing of software drivers available for your server, please visit our Support Matrix at:

<http://www.hp.com/go/ossupport> and our driver download page

<http://h20565.www2.hp.com/hpsc/swd/public/readIndex?sp4ts.oid=8090151>.

Upgradeability

Upgradeable to 4 processors

Up to 96 DDR4 DIMM slots

9 PCIe Gen3 expansion slots

NOTE: PCIe slot availability is dependent on the number of processors installed. Please refer to the "Expansion Slots" section for more details.

10 SFF internal HDD/SSD SAS drive bays or 5 SFF Internal Express Bays + 5 SFF Internal HDD/SSD drive bays

NOTE: Five drive bays come standard. An optional five SAS drive or five Express backplane kit with five drive bays can be ordered for ten drives.

5 NVMe SSD drive bays

4 redundant hot-plug power supplies

Standard Features

Industry Standard Compliance	ACPI 2.0. Compliant PCIe 2.0 Compliant PXE Support WOL Support NOTE: Not supported with FlexLOMs on DL580 Gen9. Physical Address Extension (PAE) Support Microsoft® Logo certifications USB 2.0 Support ASHRAE A3/A4 NOTE: For additional technical thermal details regarding ambient temperatures, humidity and features support please visit: http://www.hp.com/servers/ASHRAE .
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Graphics	Integrated Matrox G200 video standard <ul style="list-style-type: none">• 16 MB Flash• 256 MB DDR 3 with ECC (112 MB after ECC and video) HPE iLO 4 On System Management Memory <ul style="list-style-type: none">• 16 MB Flash• 256 MB DDR 3 with ECC (112 MB after ECC and video)
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HPE Server UEFI/Legacy ROM	Unified Extensible Firmware Interface (UEFI) is an industry standard that provides better manageability and more secured configuration than the legacy ROM while interacting with your server at boot time. HPE ProLiant Gen9 platform defaults to UEFI and can be factory or field configured for Legacy BIOS Boot Mode. NOTE: The UEFI System Utilities function is analogous to the HPE ROM-Based Setup Utility (RBSU) of legacy BIOS. For more information, please visit http://www.hpe.com/servers/uefi .
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UEFI enables numerous new capabilities specific to HPE ProLiant servers such as:

- Secure Boot
- Operating system specific functionality
- Support for > 2.2 TB (using GPT) boot drives
- USB 3.0 Stack
- Embedded UEFI Shell
- Mass Configuration Deployment Tool using RESTful API for iLO 4
- PXE boot support for IPv6 networks
- Boot support for option cards that only support a UEFI option ROM
- Network Stack configurations

NOTE: For UEFI Boot Mode, boot environment and OS image installations should be configured properly to support UEFI.

NOTE: UEFI FIO Setting (758959-B22) can be selected to configure the system in Legacy mode in the factory for your HPE ProLiant Gen9 Server.

Form Factor	4U rack
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Standard Features

Embedded Management	HPE Integrated Lights-Out (HPE iLO)	Monitor your servers for ongoing management, service alerting, reporting and remote management with HPE iLO. Learn more at http://www.hpe.com/info/ilo .
	UEFI	Configure and boot your servers securely with industry standard Unified Extensible Firmware Interface (UEFI). Learn more at http://www.hpe.com/servers/uefi .
	RESTful API	RESTful API for iLO 4 is Redfish 1.0 conformance for simplified server management such as configuration and maintenance tasks based on modern industry standards. Learn more at http://www.hpe.com/info/restfulapi .
	Intelligent Provisioning	Hassle free server and OS provisioning for 1 or few servers with Intelligent Provisioning. Learn more at http://www.hpe.com/servers/intelligentprovisioning .
	Embedded Remote Support	The Hewlett Packard Enterprise embedded remote support, when used with Insight Online direct connect or HPE Insight Remote Support, allows HPE ProLiant servers to transmit hardware events directly to Hewlett Packard Enterprise or a Hewlett Packard Enterprise Authorized Partner for automated phone home support. Learn more at http://www.hpe.com/info/insightonline/explore .
Server utilities	Smart Update	Optimize firmware and driver updates with Smart Update solutions including Smart Update Manager (SUM) and Service Pack for ProLiant (SPP) . Learn more at http://www.hpe.com/servers/smartupdatemanager .
	HPE Systems Insight Manager (HPE SIM)	HPE SIM allows you to monitor the health of your HPE ProLiant Servers and HPE Integrity Servers, and also provides you with basic support for non-HPE servers. HPE SIM also integrates with Smart Update Manager to provide quick and seamless firmware updates. Learn more at http://www.hpe.com/servers/hpsim .
	Scripting Tool Kit and Windows PowerShell	Provision 1 to many servers using your own scripts to discover and deploy them with Scripting Tool Kit (STK) for Windows and Linux or Scripting Tools for Windows PowerShell. Learn more at http://www.hpe.com/servers/proliant/stk or http://www.hpe.com/servers/powershell .
	RESTful Interface Tool	RESTful Interface tool is a scripting tool to provision using RESTful API for iLO 4 to discover and deploy servers at scale. Learn more at http://www.hpe.com/info/resttool .

Standard Features

HPE iLO Mobile Application	Enables the ability to access, deploy, and manage your server anytime from anywhere from select smartphones and mobile devices. For additional information please visit: http://www.hpe.com/info/ilo/mobileapp .
HPE Insight Online	HPE Insight Online, available at no additional cost as part of your Hewlett Packard Enterprise warranty or contractual support agreement with Hewlett Packard Enterprise, is a personalized dashboard for simplified tracking of IT operations and support information from anywhere, anytime. Learn more at http://www.hpe.com/info/insightonline/explore .

Security

Power-on password
Keyboard password
External USB port enable/disable
Network Server Mode
Serial interface control
Administrator's password
Trusted Platform Module (TPM)
TPM 2.0
NOTE: HPE Trusted Platform Module 2.0 Option (745823-B21) works with Gen9 servers with UEFI Mode not Legacy Mode. It is not compatible with HP ProLiant Gen8 servers or earlier generation variants. HPE Gen9 servers purchased earlier may need the latest firmware update to be compatible with the TPM 2.0 Option. The earlier HPE Trusted Platform Module Option (488069-B21) is the TPM 1.2 version, which is also available however TPM 2.0 has newer technology standards incorporated. The TPM 1.2 compatible server platforms include Gen8 and Gen9 servers. HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.
Intel® Secure Key
HPE Secure Encryption (Smart Array Controller)
HPE Advanced Data Guard (Smart Array Controller)

Standard Features

Warranty

This product is covered by a global limited warranty and supported by HPE Services and a worldwide network of HPE Authorized Channel Partners resellers. Hardware diagnostic support and repair is available for three years from date of purchase. Support for software and initial setup is available for 90 days from date of purchase. Enhancements to warranty services are available through HPE Care Pack services or customized service agreements. Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.

NOTE: Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response. Warranty repairs may be accomplished through the use of Customer Self Repair (CSR) parts. These parts fall into two categories: 1) Mandatory CSR parts are designed for easy replacement. A travel and labor charge will result when customers decline to replace a Mandatory CSR part; 2) Optional CSR parts are also designed for easy replacement but may involve added complexity. Customers may choose to have HPE replace Optional CSR parts at no charge. Additional information regarding worldwide limited warranty and technical support is available at:

<http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html>.

Optional Features

Embedded Management	iLO Advanced	HPE iLO Advanced licenses offer smart remote functionality without compromise, for all HPE ProLiant servers. The license includes the full integrated remote console, virtual keyboard, video, and mouse (KVM), multi-user collaboration, console record and replay, and GUI-based and scripted virtual media and virtual folders. You can also activate the enhanced security and power management functionality. Learn more about HPE iLO Advanced at http://www.hpe.com/servers/ioloadvanced .
Server Management	HPE Insight Control	HPE Insight Control, lets you deploy, migrate, monitor, remote control, and optimize your IT infrastructure through a single, simple management console. For more information, see http://www.hpe.com/info/insightcontrol .
	HPE Insight Cluster Management Utility (CMU)	HPE Insight Cluster Management Utility is a HyperScale management framework that includes software for the centralized provisioning, management and monitoring of nodes and infrastructure. Learn more at http://www.hpe.com/info/cmu .
Rack and Power Infrastructure		HPE Rack and Power Infrastructure products and services create highly efficient and intelligent solutions for existing or new IT data centers. HPE Rack and Power infrastructure solutions - rack infrastructure, power protection and management, performance optimized data centers (PODs) - are the foundation you are looking for to help secure your long-term IT success. These products are designed to help you react to changes in the industry. They deliver efficient, easy-to-use capabilities to manage, monitor, deploy and provision infrastructure from entry to enterprise. As an industry leader, Hewlett Packard Enterprise is uniquely positioned to address the key concerns of power, cooling, cable management and system access. Learn more at HPE Rack and Power Infrastructure .
High Performance Clusters	HPE Cluster Platforms	HPE Cluster Platforms are specifically engineered, factory-integrated large-scale ProLiant clusters optimized for High Performance Computing, with a choice of servers, networks and software. Operating system options include specially priced offerings for Red Hat Enterprise Linux and SUSE Linux Enterprise Server, as well as Microsoft Windows HPEC Server. A Cluster Platform Configurator simplifies ordering. http://www.hp.com/go/clusters
	HPE HPEC Interconnects	High Performance Computing (HPC) interconnect technologies are available for this server as part of the HPE Cluster Platform portfolio. These high-speed InfiniBand and Gigabit interconnects are fully supported by Hewlett Packard Enterprise when integrated within a Hewlett Packard Enterprise cluster. Flexible, validated solutions can be defined with the help of configuration tools. http://www.hp.com/techservers/clusters/ucp/index.html
	HPE Insight Cluster	HPE Insight Cluster Management Utility (CMU) is a Hewlett

Optional Features

Management Utility Packard licensed and supported suite of tools that are used for lifecycle management of hyperscale clusters of Linux ProLiant systems. CMU includes software for the centralized provisioning, management and monitoring of nodes. CMU makes the administration of clusters user friendly, efficient, and effective. <http://www.hp.com/go/cmu>

HPC Interconnects

NOTE: High Performance Computing (HPC) interconnect technologies are available for this server under the HPE Cluster Platform product portfolio. These high-speed interconnects are fully supported by Hewlett Packard Enterprise when they are part of these configure to order clusters. Solutions can be defined with a lot of flexibility with the help of configuration tools. Please visit the following URL to configure HPEC Clusters with InfiniBand Interconnects:
<http://www.hp.com/techservers/clusters/ucp/index.html>.

Storage Software

Whether you need to solve a specific data protection, archiving, or storage command and control challenge, or deliver on strategic consolidation, compliance, or continuity initiatives, look no further than Hewlett Packard Enterprise storage software. Our storage software helps you reduce costs, simplify storage infrastructure, protect vital assets and respond faster to business opportunities.

Storage software that gets the job done:

- **Data Protection and Recovery Software**
Whether you're a large enterprise or a smaller business, Hewlett Packard Enterprise data protection and recovery software will cost-effectively protect you against disaster and ensure business continuity.
- **Data Archive and Migration Software**
Hewlett Packard Enterprise storage software enables you to comply with data retention and retrieval requirements, improve application performance, and reduce costs by efficiently migrating infrequently accessed or less valuable data to lower cost storage.
- **Storage Resource Management Software (SRM)**
Hewlett Packard Enterprise storage resource management software reduces operational costs and provides the command and control foundation you need to efficiently manage and visualize your physical and virtual environments.
- **Data Replication Software**
Hewlett Packard Enterprise offers array-based and host-based replication software for use in disaster recovery, testing, application development and reporting.
- **Storage Device Management Software**
Maximize your investment in Hewlett Packard Enterprise storage and networking with software that enables hardware-specific configuration, performance tuning and connectivity management.
- **HPE StoreVirtual VSA**
With HPE StoreVirtual VSA you can use the power of virtualization to turn a set of heterogeneous and disconnected physical disk drives in your servers and storage devices into a single pool of logical storage capacity.

Optional Features

NOTE: For more information available Storage Software including QuickSpecs, please see: <http://www.hp.com/go/storage/software>.

Solutions

Factory Express Portfolio for Servers and Storage

HPE Factory Express offers configuration, customization, integration and deployment services for Hewlett Packard Enterprise servers and storage products. Customers can choose how their factory solutions are built, tested, integrated, shipped and deployed.

Factory Express offers service packages for simple configuration, racking, installation, complex configuration and design services as well as individual factory services, such as image loading, asset tagging, and custom packaging. Hewlett Packard Enterprise products supported through Factory Express include a wide array of servers and storage: HPE Integrity, HPE ProLiant, HPE ProLiant Server Blades, HPE BladeSystem, HPE 9000 servers as well as the MSAxxxx, VA7xxx, EVA, XP, rackable tape libraries and configurable network switches.

For more information on Factory Express services for your specific server model please contact your sales representative or go to: <http://www.hp.com/go/factory-express>.

One Config Simple (SCE)

SCE is a guided self-service tool to help sales and non-technical people provide customers with initial configurations in 3 to 5 minutes. You may then send the configuration on for configuration help, or use in your existing ordering processes. If you require "custom" rack configuration or configuration for products not available in SCE, please contact Hewlett Packard Enterprise Customer Business Center or an Authorized Partner for assistance. <https://h22174.www2.hp.com/SimplifiedConfig/Index>.

Service and Support

HPE Support Services HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Connect to Hewlett Packard Enterprise to help prevent problems and solve issues faster. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new server, giving you full entitlement to the support for need for your IT and business.

Connect your devices Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.
1- IDC 2 - HP CSC reports 2014 - 2015

Recommended Standard: HPE Proactive Care* with 24x7 coverage, three year Support Service Support HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.
<https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Optimized HPE Proactive Care* with 6 hour call-to-repair commitment, three year Support Service

HPE Proactive Care gives customers an enhanced call experience. When your products are connected to Hewlett Packard Enterprise, Proactive Care helps prevent problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice. This service combines three years' proactive reporting and advice with our highest level of hardware support - Hewlett Packard Enterprise 24x7, six hour hardware call-to-repair. Hewlett Packard Enterprise is the only leading manufacturer who makes this level of coverage available as a standard service offering for your most valuable servers. This service also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.) running on your HPE servers.
<https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Parts and Materials Hewlett Packard Enterprise will provide Hewlett Packard Enterprise-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or

Service and Support

replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

Related Services

HPE Server Hardware Installation

Provides for the basic hardware installation of Hewlett Packard Enterprise branded servers, storage devices and networking options to assist you in bringing your new hardware into operation in a timely and professional manner.

<https://www.hpe.com/h20195/V2/GetPDF.aspx/5981-9356EN.pdf>

HPE Installation and Startup Service

Provides for the installation and startup of Hewlett Packard Enterprise technology including BladeSystems, C-Class enclosure, HPE ProLiant c-Class and Integrity server blades, storage blades, SAN switch blades, HPE Virtual Connect modules (Ethernet and Fibre Channel), Ethernet network interconnects, and InfiniBand, as well as the installation of one supported operating system type (Windows® or Linux).

HPE Technology Services Support Credits

Offer flexible services and technical skills to meet your changing IT demands. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

HPE Education Services

Keep your IT staff trained making sure they have the right skills to deliver on your business outcomes. Book on a class today and learn how to get the most from your technology investment. <http://www.hpe.com/ww/learn>

HPE Support Center

The HPE Support Center is a personalized online support portal with access to information, tools and experts to support Hewlett Packard Enterprise business products. Submit support cases online, chat with Hewlett Packard Enterprise experts, access support resources or collaborate with peers.

Learn more <http://www.hpe.com/support/hpesc>

The Hewlett Packard Enterprise Support Center Mobile App* allows you to resolve issues yourself or quickly connect to an agent for live support. Now, you can get access to personalized IT support anywhere, anytime.

HPE Insight Remote Support and HPE Support Center are available at no additional cost with a Hewlett Packard Enterprise warranty, HPE Support Service or Hewlett Packard Enterprise contractual support agreement.

*HPE Support Center Mobile App is subject to local availability.

For more information: <http://www.hpe.com/services>

Pre-configured Models

	High Performance Models				Database Models	
[SKU Number]	816815-B21	816816-B21	793312-B21	793310-B21	816814-B21	793314-B21
Model Name	HPE ProLiant DL580 Gen9 E7-8890v4 4P 256GB-R P830i/4G 534FLR-SFP 1500W RPS Server	HPE ProLiant DL580 Gen9 E7-4850v4 4P 128GB-R P830i/4G 534FLR-SFP 1200W RPS Server	HPE ProLiant DL580 Gen9 E7-8890v3 4P 256GB-R P830i/4G 534FLR-SFP+ 1500W RPS Server	HPE ProLiant DL580 Gen9 E7-4850v3 4P 128GB-R P830i/4G 534FLR-SFP+ 1200W RPS Server	HPE ProLiant DL580 Gen9 E7-8893v4 4P 256GB-R P830i/4G 534FLR-SFP 1500W RPS Server	HPE ProLiant DL580 Gen9 E7-8893v3 4P 256GB-R P830i/4G 534FLR-SFP+ 1500W RPS Server
Processor	Intel® Xeon® E7-8890v4	Intel® Xeon® E7-4850v4	Intel® Xeon® E7-8890v3	Intel® Xeon® E7-4850v3	Intel® Xeon® E7-8893v4	Intel® Xeon® E7-8893v3
Number of Processors	Four					
Memory	256GB (16x16GB DIMMs) PC4-2400P-R DIMMs (DDR4) installed in (8) Memory Cartridges	128GB (8x16GB DIMMs) PC4- 2400P-R DIMMs (DDR4) installed in (4) Memory Cartridges	256GB (16x16GB DIMMs) PC4-2133P-R DIMMs (DDR4) installed in (8) Memory Cartridges	128GB (8x16GB DIMMs) PC4-2133P-R DIMMs (DDR4) installed in (4) Memory Cartridges	256GB (16x16GB DIMMs) PC4-2400P-R DIMMs (DDR4) installed in (8) Memory Cartridges	256GB (16x16GB DIMMs) PC4-2133P-R DIMMs (DDR4) installed in (8) Memory Cartridges
Network Controller	HPE FlexFabric 10Gb 2P 534FLR-SFP+ Adapter					
Storage Controller	HPE Smart Array P830i/4GB FBWC 12Gbps SAS controller					
Hard Drive	5 SFF HDD/SSD drive bays. No drives ship standard.					
Optical Drive	None					
PCI-Express Slots	9 PCIe Gen3.0 I/O Expansion slots (5x16 slots, 4x8 slots)					
Power Supply	(4) HPE 1500W Common Slot Platinum Plus Hot Plug Power Supplies	(4) HPE 1200W Common Slot Platinum Plus Hot Plug Power Supplies	(4) HPE 1500W Common Slot Platinum Plus Hot Plug Power Supplies	(4) HPE 1200W Common Slot Platinum Plus Hot Plug Power Supplies	(4) HPE 1500W Common Slot Platinum Plus Hot Plug Power Supplies	
Fans	4 hot plug fans (eight rotors with N+1 redundancy)					
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Advanced (optional), Insight Control (optional), HPE OneView (optional)					
Form Factor	Rack (4U), rail kit and cable management arm are included					

Pre-configured Models

Warranty	Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response	
	Base Models	
[SKU Number]	816817-B21	793308-B21
Model Name	HPE ProLiant DL580 Gen9 E7-4809v4 2P 64GB-R P830i/2G 331FLR-SFP 1200W RPS Server	HPE ProLiant DL580 Gen9 E7-4809v3 2P 64GB-R P830i/2G 331FLR-SFP+ 1200W RPS Server
Processor	Intel® Xeon® E7-4809v4	Intel® Xeon® E7-4809v3
Number of Processors	Two	
Memory	64GB (4x16GB DIMMs) PC4-2400P-R DIMMs (DDR4) installed in (2) Memory Cartridges	64GB (4x16GB DIMMs) PC4-2133P-R DIMMs (DDR4) installed in (2) Memory Cartridges
Network Controller	HPE Ethernet 1Gb 4P 331FLR Adapter	
Storage Controller	HPE Smart Array P830i/2GB FBWC 12Gbps SAS controller	
Hard Drive	5 SFF HDD/SSD drive bays. No drives ship standard.	
Optical Drive	None	
PCI-Express Slots	9 PCIe Gen3.0 I/O Expansion slots (5x16 slots, 4x8 slots)	
Power Supply	(2) HPE 1200W Common Slot Platinum Plus Hot Plug Power Supplies	
Fans	4 Hot Plug Fans (eight rotors with N+1 redundancy)	
Management	iLO Management (standard), Intelligent Provisioning (standard), iLO Advanced (optional), Insight Control (optional), HPE OneView (optional)	
Form Factor	Rack (4U), rail kit and cable management arm are included	
Warranty	Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support with next business day response	

NOTE: For the Standard Features shipped in the "Factory Integrated Models," please see the "Configuration Information - Factory Integrated Models" section.

NOTE: Pre-configured models ship with the configurations below. Options can be selected from the Core or Additional options section of this QuickSpecs.

NOTE: HPE does not allow factory integration of options into pre-configured models. Any additional options purchased will be shipped separately.

NOTE: If you desire a custom configuration please see "Configuration Information - Factory Integrated Models" section of this QuickSpecs.

NOTE: Not all models are available in all regions. Check with your local country HPE offices for availability.

Country Code	xx1 = B21	Worldwide
Key	xx1 = 291	Japan
	xx1 = AA1	PRC

Configuration Information - Factory Integrated Models

This section lists some of the steps required to configure a Factory Integrated Model. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for information on configurable product offerings and requirements.

1. Factory Integrated Models must start with a CTO Server.
2. FIO indicates that this option is only available as a factory installable option.
3. All Factory Integrated Models will be populated with sufficient hard drive blanks based on the number of initial hard drives ordered with the server.
4. Some options may not be integrated at the factory. Contact your local sales representative for additional information.

Step 1: Base Configuration (choose one of the following configurable models)

[Chassis]	HPE ProLiant DL580 Gen9 Configure-to-order Server
SKU Number	793161-B21
Processor	4U Server Chassis with front-accessible processor and memory drawer
Storage Controller	Embedded HPE Smart Array 12G P830i Controller
PCIe	9 PCIe Gen3.0 I/O Expansion slots (5x16 slots, 4x8 slots)
Drive Cage	5 Hot-plug SAS/SATA SFF SSD or HDD Bays (Lower)
Fans	4 hot plug fans (eight rotors with N+1 redundancy), front accessible
Management	iLO Management (standard), Intelligent Provisioning (standard)
USB	8 USB 2.0 ports (2 front, 4 rear, 2 internal)

(Base Configuration Continued)

Intel® 602J Chipset

(2) video ports (1 front, 1 rear)

(1) microSD card slot

(1) Trusted Platform Module (TPM) connector

BIOS Legacy mode (field configurable) or Unified Extensible Firmware Interface (UEFI) mode (default)

Rack rails and cable management arm

NOTE: PCIe slot availability is dependent on the number of processors installed. Please refer to the "Expansion slots" section for more details.

NOTE: A minimum of two processors are required. The system may have three or four processors installed.

NOTE: A minimum of two memory cartridges are required (one per processor).

NOTE: A minimum of two memory DIMMs are required per cartridge (minimum of four DIMMs per server).

NOTE: A minimum of two power supplies are required.

Step 2: Choose Required Options (only one of the following from each list unless otherwise noted)

Configuration Information - Factory Integrated Models

- HPE Processors** Select two, three or four processors from Core Options-Processor section below,
- If two processors are desired, select one xxxxxx-L21 and one xxxxxx-B21.
 - If three or four processors are desired, select additional xxxxxx-B21.
 - Up to 4 processors supported. Mixing different processor models is not supported.
 - DDR4 speed is the maximum memory speed of the processor. Actual memory speed may depend on the quantity and type of DIMMs installed.
- HPE Memory** Depending on the memory configuration and processor model, the memory speed may run at 1866MHz, 1600MHz or 1333MHz. Please see Memory Population Table or the Online Memory Configuration Tool at: <http://www.hpe.com/go/ddr4config>.
- HPE Power Supplies** Select two or four power supplies from Core Options-Power Supplies section below:

Step 3: Choose Additional Factory Integratable Options

- HPE Unique Options** Select one or more Unique options from Core Options section below.
- This section may contain FIO options, please see the Unique options section below.
 - FIO indicates that this option is only available as a factory installable option.
- Hard Drives** The HPE ProLiant Gen9 Smart Storage solutions are equipped with re-designed Small Form Factor (SFF 2.5 in) hot plug carriers for HPE Qualified Hard Drives and Solid State Drives. These new carriers provide status and activity indicators as well as caution indicators for "Do Not Remove."
- HPE FlexibleLOM** Select a FlexibleLOM from Core Options-Networking section below,
- Only one FlexibleLOM can be added to the server. These options are upgradeable and can be changed from the original configuration after the server is shipped.
 - For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.
 - Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.
- HPE Networking** Select a standup NIC adapter from Core Options-Networking section below,
- Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hpe.com/go/ProLiantNICs>.
 - These options are upgradeable and can be changed from the original configuration after the server is shipped.
 - For 10Gb adapters, a minimum of two Gigabytes (2 GB) of server memory is required per each adapter.
- HPE Storage Controllers** Select one or more Storage options from Additional Options section below.
- This section may contain FIO options, please see HPE Storage Controllers section below.
 - FIO indicates that this option is only available as a factory installable option.

Configuration Information - Factory Integrated Models

HPE Graphics Options Select one or more graphics adapter from Additional Options section below.

- Please see the HPE Power Advisor for estimated power consumption of your individual system configuration prior to installing GPUs. The HPE Power Advisor is located at: <http://www.hpe.com/go/hpepoweradvisor>.
- This section may contain FIO options, please see HPE Computation & Graphics Accelerators section below.

HPE Rail Kits Select one type of rail kit from Additional Options section below.

- Please take a moment to review the installation documentation that comes with the server to help you with the installation of your Gen9 server.
- To assist in the installation of the server into the rack, an optional installation tool is available by contacting your local services representative (p/n 695539-001).
- See Hewlett Packard Enterprise Rack Options in Additional Options section of this QuickSpecs for more rack kit choices.

CAUTION: Hewlett Packard Enterprise recommends that a minimum of two people are required for all Rack Server installations. Please refer to your installation instructions for proper tools and number of people to use for any installation.

Core Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Processors E7-8800v4 series Processors

HPE DL580 Gen9 Intel® Xeon® E7-8893v4 (3.2GHz/4-core/60MB/140W) Processor Kit	816661-B21
HPE DL580 Gen9 Intel® Xeon® E7-8893v4 (3.2GHz/4-core/60MB/140W) FIO Processor Kit	816661-L21
HPE DL580 Gen9 Intel® Xeon® E7-8891v4 (2.8GHz/10-core/60MB/165W) Processor Kit	816659-B21
HPE DL580 Gen9 Intel® Xeon® E7-8891v4 (2.8GHz/10-core/60MB/165W) FIO Processor Kit	816659-L21
HPE DL580 Gen9 Intel® Xeon® E7-8860v4 (2.2GHz/18-core/45MB/140W) Processor Kit	816649-B21
HPE DL580 Gen9 Intel® Xeon® E7-8860v4 (2.2GHz/18-core/45MB/140W) FIO Processor Kit	816649-L21
HPE DL580 Gen9 Intel® Xeon® E7-8867v4 (2.4GHz/18-core/45MB/165W) Processor Kit	816665-B21
HPE DL580 Gen9 Intel® Xeon® E7-8867v4 (2.4GHz/18-core/45MB/165W) FIO Processor Kit	816665-L21
HPE DL580 Gen9 Intel® Xeon® E7-8870v4 (2.1GHz/20-core/50MB/140W) Processor Kit	816647-B21
HPE DL580 Gen9 Intel® Xeon® E7-8870v4 (2.1GHz/20-core/50MB/140W) FIO Processor Kit	816647-L21
HPE DL580 Gen9 Intel® Xeon® E7-8880v4 (2.2GHz/22-core/55MB/150W) Processor Kit	816645-B21
HPE DL580 Gen9 Intel® Xeon® E7-8880v4 (2.2GHz/22-core/55MB/150W) FIO Processor Kit	816645-L21
HPE DL580 Gen9 Intel® Xeon® E7-8890v4 (2.2GHz/24-core/60MB/165W) Processor Kit	816643-B21
HPE DL580 Gen9 Intel® Xeon® E7-8890v4 (2.2GHz/24-core/60MB/165W) FIO Processor Kit	816643-L21

E7-8800v3 series Processors

Core Options

HPE DL580 Gen9 Intel® Xeon® E7-8890v3 (2.5GHz/18-core/45MB/165W) Processor Kit	788317-B21
HPE DL580 Gen9 Intel® Xeon® E7-8890v3 (2.5GHz/18-core/45MB/165W) FIO Processor Kit	788317-L21
HPE DL580 Gen9 Intel® Xeon® E7-8880v3 (2.3GHz/18-core/45MB/150W) Processor Kit	788319-B21
HPE DL580 Gen9 Intel® Xeon® E7-8880v3 (2.3GHz/18-core/45MB/150W) FIO Processor Kit	788319-L21
HPE DL580 Gen9 Intel® Xeon® E7-8870v3 (2.1GHz/18-core/45MB/140W) Processor Kit	788321-B21
HPE DL580 Gen9 Intel® Xeon® E7-8870v3 (2.1GHz/18-core/45MB/140W) FIO Processor Kit	788321-L21
HPE DL580 Gen9 Intel® Xeon® E7-8860v3 (2.2GHz/16-core/40MB/140W) Processor Kit	788323-B21
HPE DL580 Gen9 Intel® Xeon® E7-8860v3 (2.2GHz/16-core/40MB/140W) FIO Processor Kit	788323-L21
HPE DL580 Gen9 Intel® Xeon® E7-8891v3 (2.8GHz/10-core/45MB/165W) Processor Kit	788333-B21
HPE DL580 Gen9 Intel® Xeon® E7-8891v3 (2.8GHz/10-core/45MB/165W) FIO Processor Kit	788333-L21
HPE DL580 Gen9 Intel® Xeon® E7-8893v3 (3.2GHz/4-core/45MB/140W) Processor Kit	788335-B21
HPE DL580 Gen9 Intel® Xeon® E7-8893v3 (3.2GHz/4-core/45MB/140W) FIO Processor Kit	788335-L21
HPE DL580 Gen9 Intel® Xeon® E7-8880Lv3 (2.0GHz/18-core/45MB/115W) Processor Kit	788337-B21
HPE DL580 Gen9 Intel® Xeon® E7-8880Lv3 (2.0GHz/18-core/45MB/115W) FIO Processor Kit	788337-L21
HPE DL580 Gen9 Intel® Xeon® E7-8867v3 (2.5GHz/16-core/45MB/165W) Processor Kit	788339-B21
HPE DL580 Gen9 Intel® Xeon® E7-8867v3 (2.5GHz/16-core/45MB/165W) FIO Processor Kit	788339-L21
E7-4800v4 series Processors	
HPE DL580 Gen9 Intel® Xeon® E7-4809v4 (2.1GHz/8-core/20MB/115W) Processor Kit	816657-B21
HPE DL580 Gen9 Intel® Xeon® E7-4809v4 (2.1GHz/8-core/20MB/115W) FIO Processor Kit	816657-L21
HPE DL580 Gen9 Intel® Xeon® E7-4820v4 (2.0GHz/10-core/25MB/115W) Processor Kit	816655-B21
HPE DL580 Gen9 Intel® Xeon® E7-4820v4 (2.0GHz/10-core/25MB/115W) FIO Processor Kit	816655-L21
HPE DL580 Gen9 Intel® Xeon® E7-4830v4 (2.0GHz/14-core/35MB/115W) Processor Kit	816653-B21
HPE DL580 Gen9 Intel® Xeon® E7-4830v4 (2.0GHz/14-core/35MB/115W) FIO Processor Kit	816653-L21
HPE DL580 Gen9 Intel® Xeon® E7-4850v4 (2.1GHz/16-core/40MB/115W) Processor Kit	816651-B21
HPE DL580 Gen9 Intel® Xeon® E7-4850v4 (2.1GHz/16-core/40MB/115W) FIO Processor Kit	816651-L21
E7-4800v3 series Processors	

Core Options

HPE DL580 Gen9 Intel® Xeon® E7-4850v3 (2.2GHz/14-core/35MB/115W) Processor Kit	788325-B21
HPE DL580 Gen9 Intel® Xeon® E7-4850v3 (2.2GHz/14-core/35MB/115W) FIO Processor Kit	788325-L21
HPE DL580 Gen9 Intel® Xeon® E7-4830v3 (2.1GHz/12-core/30MB/115W) Processor Kit	788327-B21
HPE DL580 Gen9 Intel® Xeon® E7-4830v3 (2.1GHz/12-core/30MB/115W) FIO Processor Kit	788327-L21
HPE DL580 Gen9 Intel® Xeon® E7-4820v3 (1.9GHz/10-core/25MB/115W) Processor Kit	788329-B21
HPE DL580 Gen9 Intel® Xeon® E7-4820v3 (1.9GHz/10-core/25MB/115W) FIO Processor Kit	788329-L21
HPE DL580 Gen9 Intel® Xeon® E7-4809v3 (2.0GHz/8-core/20MB/115W) Processor Kit	788331-B21
HPE DL580 Gen9 Intel® Xeon® E7-4809v3 (2.0GHz/8-core/20MB/115W) FIO Processor Kit	788331-L21

HPE Memory

NOTE: Hewlett Packard Enterprise memory from previous generation servers is not qualified or warranted with this HPE ProLiant Server. HPE SmartMemory is required to realize the memory performance improvements and enhanced functionality listed in this document for Gen9. For additional information, please see the [HPE SmartMemory QuickSpecs](#).

NOTE: LRDIMM and RDIMM are distinct memory technologies and cannot be mixed within a server.

NOTE: Depending on the memory configuration and processor model, the memory speed may run at 1866MHz, 1600MHz, or 1333MHz. Please see Memory Population Table below or the Online Memory Configuration Tool at:

<http://www.hp.com/go/ddr4config>.

Registered DIMMs (RDIMMs)

HP 8GB (1x8GB) Single Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726718-B21
HP 16GB (1x16GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	726719-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2133 CAS-15-15-15 Registered Memory Kit	728629-B21
HP 8GB (1x8GB) Single Rank x8 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805347-B21
HP 16GB (1x16GB) Single Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805349-B21
HPE 16GB (1x16GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	836220-B21
HP 32GB (1x32GB) Dual Rank x4 DDR4-2400 CAS-17-17-17 Registered Memory Kit	805351-B21

Load Reduced DIMMs (LRDIMMs)

Core Options

HP 32GB (1x32GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726722-B21
HP 64GB (1x64GB) Quad Rank x4 DDR4-2133 CAS-15-15-15 Load Reduced Memory Kit	726724-B21
HPE 64GB (1x64GB) Quad Rank x4 DDR4-2400 CAS-17-17-17 Load Reduced Memory Kit	805358-B21
Memory Expansion Options	
HPE DL580 Gen9 12 DDR4 DIMM Slots Memory Cartridge	788360-B21
NOTE: Up to Eight (8) memory cartridges are supported for 96 DIMM slots.	
NOTE: A minimum of two memory cartridges are required (one per processor).	
NOTE: A minimum of two memory DIMMs are required per cartridge (minimum of four DIMMs per server).	

HPE Optical Drives

HP Mobile USB Non Leaded System DVD RW Drive	701498-B21
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HPE Drives

NOTE: The components of a storage subsystem (e.g. the drive, the HBA/controller, firmware, and the server backplane) should operate at the same data transfer rate or the system bandwidth will be negotiated down to an acceptable level for all components.

NOTE: Hard drives have either a one year or three year warranty; refer to the specific hard drive QuickSpecs for details.

12G SAS Value Endurance Hot Plug SFF (2.5-inch) Enterprise Value Solid State	
HP 1.6TB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762263-B21
HP 800GB 12G SAS Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty Solid State Drive	762261-B21
12G SAS Hot Plug SFF (2.5-inch) Midline Drives	
HPE 1TB 12G SAS 7.2K rpm SFF (2.5in) SC Midline 1yr Warranty Hard Drive	832514-B21
12G SAS Hot Plug SFF (2.5-inch) Enterprise Drives	
HP 1.2TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781518-B21
HP 900GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785069-B21
HP 600GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	781516-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759212-B21
HP 450GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759210-B21
HP 300GB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	785067-B21
HP 300GB 12G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	759208-B21
12G SAS Hot Plug SFF (2.5-inch) SC 512e Drives	

Core Options

HP 2TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765466-B21
HP 1.8TB 12G SAS 10K rpm SFF (2.5-inch) SC Enterprise 512e 3yr Warranty Hard Drive	791034-B21
HP 1TB 12G SAS 7.2K rpm SFF (2.5-inch) SC 512e 1yr Warranty Hard Drive	765464-B21
HP 600GB 12G SAS 15K rpm SFF (2.5-inch) SC 512e Enterprise 3yr Warranty Hard Drive	748387-B21

SSD Selection

To streamline the configuration process for HPE ProLiant Gen9 servers and to provide the best product availability, HPE recommends SSDs from the list located here:

<https://ssd.hpe.com/recommend>

To further assist with configuration, HPE also offers an SSD Selector Tool located here: <http://ssd.hpe.com>

12G SAS Mixed Use Hot Plug SFF (2.5-inch) Solid State Drives

HPE 3.2TB 12G SAS Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	822567-B21
HPE 1.6TB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846436-B21
HPE 800GB 12G SAS Mixed Use-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846434-B21

12G SAS Hot Plug SFF (2.5-inch) SC Write Intensive Solid State Drives

HPE 1.6TB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846432-B21
HPE 800GB 12G SAS Write Intensive-1 SFF (2.5in) SC 3yr Wty Solid State Drive	846430-B21
HP 800GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802586-B21
HP 400GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802582-B21
HP 200GB 12G SAS Write Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802578-B21

12G SAS Read Intensive Hot Plug SFF (2.5-inch) Solid State Drives

HPE 3.84TB 12G SAS Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816576-B21
HP 1.92TB 12G SAS Read Intensive SFF 2.5-in SC 3yr Wty Solid State Drive	802891-B21

12G SAS Hot Plug SFF (2.5-inch) Enterprise Mainstream Solid State Drives

HP 1.6TB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779176-B21
HP 800GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779172-B21
HP 400GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779168-B21
HP 200GB 12G SAS Mainstream Endurance SFF 2.5-in ENT Mainstream SC 3yr Wty H2 Solid State Drive	779164-B21

6G SAS Hot Plug with SmartDrive SFF (2.5-inch) Enterprise Drives

Core Options

HP 1.2TB 6G SAS 10K rpm SFF (2.5-inch) SC Dual Port Enterprise 3yr Warranty Hard Drive	718162-B21
HP 900GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652589-B21
HP 600GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652583-B21
HP 450GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652572-B21
HP 300GB 6G SAS 10K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652564-B21
HP 300GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652611-B21
HP 146GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	652605-B21
6G SAS Hot Plug SmartDrive SFF (2.5-inch) Midline Drives	
HP 1TB 6G SAS 7.2K rpm SFF (2.5-inch) SC Midline 1yr Warranty Hard Drive	652749-B21
6G SATA Value Endurance Hot Plug SFF (2.5-inch) SC Enterprise Value M1 Solid State Drives	
HP 800GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764929-B21
HP 480GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764927-B21
HP 240GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764925-B21
HP 120GB 6G SATA Value Endurance SFF 2.5-in SC Enterprise Value 3yr Wty M1 Solid State Drive	764923-B21
6G SATA Hot Plug SFF (2.5-inch) SC Mixed Use Solid State Drives	
HP 1.92TB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	817011-B21
HP 1.6TB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804631-B21
HP 960GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816995-B21
HP 800GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804625-B21
HP 480GB 6G SATA Mixed Use-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816985-B21
HP 480GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	832414-B21
HP 200GB 6G SATA Mixed Use-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804613-B21
6G SATA Hot Plug SFF (2.5-inch) SC Write Intensive Solid State Drives	

Core Options

HP 1.2TB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804677-B21
HP 800GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804671-B21
HP 400GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804665-B21
HP 200GB 6G SATA Write Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804639-B21
6G SATA Hot Plug SFF (2.5-inch) SC Read Intensive Solid State Drives	
HP 3.84TB 6G SATA Read Intensive-3 SFF 2.5-in SC 3yr Wty Solid State Drive	816929-B21
HP 1.6TB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804605-B21
HP 800GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804599-B21
HP 480GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804593-B21
HP 240GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804587-B21
HP 120GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804581-B21
HP 80GB 6G SATA Read Intensive-2 SFF 2.5-in SC 3yr Wty Solid State Drive	804575-B21
HPE 960GB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871768-B21
HPE 1.92TB 6G SATA Read Intensive SFF (2.5in) SC 1yr Warranty Solid State Drive	871770-B21
HPE NVMe PCIe Mixed Use SFF (2.5 inch) Solid State Drives	
HP 1.6TB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive	765038-B21
HP 800GB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive	765036-B21
HP 400GB NVMe PCIe Mixed Use SFF 2.5-in SC2 3yr Wty Solid State Drive	765034-B21

NOTE: To support NVMe PCIe SSDs you need to select the SSD Express Bay Kit (788359-B21), maximum of 5 drives supported.

NOTE: Hewlett Packard Enterprise has qualified the NVMe drive portfolio using the Operating System inbox drivers. For full details please see the Solid State Drive QuickSpecs: <https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04154378>

HPE NVMe PCIe Write Intensive SFF (2.5-inch) Solid State Drives

HP 1.6TB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive	764892-B21
HP 800GB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive	736939-B21
HP 400GB NVMe PCIe Write Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive	736936-B21

NOTE: To support NVMe PCIe SSDs you need to select the SSD Express Bay Kit (788359-B21), maximum of 5 drives supported.

NOTE: Hewlett Packard Enterprise has qualified the NVMe drive portfolio using the

Core Options

Operating System inbox drivers. For full details please see the Solid State Drive QuickSpecs: <https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04154378>.

HPE NVMe PCIe Read Intensive SFF (2.5 inch) Solid State Drives

HP 1.2TB NVMe PCIe Read Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764906-B21

HP 400GB NVMe PCIe Read Intensive SFF 2.5-in SC2 3yr Wty Solid State Drive 764904-B21

NOTE: To support NVMe PCIe SSDs you need to select the SSD Express Bay Kit (788359-B21), maximum of 5 drives supported.

NOTE: Hewlett Packard Enterprise has qualified the NVMe drive portfolio using the Operating System inbox drivers. For full details please see the Solid State Drive QuickSpecs: <https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04154378>.

Hard Drive Kits

HPE DL580 Gen9 NVMe 5 Solid State Drive Express Bay Enablement Kit 788359-B21

HP ProLiant DL580 5 Small Form Factor Drive Backplane Cage Kit 739405-B21

HP Small Form Factor Hard Drive Blank Kit 666987-B21

HPE Networking **Gigabit Ethernet Adapters**

HP Ethernet 1Gb 4-port 331T Adapter 647594-B21

HP Ethernet 1Gb 2-port 332T Adapter 615732-B21

HP Ethernet 1Gb 2-port 361T Adapter 652497-B21

HP Ethernet 1Gb 4-port 366T Adapter 811546-B21

10 Gigabit Ethernet adapters

HP Ethernet 10Gb 2-port 530SFP Adapter 652503-B21

HP Ethernet 10Gb 2-port 546SFP+ Adapter 779793-B21

HP Ethernet 10Gb 2-port 557SFP+ Adapter 788995-B21

HP Ethernet 10Gb 2-port 560SFP+ Adapter 665249-B21

HP Ethernet 10Gb 2-port 530T Adapter 656596-B21

HP Ethernet 10Gb 2-port 561T Adapter 716591-B21

HPE Ethernet 10Gb 2-port 562SFP+ Adapter 727055-B21

NOTE: A minimum of two Gigabytes (2GB) of server memory is required per each adapter.

FlexibleLOM Adapters

Core Options

HP Ethernet 1Gb 4-port 331FLR Adapter	629135-B22
HP Ethernet 1Gb 4-port 366FLR Adapter	665240-B21
HP FlexFabric 10Gb 2-port 533FLR-T Adapter	700759-B21
HP FlexFabric 10Gb 2-port 534FLR-SFP+ Adapter	700751-B21

NOTE: This adapter does not support FCOE Boot from SAN functionality on VMWare and FCOE functionality with RHEL 5.9.

HP Ethernet 10Gb 2-port 560FLR-SFP+ Adapter	665243-B21
HP Ethernet 10Gb 2-port 561FLR-T Adapter	700699-B21
HP Ethernet 10Gb 2-port 546FLR-SFP+ Adapter	779799-B21
HPE FlexFabric 10Gb 2-port 556FLR-T Adapter	794525-B21
HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter	727060-B21
HPE Ethernet 10Gb 2-port 562FLR-SFP+ Adapter	727054-B21
HP Ethernet 1Gb 4-port 331FLR FIO Adapter	684208-B21
HP Ethernet 1Gb 4-port 366FLR FIO Adapter	684217-B21
HP Ethernet 10Gb 2-port 560FLR-SFP+ FIO Adapter	684218-B21
HP Ethernet 10Gb 2-port 561FLR-T FIO Adapter	700700-B21
HP FlexFabric 10Gb 2-port 534FLR-SFP+ FIO Adapter	700752-B21
HP FlexFabric 10Gb 2-port 533FLR-T FIO Adapter	700760-B21
HP FlexFabric 10Gb 2-port 556FLR-SFP+ FIO Adapter	732456-B21
HP Ethernet 10Gb 2-port 546FLR-SFP+ FIO Adapter	779800-B21
HP Ethernet 10Gb 2-port 562FLR-SFP+ FIO Adapter	789006-B21
HPE FlexFabric 10Gb 2-port 556FLR-T FIO Adapter	794526-B21
HPE FlexFabric 10Gb 4-port 536FLR-T Adapter	764302-B21
HPE FlexFabric 10Gb 4-port 536FLR-T FIO Adapter	764303-B21

NOTE: Wake-On-LAN not supported with FlexibleLOMs on DL580 Gen9.

NOTE: Please see the QuickSpecs for Technical Specifications and additional information: <http://www.hp.com/go/ProLiantNICs>.

25 Gigabit Ethernet adapters

HPE Ethernet 10/25Gb 2-port 640FLR-SFP28 Adapter	817749-B21
HPE Ethernet 10/25Gb 2-port 640FLR-SFP28 FIO Adapter	817750-B21
HPE Ethernet 10/25Gb 2-port 640SFP28 Adapter	817753-B21
HPE Ethernet 4x25Gb 1-port 620QSFP28 Adapter	817762-B21

Core Options

HPE InfiniBand	HP InfiniBand FDR 2-port 545QSFP Adapter NOTE: Legacy and UEFI modes are supported.	702211-B21
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+QSFP Adapter NOTE: UEFI and Legacy modes are supported with Ethernet and InfiniBand functionality.	764284-B21
	HP InfiniBand FDR/Ethernet 10Gb/40Gb 2-port 544+FLR-QSFP Adapter NOTE: UEFI and Legacy modes are supported with Ethernet and InfiniBand functionality.	764285-B21
	HP InfiniBand QDR/Ethernet 10Gb 2-port 544+FLR-QSFP Adapter	764286-B21
	HPE 100Gb 1-port OP101 QSFP28 x16 PCIe Gen3 with Intel® Omni-Path Architecture Adapter	829335-B21
	HPE 100Gb 1-port OP101 QSFP28 x8 PCIe Gen3 with Intel® Omni-Path Architecture Adapter	829334-B21
	HPE InfiniBand EDR/Ethernet 100Gb 1-port 840QSFP28 Adapter	825110-B21
	HPE InfiniBand EDR/Ethernet 100Gb 2-port 840QSFP28 Adapter	825111-B21

HPE Power Supplies

HPE Common Slot Platinum Plus Power Supply Kits

HPE 1500W Common Slot Platinum Plus Power Supply Kit	684532-B21
HPE 1500W Common Slot 48VDC Hot Plug Power Supply Kit	746708-B21
HPE 1200W Common Slot Platinum Hot Plug Power Supply Kit	748287-B21
HPE 1200W Common Slot Platinum Plus Hot Plug Power Supply Kit	656364-B21

NOTE: 94% efficiency with support for HPE Power Discovery Services.

NOTE: Prior to making a power supply selection it is highly recommended that the HPE Power Advisor is run to determine the right size power supply for your server configuration. The HPE Power Advisor is located at:

<http://www.hp.com/go/hppoweradvisor>.

NOTE: Minimum of two (2) power supplies are required.

NOTE: All power supplies in a server should match. Mixing Power Supplies is not supported.

NOTE: Option Kits contain the specified power supply and a PDU IEC cable.

NOTE: 1500W Power Supplies only support High Line Voltage.

NOTE: HPE ProLiant servers ship with an IEC-IEC power cord used for rack mounting with Power Distribution Units (PDUs). For a full list of optional Hewlett Packard Enterprise power cords please go to <http://www.hp.com/products/powercords>.

Core Options

<p>HPE Computation and Graphics Accelerators</p>	<p>NVIDIA Tesla K40C 12GB Computational Accelerator</p> <p>NOTE: Up to 4 cards are supported on the DL580 Gen9. Supporting multiple number of cards on the DL580 Gen9 blocks some active IO cards as follows due to space constraints: For 2P config: Max of 2 double-wide cards are supported on slot 6 and slot 9 (slot 8 is blocked). For 3P config: Max of 3 double-wide cards are supported on slot 3, slot 6 and slot 9 (slot 5 and slot 8 are blocked). For 4P config: Max of 4 double wide cards are supported on Slot 1, Slot 3, Slot 6 and Slot 9 (slot 5 and slot 8 are blocked). NOTE: HPE DL580/DL585/DL980 Power Cable Kit (631660-B21) is required for Graphics cards. Each cable kit has two 8-pin connectors (one 150W and other 225W) and can support up to two cards. For three cards, two cable kits are required. For 4 cards, 2 cable kits are required. The cards pull up to 75W of power from the IO slot and the rest from the auxiliary power connectors. NOTE: Supported at Gen2 speeds.</p>	<p>753960-B21</p>
<p>HP NVIDIA Quadro M6000 Graphics Accelerator</p>	<p>NOTE: Only four M6000 graphic cards are supported on DL580 Gen9. NOTE: If any HPE ProLiant server is configured with an NVIDIA Graphics Processor Unit (GPU), it must have less than 1 TB of server host memory. If the memory equals or exceeds 1 TB, the GPU options will not function properly due to a memory addressing design limitation with the NVIDIA GPU. See HPE Service Advisory for more details. NOTE: The DL580 Gen9 supports six auxiliary power connectors.</p>	<p>J0G92A</p>
<p>HPE NVIDIA Tesla M60 Reverse Air Flow Dual GPU PCIe Graphics Accelerator</p>	<p>NOTE: Up to 4 cards are supported on the DL580 Gen9. Supporting multiple number of cards on the DL580 Gen9 blocks some active IO cards as follows due to space constraints: For 2P config: Max of 2 double-wide cards are supported on slot 6 and slot 9 (slot 8 is blocked). For 3P config: Max of 3 double-wide cards are supported on slot 3, slot 6 and slot 9 (slot 5 and slot 8 are blocked). For 4P config: Max of 4 double wide cards are supported on Slot 1, Slot 3, Slot 6 and Slot 9 (slot 5 and slot 8 are blocked). NOTE: HPE DL580Gen9 M60 Reverse Air Flow Cable Kit (869724-B21) is required for Graphics cards.</p>	<p>M3X67A</p>
<p>HPE DL580 Gen9 M60 Reverse Air Flow Cable Kit</p>	<p></p>	<p>869724-B21</p>

Core Options

HPE NVIDIA Quadro M6000 24GB Graphics Accelerator

P8Y47A

NOTE: Only four M6000 graphic cards are supported on DL580 Gen9.

NOTE: If any HPE ProLiant server is configured with an NVIDIA Graphics Processor Unit (GPU), it must have less than 1 TB of server host memory. If the memory equals or exceeds 1 TB, the GPU options will not function properly due to a memory addressing design limitation with the NVIDIA GPU. See [HPE Service Advisory](#) for more details.

NOTE: The DL580 Gen9 supports six auxiliary power connectors.

Additional Options

NOTE: Some options may not be integrated at the factory. To ensure only valid configurations are ordered, Hewlett Packard Enterprise recommends the use of an HPE approved configurator. Contact your local sales representative for additional information.

HPE Insight Software	HPE Insight Control	
	HPE Insight Control including 1yr 24x7 Technical Support and Updates 1-server LTU	C6N27A
	HPE Insight Control including 1yr 24x7 TSU E-LTU	C6N28ABE
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle Single Server FIO LTU	C6N36A
	HPE Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle FIO E-LTU	C6N36ABE
	HPE Insight Management Media Kit	C6N31A
	NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.	
	NOTE: Customer will receive a license entitlement certificate. The license entitlement certificate must be redeemed online or via fax in order to obtain the license activation key(s). Includes one year of 24 x 7 HPE Software Technical Support and Update Service.	
	NOTE: Licenses ship without media. The HPE Insight Control Media Kit can be ordered separately, or can be downloaded at: http://www.hp.com/go/insightupdates .	
	NOTE: For additional license options please see the HPE Insight Control QuickSpecs .	

HPE ConvergedHPE OneView Advanced (with HPE iLO Advanced)

Infrastructure Management Software	NOTE: Full licenses of HPE OneView Advanced also provide the right-to-use HPE Insight Control without additional charge.	
	NOTE: Server provisioning (via 'HPE Insight Control server provisioning') is licensed as part of HPE OneView Advanced and provides multi-server OS and driver provisioning. Media kit #BD883A can be ordered for a physical copy of this software (USB flash drive).	
	NOTE: Licenses ship without media. The HPE OneView Media Kit can be ordered separately, or can be downloaded at: http://www.hp.com/go/oneview .	
	NOTE: Electronic and Flexible-Quantity licenses can be used to purchase multiple licenses with a single activation key.	
	HPE OneView Physical Media Kit LTU	E5Y37A
	HPE OneView including 3yr 24x7 Support Physical 1-server LTU	E5Y34A
	HPE OneView including 3yr 24x7 Support Flexible Quantity E-LTU	E5Y35AAE
	HPE OneView Advanced (without HPE iLO Advanced)	
	HPE OneView w/o iLO including 3yr 24x7 Support 1-server LTU	P8B24A
	HPE OneView w/o iLO including 3yr 24x7 Support Flexible Quantity E-LTU	P8B26AAE
	HPE OneView w/o iLO including 3yr 24x7 Support 1-server FIO LTU	P8B31A
	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	E5Y43A
	HPE OneView w/o iLO including 3yr 24x7 Support Track 1-server LTU	P8B25A
	HPE Operations Analytics for HPE OneView LTU	K8G29A
	HPE Operations Analytics for HPE OneView E-LTU	K8G29AAE
	NOTE: Please see the HPE OneView QuickSpecs for Technical Specifications and additional information.	

Additional Options

HPE iLO Advanced License	HPE iLO Advanced	
	HPE iLO Advanced including 3yr 24x7 Technical Support and Updates E-LTU	E6U64ABE
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates E-LTU	E6U59ABE
	HPE iLO Advanced including 3yr 24x7 Tech Support and Updates 1-server LTU	BD505A
	HPE iLO Advanced including 1yr 24x7 Technical Support and Updates 1-server LTU	512485-B21

HPE PCIe Workload Accelerator Options	Light Endurance (LE) PCIe Workload Accelerators	
	HPE 5.2TB FH/HL Light Endurance (LE) PCIe Workload Accelerator	775672-B21
	HPE 2.6TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775670-B21
	HPE 1.3TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775668-B21
	HPE 1.0TB HH/HL Light Endurance (LE) PCIe Workload Accelerator	775666-B21
	HPE Read Intensive PCIe Workload Accelerator	
	HPE 6.4TB Read Intensive-2 FH/HL PCIe Workload Accelerator	831739-B21
	HPE 3.2TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831737-B21
	HPE 1.6TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831735-B21
	HPE 1.3TB Read Intensive-2 HH/HL PCIe Workload Accelerator	831733-B21
	NVME PCIe Workload Accelerators	
	HPE 2.0TB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803204-B21
	HPE 1.6TB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803202-B21
	HPE 1.6TB NVMe Write Intensive HH/HL PCIe Workload Accelerator	803197-B21
HPE 800GB NVMe Mixed Use HH/HL PCIe Workload Accelerator	803200-B21	
HPE 800GB NVMe Write Intensive HH/HL PCIe Workload Accelerator	803195-B21	

NOTE: Both Legacy and UEFI BIOS modes are supported. Please see the [HPE PCIe Workload Accelerators for ProLiant Servers QuickSpecs](#) for Technical Specifications and additional information.

Additional Options

HPE Security	<p>HP Trusted Platform Module 2.0 Kit 745823-B21</p> <p>NOTE: HPE Trusted Platform Module 2.0 Option (745823-B21) works with Gen9 servers with UEFI Mode not Legacy Mode. It is not compatible with HPE ProLiant Gen8 servers or earlier generation variants. HPE Gen9 servers purchased earlier may need the latest firmware update to be compatible with the TPM 2.0 Option. The earlier HPE Trusted Platform Module Option (488069-B21) is the TPM 1.2 version, which is also available however TPM 2.0 has newer technology standards incorporated. The TPM 1.2 compatible server platforms include Gen8 and Gen9 servers. HPE server systems can have a TPM module (of any type) installed only once. It cannot be replaced with any other TPM module.</p>
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HPE Storage Controllers	<p>SAS Controllers</p> <p>HPE Smart Array Controllers</p> <p>HP Smart Array P430/2GB FBWC 12Gb 1-port Int SAS Controller 698529-B21</p> <p>HP Smart Array P430/4GB FBWC 12Gb 1-port Int SAS Controller 698530-B21</p> <p>NOTE: Please see the <u>HPE Smart Array P430 Controller QuickSpecs</u> for Technical Specifications and additional information.</p> <p>HP Smart Array P431/2GB FBWC 12Gb 2-ports Ext SAS Controller 698531-B21</p> <p>HP Smart Array P431/4GB FBWC 12Gb 2-ports Ext SAS Controller 698532-B21</p> <p>NOTE: Please see the <u>HPE Smart Array P431 Controller QuickSpecs</u> for Technical Specifications and additional information.</p> <p>HP Smart Array P830/4GB FBWC 12Gb 2-ports Int SAS Controller 698533-B21</p> <p>NOTE: Please see the <u>HPE Smart Array P830 Controller QuickSpecs</u> for Technical Specifications and additional information.</p> <p>HP Smart Array 2GB 24in FIO Flashback Write Cache 758836-B21</p> <p>HP 4GB Flash Backed Write Cache FIO Kit for P-series Smart Array Controllers 698537-B21</p> <p>NOTE: A maximum of 4 HPE Smart Array Controllers (including embedded controller) can be installed.</p> <p>HPE Smart Host Bus Adapters</p> <p>HP H240 12Gb 2-ports Int Smart Host Bus Adapter 726907-B21</p> <p>NOTE: Please see the <u>HPE H240 Smart Host Bus Adapter QuickSpecs</u> for Technical Specifications and additional information.</p> <p>HP H241 12Gb 2-ports Ext Smart Host Bus Adapter 726911-B21</p> <p>NOTE: Please see the <u>HPE H241 Smart Host Bus Adapter QuickSpecs</u> for Technical Specifications and additional information.</p> <p>HP H240 12Gb 2-ports Int FIO Smart Host Bus Adapter 761873-B21</p> <p>NOTE: For more information about HPE SmartCache, go to: <u>http://www.hp.com/go/smartcache</u></p> <p>NOTE: Both Legacy and UEFI modes are supported.</p>

Additional Options

Optional Upgrades

HP DL580 PCIe Stand-up SAS Controller Upper Drive Backplane Cable Kit	748916-B21
HPE DL580 Gen9 H240 Card Upper SAS Backplane Cable Kit	805356-B21

HPE Tape Backup

NOTE: For the complete range of tape drives, autoloaders, libraries and media see: <http://www.hp.com/go/tape>. For hardware and software compatibility of HPE tape backup products see: <http://www.hp.com/storage/SPOCK> and <http://www.hp.com/go/ebs>.

NOTE: For Internal drives to be connected to DL servers please make sure that you order rack mount kits as well.

HPE StoreEver LTO-4 Ultrium 1760 SAS (1) in a 1U Rack Mount Kit	EH946C
HPE StoreEver LTO-7 Ultrium 15000 External Tape Drive	BB874A
HPE StoreEver LTO-7 Ultrium 15000 Internal Tape Drive	BB873A
HPE StoreEver LTO-6 Ultrium 6650 SAS External Tape Drive	EH964A
HPE StoreEver LTO-6 Ultrium 6250 Tape Drive in a 1U Rack Mount Kit	C0L99A
HPE StoreEver LTO-6 Ultrium 6250 External Tape Drive	EH970A
HPE StoreEver LTO-5 Ultrium 3000 SAS Tape Drive in a 1U Rack Mount Kit	EJ014B
HPE StoreEver LTO-5 Ultrium 3000 SAS External Tape Drive	EH958B
HPE StoreEver LTO-5 Ultrium 3280 SAS External Tape Drive	EH900B
HPE StoreEver LTO-4 Ultrium 1760 SAS External Tape Drive	EH920B
HPE StoreEver LTO-3 Ultrium 920 SAS External Tape Drive	EH848B
HPE StoreEver 1U SAS Rack Mount Kit	AE459B
HPE DAT Autoloader	
HPE StoreEver 1/8 G2 LTO-6 Ultrium 6250 Fibre Channel Tape Autoloader	C0H19A
HPE StoreEver 1/8 G2 LTO-7 Ultrium 15000 FC Tape Autoloader	N7P34A
HPE StoreEver 1/8 G2 LTO-7 Ultrium 15000 SAS Tape Autoloader	N7P35A
HPE MSL2024 Tape Library	
HPE StoreEver MSL2024 0-drive Tape Library	AK379A
HPE MSL4048 Tape Library	
HPE StoreEver MSL4048 0-drive Tape Library	AK381A
HPE StoreEver MSL6480	
HPE StoreEver MSL6480 Scalable Base Module	QU625A
HPE StoreEver MSL6480 Scaleable Expansion Module	QU626A

NOTE: Please see the [HPE StoreEver MSL6480 Tape Library QuickSpecs](#) for Technical Specifications and additional information.

Additional Options

HPE Disk Backup	HPE D3700 Enclosure	QW967A
	HPE D3600 Enclosure	QW968A
	HPE StoreOnce 3100 8TB System	BB913A
	HPE StoreOnce 3540 24TB System	BB914A
	HPE StoreOnce 5100 48TB System	BB915A
	HPE StoreOnce 3520 12TB System	BB922A
	HPE RDX 3TB USB 3.0 Internal Disk Backup System	P9L71A
	HPE RDX+ 3TB USB 3.0 External Disk Backup System	P9L72A

NOTE: For the complete range of RDX drives and media see:

<http://www.hp.com/go/rdx>. For hardware and software compatibility of HPE disk backup products see: <http://www.hp.com/storage/SPOCK>.

NOTE: For Internal drives to be connected to DL servers please make sure that you order rack mount kit as well.

HPE Storage Options

HPE Converged Network Adapters

HPE StoreFabric CN1100R 10GBASE-T Dual Port Converged Network Adapter	N3U52A
HPE StoreFabric CN1100R Dual Port Converged Network Adapter	QW990A
NOTE: FCOE boot from SAN is not supported with VMWare.	
HPE StoreFabric CN1200E 10GBASE-T Dual Port Converged Network Adapter	N3U51A
HPE StoreFabric CN1200E 10Gb Converged Network Adapter	E7Y06A

NOTE: Both UEFI and Legacy mode are supported.

Storage Fibre Channel HBA

NOTE: The following is a list of all Fibre Channel Host Bus Adapters for Windows and Linux. For detailed compatibility information please see:

<http://h18006.www1.hp.com/storage/saninfrastructure/hba.html>.

QLogic Fibre Channel HBAs

HPE 81Q 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AK344A
HPE 82Q 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ764A
HPE StoreFabric 84Q 4-port 8Gb Fibre Channel Host Bus Adapter	P9D91A
HPE StoreFabric SN1000Q 16GB 1-port PCIe Fibre Channel Host Bus Adapter	QW971A
HPE StoreFabric SN1100Q 16Gb Single Port Fibre Channel Host Bus Adapter	P9D93A
HPE StoreFabric SN1000Q 16GB 2-port PCIe Fibre Channel Host Bus Adapter	QW972A
HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	P9D94A

Emulex Fibre Channel HBAs

Additional Options

HPE 81E 8Gb 1-port PCIe Fibre Channel Host Bus Adapter	AJ762B
HPE 82E 8Gb 2-port PCIe Fibre Channel Host Bus Adapter	AJ763B
HPE StoreFabric 84E 4-port 8Gb Fibre Channel Host Bus Adapter	E7Y63A
HPE StoreFabric SN1100E 16Gb Single Port Fibre Channel Host Bus Adapter	C8R38A
HPE StoreFabric SN1100E 16Gb Dual Port Fibre Channel Host Bus Adapter	C8R39A
HPE StoreFabric SN1100E 4-port 16Gb Fibre Channel Host Bus Adapter	P9D99A
HPE StoreFabric SN1600Q 32Gb Single Port Fibre Channel Host Bus Adapter	P9M75A
HPE StoreFabric SN1600Q 32Gb Dual Port Fibre Channel Host Bus Adapter	P9M76A
HPE StoreFabric SN1600E 32Gb Single Port Fibre Channel Host Bus Adapter	Q0L11A
HPE StoreFabric SN1600E 32Gb Dual Port Fibre Channel Host Bus Adapter	Q0L12A
HPE StoreFabric SN1200E 16Gb Single Port Fibre Channel Host Bus Adapter	Q0L13A
HPE StoreFabric SN1200E 16Gb Dual Port Fibre Channel Host Bus Adapter	Q0L14A

HPE Disk Storage Systems

Disk Enclosures

HP D6000 Dual I/O Module Disk Enclosure	QQ695A
HP D6000 w/70 3TB 6G SAS 7.2K LFF Dual port MDL HDD 210TB Bundle	QQ700A
HP D6000 w/35 3TB 6G SAS 7.2K LFF Dual port MDL HDD 105TB Bundle	QQ699A
HP D6000 w/70 2TB 6G SAS 7.2K LFF Dual port MDL HDD 140TB Bundle	QQ698A
HP D6000 w/35 2TB 6G SAS 7.2K LFF Dual port MDL HDD 70TB Bundle	QQ697A
HP D6000 w/70 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 280TB Bundle	E7W31A
HP D6000 w/35 4TB 6G SAS 7.2K LFF Dual Port MDL HDD 140TB Bundle	E7W30A
HPE D6000 w/70 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 560TB Bundle	M0T59A
HPE D6000 w/35 8TB 12G SAS 7.2K LFF (3.5in) Dual Port MDL HDD 280TB Bundle	M0T58A

NOTE: Please see the [HPE D6000 Disk Enclosure QuickSpecs](#) for Technical Specifications and additional information.

Additional Options

HPE Data Center Racks	HPE Advanced Series Racks	
	HPE 11648 1075mm Pallet Universal Rack	H6J87A
	HPE 11648 1075mm Shock Universal Rack	H6J88A
	HPE 11642 1075mm Pallet Universal Rack	H6J65A
	HPE 11642 1075mm Shock Universal Rack	H6J66A
	HPE 11642 1200mm Pallet Universal Rack	H6J67A
	HPE 11642 1200mm Shock Universal Rack	H6J68A
	HPE 11636 1075mm Pallet Universal Rack	H6J77A
	HPE 11636 1075mm Shock Universal Rack	H6J78A
	HPE 11622 G2 1075mm Pallet Universal Rack	H6J83A
	HPE 11622 G2 1075mm Shock Universal Rack	H6J84A
	HPE 11614 1075mm Shock Universal Rack	H6J82A

NOTE: Please see the [HPE Advanced Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Enterprise Series Racks

HPE 647 1075mm Pallet Intelligent Series Rack	BW911A
HPE 647 1075mm Shock Intelligent Series Rack	BW912A
HPE 647 1200mm Pallet Intelligent Series Rack	BW913A
HPE 647 1200mm Shock Intelligent Series Rack	BW914A
HPE 642 1075mm Pallet Intelligent Series Rack	BW903A
HPE 642 1075mm Shock Intelligent Series Rack	BW904A
HPE 642 1200mm Pallet Intelligent Series Rack	BW907A
HPE 642 1200mm Shock Intelligent Series Rack	BW908A
HPE 636 1075mm Pallet Intelligent Series Rack	BW895A
HPE 636 1075mm Shock Intelligent Series Rack	BW896A
HPE 842 1075mm Pallet Intelligent Series Rack	BW917A
HPE 842 1075mm Shock Intelligent Series Rack	BW918A

NOTE: Please see the [HPE Enterprise Series Racks QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Standard Series Rack

HPE V142 1075mm deep Pallet 100 series Rack	AF046A
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NOTE: Please see the [HPE Standard Series Rack QuickSpecs](#) for information on additional racks options and rack specifications.

HPE Power Distribution Units (PDUs)	HPE Basic Power Distribution Units (PDU)	
	HPE Basic 1.9kVA/L5-20P 16A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	H5M54A
	HPE Basic 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	H5M56A
	HPE Basic 2.8kVA/L5-30P 24A/120V Outlets (18) 5-20R/Vertical NA/JP PDU	H5M55A
	HPE Basic 4.9kVA/60320 C20 Detachable 16A/230V Outlets (20) C13/Vertical WW PDU	H5M57A
	HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (20) C13/Vertical NA/JP PDU	H5M58A
	HPE Basic 7.3kVA/60309 5-wire 32A/230V Outlets (20) C13/Vertical INTL PDU	H5M68A

Additional Options

HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13/Vertical NA/JP PDU	H5M61A
HPE Basic 4.9kVA/L6-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M59A
HPE Basic 7.3kVA/60309 3-wire 32A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M70A
HPE Basic 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (6) C19/Vertical NA PDU	H5M60A
HPE Basic 11kVA/60309 63A 3-wire 48A/230V Outlets (30) C13 (6) C19/Vertical INTL PDU	H5M71A
HPE Basic 9.2kVA/50A Terminal Block 40A/230V Outlets (30) C13 (6) C19/Vertical WW PDU	H5M75A
HPE Basic 3Ph 5.7kVA/ L21-20P 16A/120-208V Outlets (24) C13 (3) 5-20R/Vertical NA/JP PDU	H5M63A
HPE Basic 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (24) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	H5M64A
HPE Basic 3Ph 8.6kVA/L15-30P 24A/208V Outlets (24) C13 (6) C19/Vertical NA/JP PDU	H5M62A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (24) C13 (6) C19/Vertical INTL PDU	H5M72A
HPE Basic 3Ph 11kVA/60309 5-wire 16A/230V Outlets (36) C13 (6) C19/Vertical INTL PDU	H5M73A
HPE Basic 3Ph 11kVA/60309 16A/240V Outlets (36) C13 (6) C19/Vertical NA PDU	H5M67A
HPE Basic Modular 2.8kVA/L5-30P 24A/120V Outlets (4) C19/Horizontal NA/JP PDU	252663-D71
HPE Basic Modular 4.9kVA/L6-30P 24A/208V Outlets (4) C19/Horizontal NA/JP Core Only PDU	252663-D74
HPE Basic Modular 8.3kVA/CS8265C 40A/208V Outlets (4) C19/Horizontal NA/JP PDU	252663-D75
HPE Basic Modular 7.3kVA/60309 3-wire 32A/230V Outlets (4) C19/Horizontal INTL Core Only PDU	252663-B33
HPE Basic Modular 9.2kVA/60309 63A 3-wire 40A/230V Outlets (4) C19/Horizontal INTL PDU	252663-B34
HPE Basic Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF512A
HPE Basic Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF513A
HPE Basic Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF519A
HPE Basic Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF511A
HPE Basic Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF518A
HP 800VA - 277V Input / 230V Output NA Rack Mount Transformer	H3X09A

NOTE: Please see the [HPE Basic Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered Power Distribution Units (PDU)

Additional Options

HPE Metered 2.8kVA/L5-30P 24A/120V Outlets (12) 5-20R/Horizontal NA/JP PDU	D9N43A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (12) C13/Horizontal WW PDU	D9N46A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Horizontal NA/JP PDU	D9N44A
HPE Metered 3.6kVA/60320 C20 Detachable 16A/230V Outlets (16) C13/Vertical WW PDU	D9N45A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (12) C13/Vertical NA/JP PDU	G9Z05A
HPE Metered 7.3kVA/60309 3-wire 32A/230V Outlets (12) C13/Vertical INTL PDU	G9Z06A
HPE Metered 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	D9N47A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	D9N48A
HPE Metered 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (3) C19/Vertical NA/JP PDU	D9N51A
HPE Metered 3Ph 8.6kVA/L21-30P 24A/120-208V Outlets (18) C13 (3) C19 (3) 5-20R/Vertical NA/JP PDU	D9N53A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (18) C13 (3) C19/Vertical INTL PDU	D9N55A
HPE Metered 8.3kVA/CS8265C 40A/208V Outlets (30) C13 (3) C19/Vertical NA PDU	D9N49A
HPE Metered 7.3kVA/60309 32A 3-wire/230V Outlet (32) C13 (4) C19/Vertical INTL PDU	D9N50A
HPE Metered 3Ph 11kVA/60309 5-wire 16A/230V Outlets (30) C13 (3) C19/Vertical INTL PDU	D9N57A
HPE Metered 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N58A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (30) C13 (3) C19/Vertical NA/JP PDU	D9N61A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (24) C13 (3) C19/Vertical NA/JP PDU	D9N54A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N59A
HPE Metered 3Ph 17.3kVA/60309 60A 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	G9Z07A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	D9N60A
HPE Metered 3Ph 22kVA/60309 5-wire 32A/230V Outlet (30) C13 (3) C19/Vertical INTL PDU	D9N56A
HPE Metered 3Ph 16.6kVA/60309 32A-30A 5-wire 24A/230V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	D9N62A
HPE Metered 3Ph 19.9kVA/L22-30P 24A/277V Outlets (30) RF-203P-HP/Vertical NA PDU	D9N63A
HPE Metered 3Ph 22kVA/60309 5-wire WT 32A/230V Outlets (12) C13 (12) C19/Vertical INTL PDU	G9Z08A
HP Environmental Sensor for Remote Monitored and Managed PDUs	E2D53A

Additional Options

NOTE: Please see the [HPE Metered Power Distribution Units \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Intelligent Power Distribution Unit (PDU)

HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF520A
HPE Intelligent Modular 8.3kVA/CS8265C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF521A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF522A
HPE Intelligent Modular 3Ph 14.4kVA/CS8365C 40A/208V Outlets (6) C19/Horizontal NA/JP PDU	AF533A
HPE Intelligent Modular 3Ph 17.3kVA/60309 60A 4-wire 48A/208V (6) C19/Horizontal NA/JP PDU	AF523A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF525A
HPE Intelligent Modular 3Ph 11kVA/60309 5-wire 16A/230V Outlets (6) C19/Horizontal INTL PDU	AF526A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU	AF527A
HPE Intelligent Modular 3Ph 17.3kVA/60309 30A 5-wire 24A/240V (6) C19/Horizontal NA/JP PDU	AF901A
HPE Intelligent Modular 3Ph 17.3kVA/IEC 60309 60A 4-wire 48A/208V (12) C19/Horizontal NA/JP PDU	AF535A
HPE Intelligent Modular 3Ph 22kVA/60309 5-wire 32A/230V Outlets (12) C19/Horizontal INTL PDU	AF538A
HPE Intelligent Modular 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF531A
HPE Intelligent Modular 3Ph 8.6kVA/L15-30P 24A/208V Outlets (20) C13 (6) C19/Horizontal NA/JP PDU	AF532A
HPE Intelligent Modular 7.3kVA/60309 3-wire 32A/230V Outlets (6) C19/Horizontal INTL PDU Kit	AF534A
HP 5xC13 Intelligent PDU Extension Bar G2 Kit	AF547A
HP 5xC13 Outlets Power and UID LEDs Pair Standard Extension Bar	AF528A

NOTE: Please see the [HPE Intelligent Power Distribution Unit \(PDU\) QuickSpecs](#) for information on additional options and product specifications.

HPE Metered and Switched Power Distribution Units (PDU)

Additional Options

HPE Metered Switched 2.8kVA/L5-30P 24A/120V Outlets (24) 5-20R /Vertical NA/JP PDU	H8B48A
HPE Metered Switched 3.6kVA/60320 C20 Detachable 16A/230V Outlets (7) C13 (1) C19/Vertical WW PDU	H8B49A
HPE Metered Switched 4.9kVA/L6-30P 24A/208V Outlets (20) C13 (4) C19/Vertical NA/JP PDU	H8B50A
HPE Metered Switched 7.3kVA/60309 3-wire 32A/230V Outlets (20) C13 (4) C19/Vertical INTL PDU	H8B51A
HPE Metered Switched 3Ph 8.6kVA/L15-30P 24A/208V Outlets (18) C13 (6) C19/Vertical NA/JP PDU	H8B52A
HPE Metered Switched 3Ph 8.6kVA/L21-30P 24A/208V Outlets (20)C13 (3)C19 (1)5-20R/Vertical NA/JP PDU	H8B53A
HPE Metered Switched 3Ph 11kVA/60309 5-wire 16A/230V Outlets (21) C13 (3) C19/Vertical INTL PDU	H8B54A
HPE Metered Switched 3Ph 14.4kVA/CS8365C 40A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B55A
HPE Metered Switched 3Ph 17.3kVA/60309 4-wire 48A/208V Outlets (12) C13 (12) C19/Vertical NA/JP PDU	H8B56A

NOTE: Please see the [HPE Metered and Switched Power Distribution Units \(PDU\) QuickSpecs](#)

for information on additional options and product specifications.

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

HPE Rack Mount Consoles, KVM Switches, and Keyboards	HPE Location Discovery Services	
	HPE Location Discovery Services LCD8500 Kit	TL052A
	NOTE: Please see the HPE Location Discovery Services QuickSpecs for information on additional options and product specifications.	
	HPE Rack Mount Consoles	
	HP LCD8500 1U US Rackmount Console Kit	AF630A
	HP LCD8500 1U UK Rackmount Console Kit	AF631A
	HP LCD8500 1U DE Rackmount Console Kit	AF632A
	HP LCD8500 1U FR Rackmount Console Kit	AF633A
	HP LCD8500 1U JP Rackmount Console Kit	AF642A
	HP LCD8500 1U RU Rackmount Console Kit	AF643A
HP LCD8500 1U INTL Rackmount Console Kit	AF644A	
HP LCD8500 1U US TAA Rackmount Console Kit	AF645A	
NOTE: Please see the HPE LCD8500 Console Kit QuickSpecs for information on additional options and product specifications.		
HPE KVM Switches		

Additional Options

HP 0x1x8 G3 KVM Console Switch	AF651A
HP 0x2x16 G3 KVM Console Switch	AF652A
HP TAA 0x2x16 G3 KVM Console Switch	AF653A
HP USB Remote Access Key for G3 KVM Console Switches	AF650A
HP KVM Console USB Interface Adapter	AF628A
HP 0x2x16 KVM Server Console Switch G2 with Virtual Media CAC Software	AF618A
HP 0x2x32 KVM Server Console Switch G2 with Virtual Media CAC Software	AF619A
HP KVM Console USB 2.0 Virtual Media CAC Interface Adapter	AF629A
HP 1x4 USB/PS2 KVM Console Switch	AF611A
HP 1x1Ex8 KVM IP Console Switch G2 with Virtual Media CAC Software	AF620A
HP 2x1Ex16 KVM IP Console Switch G2 with Virtual Media CAC Software	AF621A
HP 4x1Ex32 KVM IP Console Switch G2 with Virtual Media CAC Software	AF622A

NOTE: To learn more, please visit the [HPE KVM Switches web page](#).

HPE KVM Console USB/Display Port Interface Adapter	AF654A
HPE KVM Console USB 8-pack Interface Adapter	AF655A

HPE USB Keyboard and Mouse

HP USB BFR with PVC Free US Keyboard/Mouse Kit	631341-B21
HP USB BFR with PVC Free UK Keyboard/Mouse Kit	631344-B21
HP USB BFR with PVC Free FR Keyboard/Mouse Kit	631346-B21
HP USB BFR with PVC Free ES Keyboard/Mouse Kit	631348-B21
HP USB BFR with PVC Free DE Keyboard/Mouse Kit	631358-B21
HP USB BFR with PVC Free JP Keyboard/Mouse Kit	631360-B21
HP USB BFR with PVC Free IT Keyboard/Mouse Kit	631362-B21
HP USB BFR with PVC Free CN Keyboard/Mouse Kit	631364-B21
HP USB BFR with PVC Free AE Keyboard/Mouse Kit	638212-B21
HP USB BFR with PVC Free RU Keyboard/Mouse Kit	638214-B21
HP USB BFR with PVC Free IN Keyboard/Mouse Kit	672097-D63
HP USB BFR with PVC Free AP-Intl Keyboard/Mouse Kit	672097-373
HP USB BFR with PVC Free Intl Keyboard/Mouse Kit	672097-B33
HP USB BFR with PVC Free PT Keyboard/Mouse Kit	672097-133
HP USB BFR with PVC Free TR Keyboard/Mouse Kit	672097-143
HP USB BFR with PVC Free CZ Keyboard/Mouse Kit	672097-223
HP USB BFR with PVC Free FI Keyboard/Mouse Kit	672097-353
HP USB BFR with PVC Free SE Keyboard/Mouse Kit	672097-103
HP USB BFR with PVC Free CH Keyboard/Mouse Kit	672097-113
HP USB BFR with PVC Free KR Keyboard/Mouse Kit	672097-KD3

NOTE: Please see the [HPE USB Keyboard and Mouse QuickSpecs](#) for information on additional options and product specifications.

HPE Other Options

Additional Options

HPE Rack LED Light Kit	BW939A
HP Kit LCD 1.83m Latch Display Port Cable	G7T29A
HP ConvergedSystem Door Branding Kit	TK815A
HP ConvergedSystem Rack Light Kit	TK816A
HP ConvergedSystem Rack Side Panel 1075mm Kit	TK817A

HPE Uninterruptible Power Systems (UPS)

HPE DirectFlow Three Phase UPS Power Unit (1U UPS)

HPE R12000 DirectFlow - 1U Rackmount Uninterruptible Power System	G9Y75A
HPE R12000 DirectFlow - POD 1U Rackmount Uninterruptible Power System	AF478A
HPE RP12000/3 12000VA Three Phase INTL 6U Rackmount Uninterruptible Power System	AF437A

Input/Output Module Options for 1U UPS

HPE 32A 400-415 Volt Three Phase INTL R12000 DirectFlow UPS IEC309 Input/Output Module	AF488A
HPE 30A 400-415 Volt Three Phase NA R10000 DirectFlow UPS IEC309 Input/Output Module	AF489A
HPE 32A 380 Volt Three Phase China R12000 DirectFlow UPS Unterminated Input/Output Module	AF490A
HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS L22-30 Input/Output Module	AF491A
HPE 30A 480 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module	AF492A
HPE 30A 400-415 Volt Three Phase NA R12000 DirectFlow UPS IEC309 Input/Output Module	G9Y76A
HPE DirectFlow UPS Management Card	AF493A

Power Unit (2U UPS)

HPE R18000 DirectFlow - 2U Rackmount Uninterruptible Power System	AF479A
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Input/Output Module Options for 2U UPS

HPE 32A 400-415 Volt Three Phase INTL R18000 DirectFlow UPS IEC309 Input/Output Module	AF483A
HPE 30A 380 Volt Three Phase China R18000 DirectFlow UPS Unterminated Input/Output Module	AF485A
HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	AF486A
HPE 30A 480 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	AF487A
HPE 30A 400 Volt Three Phase NA R18000 DirectFlow UPS IEC309 Input/Output Module	D9Q02A
HPE 30A 400-415V Three Phase NA R18000 DirectFlow UPS 1:1 IEC309 Input/Output Module	AF484A

NOTE: All Input/Output Modules support dual output outlets except the AF484A.

Battery Pack Options

Additional Options

HPE DirectFlow UPS - 1U Rackmount Lithium-ion Battery Pack	AF480A
HPE DirectFlow UPS - 3U Rackmount VRLA Battery Pack	AF482A
HPE WW DirectFlow Secondary Battery Cable	AF497A

NOTE: Please see the [HPE DirectFlow Three Phase Uninterruptible Power System QuickSpecs](#)

for information on additional options and product specifications.

HPE Tower UPS

HPE T750 G4 UPS Models

HPE T750 G4 NA/JP Uninterruptible Power System	J2P85A
HPE T750 G4 INTL Uninterruptible Power System	J2P88A

HPE T1000 G4 UPS Models

HPE T1000 G4 NA/JP Uninterruptible Power System	J2P86A
HPE T1000 G4 INTL Uninterruptible Power System	J2P89A

HPE T1500 G4 UPS Models

HPE T1500 G4 NA/JP Uninterruptible Power System	J2P87A
HPE T1500 G4 INTL Uninterruptible Power System	J2P90A

HPE Rack-mountable UPS

HPE R/T2200 G4 UPS Models

HPE R/T2200 G4 NA/JP Uninterruptible Power System	J2R00A
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HPE R/T3000 G4 UPS Models

HPE R/T3000 G4 Low Voltage NA/JP Uninterruptible Power System	J2R01A
HPE R/T3000 G4 High Voltage NA/JP Uninterruptible Power System	J2R02A
HPE R/T3000 G4 High Voltage INTL Uninterruptible Power System	J2R04A

R1500 G4 Models

HPE R1500 G4 NA Uninterruptible Power System	J2Q99A
HPE R1500 G4 JP/TWN Uninterruptible Power System	J2R05A
HPE R1500 G4 INTL Uninterruptible Power System	J2R03A

R7000 Uninterruptible Power System (UPS)

HPE R7000 4U 50A High Voltage NA/JP Uninterruptible Power System	AF462A
HPE R7000 4U IEC-32A High Voltage INTL Uninterruptible Power System	AF463A

R5000 Uninterruptible Power System (UPS)

HPE R5000 3U L630 High Voltage NA/JP Uninterruptible Power System	AF460A
HPE R5000 3U IEC309-32A High Voltage INTL Uninterruptible Power System	AF461A

NOTE: Please see the [HPE Line Interactive Single Phase UPS QuickSpecs](#) for information on additional options and product specifications.

HPE UPS Options

HPE R/T2200 G4 Extended Runtime Module	J2R09A
HPE R/T3000 G4 Extended Runtime Module	J2R10A
HPE 2U Rack/Tower UPS Shipping Kit	L4Q11A

NOTE: To learn more, please visit the [HPE Uninterruptible Power Systems \(UPS\) web page](#).

Additional Options

HPE Power Cords	HP C13 - SEV 1011 CH 250V 10Amp 1.83m Power Cord	AF565A
	HP C13 - DK-2.5A DK 250V 10Amp 1.83m Power Cord	AF566A
	HP C13 - SABS-164 ZA 250V 10Amp 2.5m Power Cord	AF567A
	HP C13 - CEE-VII EU 250V 10Amp 1.83m Power Cord	AF568A
	HP C13 - BS-1363A UK/HK/SG 250V 10Amp 1.83m Power Cord	AF570A
	HP C13 - CEI-23-50 IT/CL 250V 10Amp 1.83m Power Cord	AF571A
	HP 8AWG W/Ground Lug 48V DC 3.0m Power Cord	J6X42A

HPE USB and SD Options	HPE Flash Media Kits for USB Drives	
	HP 8GB USB Enterprise Mainstream Flash Media Drive Key Kit	737953-B21
	HP Dual 8GB microSD Enterprise Midline USB Kit	741279-B21
	HPE Enterprise Mainstream Flash Media Kits for Memory Cards	
	HPE 32GB microSD Mainstream Flash Media Kit	700139-B21
HPE 8GB microSD Enterprise Mainstream Flash Media Kit	726116-B21	

Memory

HPE SmartMemory

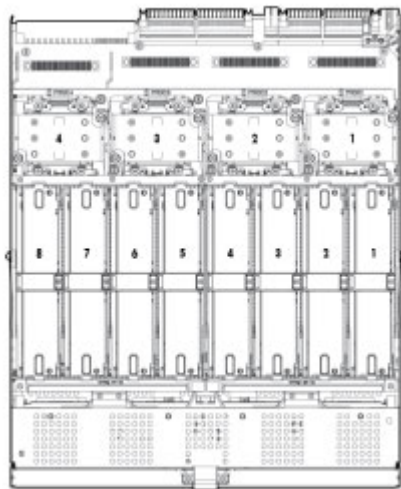
New HPE SmartMemory now provides additional protection for your servers. With HPE Authentication it can verify that ProLiant Gen9 server. With HPE SmartMemory, your new HPE ProLiant server can take advantage of additional Gen9 through HPE Active Health System.

For detailed memory configuration rules and guidelines, please use the Online DDR4 Memory Configuration Tool: [http](http://)

Memory Subsystem Architecture

As shown in the figure below, memory cartridge to processor association as follows:

- Memory cartridges installed without a corresponding processor are not utilized:
 - Processor 1 corresponds to memory cartridges 1 and 2.
 - Processor 2 corresponds to memory cartridges 3 and 4.
 - Processor 3 corresponds to memory cartridges 5 and 6.
 - Processor 4 corresponds to memory cartridges 7 and 8.



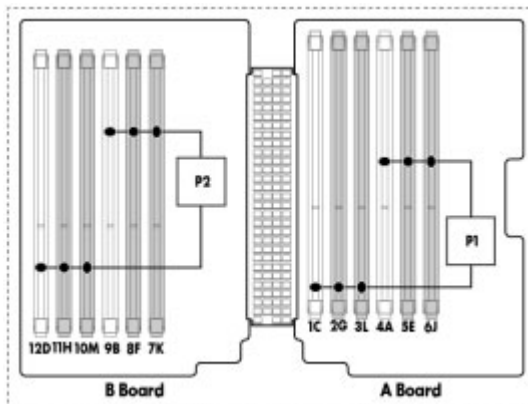
The server can operate in independent channel mode (performance) or combined channel mode (lockstep). Lockstep mode improves the system reliability and availability. If running with RDIMM (built with x4 DRAM devices), the system can survive the complete failure of two DRAM devices (DDDC). Running in independent mode, the server can only survive the complete failure of a single DRAM device (SDDC).

Memory performance depends on selected processor and whether the system is configured for independent channel mode (performance mode) or lockstep mode (RAS mode).

Memory

Memory Population guidelines

Each memory cartridge contains 12 DIMM slots as shown in figure below:



General Memory Population Rules and Guidelines:

- . To maximize performance, install two memory cartridges per processor and balance the total memory capacity between all installed processors.
- . When multiple processors are installed, HPE recommends installing the DIMMs in sequential alphabetical order: 4A, 9B, 1C, 12D, and so on.
- . LRDIMMs support higher densities than single- and dual-rank RDIMMs, and higher speeds than quad-rank RDIMMs. This support enables you to install more high capacity DIMMs, resulting in higher system capacities and higher bandwidth.
- . Do not mix LRDIMMs with any other DIMM type (RDIMM, LVDIMM).
- . RDIMM population is limited to a maximum of eight logical ranks per channel. Therefore, only two quad rank RDIMMs are supported per channel. If there are more than eight physical ranks per channel, LRDIMMs rank multiplication provides support for three DIMMs per channel.
- . **Performance or Independent Mode:** In this mode each DDR4 channel works independently and the SMI2 channel operates at twice the DDR4 speed (3200 MT/s max).
- . **Lockstep mode:** In this mode, the memory controller operates two DDR4 channels behind one memory buffer as single channel and the SMI2 channel operates at the DDR4 transfer rate (1866 MT/s max).

NOTE: UDIMMs are not supported. This server does not support mixing LRDIMMs, RDIMMs, or UDIMMs. Attempting to mix any combination of these DIMMs can cause the server to halt during BIOS initialization. For detailed memory configuration rules and guidelines, use the Online DDR4 Memory Configuration Tool on the HPE website (<http://www.hp.com/go/ddr3memory-configurator>).

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E7-4800v3/v4 Series Processor Family - running in 1:1 “Lockstep” mode

Memory

Memory Bandwidth and Capacity					
[DIMM Type]	Registered DIMMs (RDIMMs)			Load Reduced (LRDIMMs)	
HPE SKU P/N	726718-B21	726719-B21	728629-B21	726722-B21	726724-B21
DIMM Rank	Single Rank	Dual Rank	Dual Rank	Quad Rank	Quad Rank
DIMM Capacity	8GB	16GB	32GB	32GB	64GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DIMM Native Speed (MT/s)	2133	2133	2133	2133	2133
SLOTS THAT CAN BE POPULATED					
96 slot servers	96	96	96	96	96
MAXIMUM CAPACITY (GB)					
	768	1536	3072	3072	6144
POPULATED DIMM SPEED (MT/s)					
1 DIMM Per Channel	1866	1866	1866	1866	1866
2 DIMM Per Channel	1866	1866	1866	1866	1866
3 DIMM Per Channel	1600	1333	1333	1600	1600

NOTE: The values shown in the table above are for Lockstep Mode. For Performance Mode (running in 2:1), the values Channel and 2 DIMM per Channel.

Intel Gen9 Supported Memory Bandwidth for HPE ProLiant Gen9 Intel® Xeon® E7-8800v3/v4 Series Processors

Memory Bandwidth and Capacity					
[DIMM Type]	Registered DIMMs (RDIMMs)				Load Reduced (LRDIMMs)
HPE SKU P/N	805347-B21	805349-B21	836220-B21	805351-B21	805358-B21
DIMM Rank	Single Rank	Single Rank	Dual Rank	Dual Rank	Quad Rank
DIMM Capacity	8GB	16GB	16GB	32GB	64GB
Voltage	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V	Std Voltage 1.2V
DRAM Depth [bit]	1G	1G	2G	2G	2G
DRAM Width [bit]	x8	x4	x4	x4	x4
DRAM Density	8Gb	8Gb	4Gb	8Gb	8Gb

Memory

CAS Latency	17-17-17	17-17-17	17-17-17	17-17-17	17-17-17
DIMM Native Speed (MT/s)	2400	2400	2400	2400	2400
SLOTS THAT CAN BE POPULATED					
96 slot servers	96	96	96	96	96
MAXIMUM CAPACITY (GB)					
	768	1536	1536	3072	6144
POPULATED DIMM SPEED (MT/s)					
1 DIMM Per Channel	1866	1866	1866	1866	1866
2 DIMM Per Channel	1866	1866	1866	1866	1866
3 DIMM Per Channel	1600	1600	1333	1333	1600

NOTE: The values shown in the table above are for Lockstep Mode. For Performance Mode (running in 2:1), the values Channel and 2 DIMM per Channel.

DIMM slot and configuration diagram

- The memory subsystem in this server is divided into channels. Each processor supports eight channels, and each channel supports three DIMM slots, as shown in the table below. White DIMM slots denote the first slot of a channel (Ch 4A, Ch 9B, Ch 1C, Ch 12D...).

		CPU 1		CPU 2			
		Slot #	population order	Slot #	population order		
Chnl 3	1	C		1	C	Chnl 3	
	2	G		2	G		
	3	L		3	L		
		CPU 1		CPU 2			
		Slot #	population order	Slot #	population order		
Chnl 1	4	A		4	A	Chnl 1	
	5	E		5	E		
	6	J		6	J		
		CPU 1		CPU 2			
		Slot #	population order	Slot #	population order		
Chnl 2	7	K		7	K	Chnl 2	
	8	F		8	F		
	9	B		9	B		

Memory

		CPU 1		CPU 2			
		Slot #	population order	Slot #	population order		
Chnl 4	10	M		10	M	Chnl 4	
	11	H		11	H		
	12	D		12	D		

Memory Speed by Processor Model	Processor Models	Supported Memory Speeds
	E7-4809v4, E7-4820v4, E7-4830v4, E7-4850v4, E7-4850v3, E7-4830v3, E7-4820v3, E7-4809v3	1600MT/s
	E7-8893v4, E7-8891v4, E7-8860v4, E7-8867v4, E7-8870v4, E7-8880v4, E7-8890v4, E7-8890v3, E7-8880v3, E7-8870v3, E7-8860v3, E7-8891v3, E7-8893v3, E7-8880Lv3, E7-8867v3	1333/1600/1866MT/s

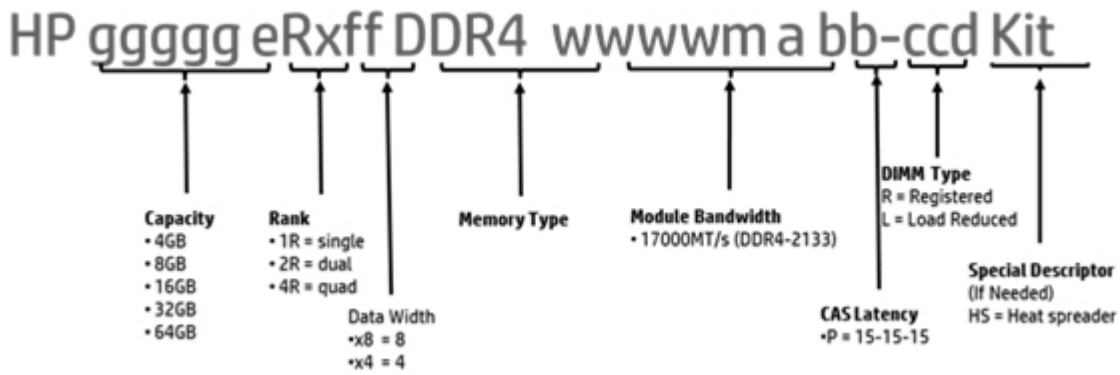
Standard and Maximum Memory Capacity (Pre-configured Models)	Pre Configured Models	Standard Memory	Maximum Memory Plus Optional Memory	Standard Memory Replaced with Optional Memory
	E7-8893v4, E7-8893v3, E7-8890v4, E7-8890v3	256GB (16x16GB)	2816GB (80x32GB, 16x16GB)	6144GB (96x64GB)
	E7-4850v4, E7-4850v3	128GB (8x16GB)	2944GB (88x32GB, 8x16GB)	6144GB (96x64GB)
	E7-4809v4, E7-4809v3	64GB (4x16GB)	3008GB (92x32GB, 4x16GB)	6144GB (96x64GB)

DDR4 memory options part number decoder

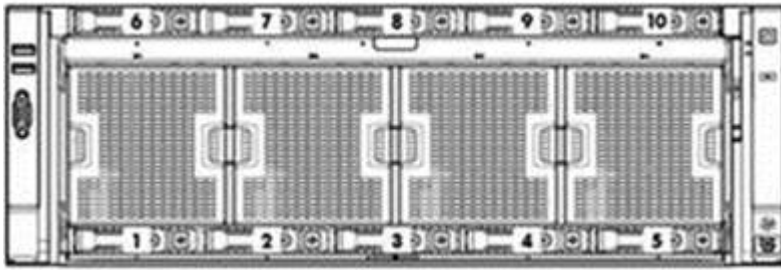
NOTE: Capacity references are rounded to the common gigabyte (GB) values.

- 2GB = 2,048MB
- 4GB = 4,096MB
- 8GB = 8,192MB
- 16GB = 16,384MB
- 32GB = 32,768MB
- 64GB = 65,536MB

Memory



Storage



1-10

Ten (10) SFF Hot-plug HDD/SSD drive bays

NOTE: Drives installed in bays 6-10 require the optional SAS backplane kit.

NOTE: Optional NVMe drives are only supported in Drive bays 6-10.

Maximum Storage Capacity -

NOTE: Optional support for 5 NVMe PCIe SSDs or 5 SFF drives are also available.

Hot Plug SFF SAS	20 TB (10 x 2.0 TB)
Hot Plug SFF SAS SSD	19.2 TB (10 x 1.92 TB)
Hot Plug SFF SATA SSD	38.4 TB (10 x 3.84 TB)
Hot Plug SFF NVMe PCIe SSD	8 TB (5 x 1.6 TB)

Technical Specifications

System Unit	Dimensions	6.88" x 17.48" x 29" (17.5cm x 44.4cm x 73.6cm) (H x W x D) (with bezel)
	Weight (approximate)	Maximum: 116.56 lb (52.87 kg) (all hard drives, power supplies, DIMMs and processors installed) Minimum: 70.94 lb (32.18 kg) (one hard drive, two power supplies, four DIMMs, and two processors installed)
	Input Requirements (per power supply)	Range Line Voltage 100 - 120 VAC (1200W PS only) 200 - 240 VAC (1200W & 1500W PS) Rated Input Current 9.2A (100 VAC), 6.6A (200 VAC) - 1200W PS 8.3A (200 VAC) - 1500W PS Rated Input Frequency 50 to 60 Hz Rated Input Power 1000 W (120 VAC), 1320 W (230VAC)- 1200W PS 1652 W (at 230 VAC) - 1500W PS
	BTU Rating	Maximum 3408 BTU/hr (120 VAC), 4500 BTU/hr (at 230 VAC) - 1200W PS 5637 BTU/hr (230 VAC) - 1500W PS 3112 BTU/hr (at 240 VAC) for China Only
	Power Supply Output (per power supply)	Rated Steady-State Power 800 W (100 VAC low line), 900 W (120 VAC low line), 1200W (200 - 240 VAC) for 1200W PS Maximum Peak Power 1500W (200 - 240V) for 1500W PS 1400W (at 240 VAC) input for China only

NOTE: To review typical system power ratings use the HPE Power Advisor which is available online located at url: <http://www.hp.com/go/proliant-energy-efficient> or <http://www.hp.com/go/hppoweradvisor>.

Technical Specifications

System Inlet Temperature	Standard Operating Support	10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F).
	Extended Ambient Operating Support	For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/Ashrae
		For approved hardware configurations, the supported system inlet range is extended to be: 40° to 45°C (104° to 113°F) at sea level with an altitude derating of 1.0°C per every 125 m (1.8°F per every 410 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft). The approved hardware configurations for this system are listed at the URL: http://www.hp.com/servers/Ashrae
		System performance may be reduced if operating in the extended ambient operating range or with a fan fault.
Relative Humidity (non-condensing)	Non-operating	-30° to 60°C (-22° to 140°F). Maximum rate of change is 20°C/hr (36°F/hr).
	Operating	10% to 90% relative humidity (Rh), 28°C (82.4°F) maximum wet bulb temperature, non-condensing.
Altitude	Non-operating	5 to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.
	Operating	3048 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
Acoustic Noise	Non-operating	9144 m (30,000 ft). Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
		Listed are the declared A-Weighted sound power levels (LWAd) and declared average bystander position A-Weighted sound pressure levels (LpAm) when the product is operating in a 23°C ambient environment. Noise emissions were measured in accordance with ISO 7779 (ECMA 74) and declared in accordance with ISO 9296 (ECMA 109).
	Idle	

Technical Specifications

L WAd	6.8 B
L pAm	51.2
Operating	
L WAd	6.9 B
L pAm	51.2

Emissions	FCC Rating Class A
Classification (EMC)	Normative Standards CISPR 22; EN55022; EN55024; FCC CFR 47, Pt 15; ICES-003; CNS13438; GB9254; K22;K24; EN 61000-3-2; EN 61000-3-3; EN 60950-1; IEC 60950-1

NOTE: Product conformance to cited product specifications is based on sample (type) testing, evaluation, or assessment. This product or family of products is eligible to bear the appropriate compliance logos and statements.

HPE Smart Array P830i	Disk Drive and Enclosure Interface - Transfer rate	12 Gb/s SAS, 6 Gb/s SAS & SATA
	SAS Connectors	2 internal x8 Mini-SAS double-wide internal
	Cache Memory Speed	DDR3L 1866 MT/s with 72-bit wide bus
	Speed	12 Gb/s per physical link
	Cache Memory	FBWC cache is required. 2 GB is included with BTO models. For CTO, 2 GB or 4 GB FBWC cache is required.
	Logical Drives Supported	
	Host Memory Addressing	64-bit, supporting greater than 4GB server memory space
	RAID Support	RAID 6, 60 (Advanced Data Guarding) RAID 5, 50 (Distributed Data Guarding) RAID 1, 10 (Drive Mirroring), RAID 1 ADM, 10 ADM (Advanced Data Mirroring) RAID 0 (Striping)

HPE Ethernet 1Gb 4-port	Network Interface	10Base-T/100Base-TX/1000Base-TX
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Technical Specifications

331FLR Adapter Compatibility	IEEE 802.3 10Base-T IEEE 802.3ab 1000Base-T IEEE 802.3u 100Base-TX IEEE 802.3x IEEE 802.3ad 1000Base-TX IEEE 802.3az IEEE 1588
Data Transfer Method	PCI-Express 2.0 x4
Controller	BCM5719
Network Transfer Rate	10Base-T (Full-Duplex) 20 Mb/s 100Base-TX (Full-Duplex) 200 Mb/s 1000Base-TX (Full-Duplex) 2000 Mb/s
Connector	RJ-45
Cable Support	10 Base-T Categories 3, 4 or 5 UTP; up to 328 ft (100 m) 100 Base-TX Category 5 or higher UTP; up to 328 ft (100 m) 1000 Base-TX Category 5 or higher UTP; up to 328 ft (100 m)

HPE FlexFabric 10Gb 2-port 534FLR-SFP+ Adapter	Network Interface	IEEE 802.3 SFP+ (SX, SR & LR)
	Compatibility	IEEE 802.3

Environment- friendly Products and Approach

End-of-life Management and Recycling Hewlett Packard Enterprise offers end-of-life product return, trade-in, and recycling programs, in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.

http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/product-recycling.html#.V-IPA_krKiM

Summary of Changes

Date	Version History	Action	Description of Change
28-Nov-2016	From Version 14 to 15	Added	Added new Hard Disk Drives and GPU options. Added new New 100Gb Omnipath networking card.
		Changed	HPE Computation and Graphics Accelerators, HPE Tape Backup
		Removed	Obsolete SKUs were removed from the QuickSpecs.
28-Oct-2016	From Version 13 to 14	Removed	Obsolete Hard Drives were removed from the QuickSpecs.
26-Sep-2016	From Version 12 to 13	Changed	HPE Converged Infrastructure Management Software was revised. Smart Buy models section was updated for the NA version.
15-Aug-2016	From version 11 to 12	Added	Added new InfiniBand and Storage options.
		Changed	Pre-configured Models and Memory were revised.
6-Jun-2016	From Version 10 to 11	Added	Added new Processors, Memory, HPE Drives, and HPE Disk Backup options.
		Changed	HPE Processors, Chipset, Upgradeability, Graphics, Pre-configured Models, Configuration Information - Factory Integrated Models, HPE Memory, HPE Computation and Graphics Accelerators, and Storage sections were revised.
8-Apr-2016	From Version 9 to 10	Changed	HPE Processors section was revised.
31-Mar-2016	From Version 8 to 9	Added	Added new controllers, new HDD offering, new networking adapters, new security TPM module, and new transceiver.
		Changed	Network Controller, Embedded Management, Security, Service and Support, Pre-configured Models, and Storage Options sections were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
16-Feb-2016	From Version 7 to 8	Added	New HDD offering was added to HPE Drives.
		Changed	Operating Systems and Virtualization Software Support for ProLiant Servers, Pre-configured Models, Configuration Information - Factory Integrated Models, HPE Power Distribution Units (PDUs), and Technical Specifications were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.

Summary of Changes

17-Dec-2015	From Version 6 to 7	Added	Smart Buy models were added to the NA version.
1-Dec-2015	From Version 5 to 6	Added	New SSD offering was added to HPE Drives. New options added to HPE Infiniband, HPE PCIe Workload Accelerator Options, and HPE Tape Backup.
		Changed	On System Management Chipset, Maximum Internal Storage, Embedded Management, Server Utilities,
		Removed	Obsolete SKUs were removed from the QuickSpecs.
9-Oct-2015	From Version 4 to 5	Changed	Memory, Maximum Internal Storage, HPE USB and SD Options, Storage, and Dimensions in Technical Specifications were revised.
2-Oct-2015	From Version 3 to 4	Changed	HPE Memory section was revised.
28-Sep-2015	From Version 2 to 3	Added	Added new 6Gb SATA Solid State Drives. Added new HPE OneView management software.
		Changed	Maximum Internal Storage, Interfaces, and HPE Memory were revised.
		Removed	Obsolete SKUs were removed from the QuickSpecs.
17-Aug-2015	From Version 1 to 2	Added	New Hard Drives offering was added to Core Options.
		Changed	Upgradeability and FlexibleLOM under Standard Features were revised. HPE Memory, HP Networking, and HPE Graphic Options under Core Options were revised. Memory section was revised.



Summary of Changes



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Intel® and Xeon® are registered trademarks of Intel Corporation in the U.S. and other countries.

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For hard drives, 1GB = 1 billion bytes. Actual formatted capacity is less

c04601208 - 15187 - Worldwide - V15 - 28-November-2016





**Hewlett Packard
Enterprise**

Get the Facts about HPE Servers

BEST-SELLING SERVER PLATFORMS

2x database logging performance
FASTER

4x SQL cluster replications
FASTER

[Get the Facts](#)

HPE ProLiant DL360 and DL380 Gen9 are the best-selling server platforms in the world¹ and now are even better with HPE Non-Volatile DIMMs or persistent memory, designed to turbocharge database performance.

TRUSTED

One of the first to market with a product that implements the TCG Trusted Platform Module 2.0 specification 1.16 which enables security, preventing unauthorized access to server and securely storing authentication passwords, certificates and encryption keys.

3.6 Trillion

credit card/debit transactions processed by HPE Servers²

450 Million

Mobile Subscribers supported by HPE Servers³

>90%

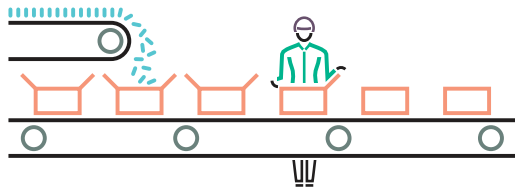
9-1-1 calls in U.S. powered by HPE Servers⁴

2016 GARTNER LEADER

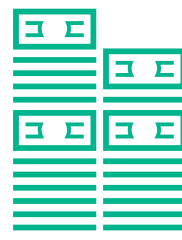
In the 2016 Gartner Magic Quadrant for modular servers, HPE is a leader in “completeness of vision” and “ability to execute” once again.⁵

[Get the Facts](#)

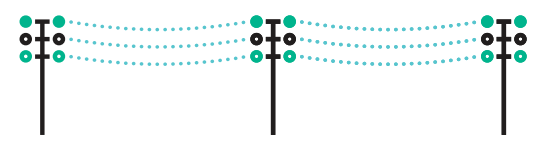
HPE Servers Power:⁶



8 of the top 10
global manufacturers



8 out of the top 10
world banks



8 of the top 10
telecommunications companies



8 out of the top 10
pharmaceutical companies



8 out of the top 10
media companies



8 out of the top 10
most visited websites

TOP 10 OF 50 Top ten of Fortune Global 50 companies

Among the many awards we have won in the last 6 months:



HPE Moonshot voted #1 in 2016 Dense Low Power Microservers across all categories

[Get the Facts](#)



HPE BladeSystem voted #1 in performance and reliability by IT Brand Pulse for 6 years running

[Get the Facts](#)

SOURCES

¹ IDC's Worldwide Quarterly Server Tracker, June 2016

² HP NonStop services over 1.4 billion credit and debit cards worldwide with a charge volume over \$3.6 trillion. Neilson report and HP customer list, 2013

³ HP NonStop services over 450M subscribers in advanced Telco network applications, such as Home Location Register (HLR), Home Subscriber Service (HSS), and other network applications. Customer financial reports, Infonetics Service Providers Report, 2014, and TRAI Report, 2013

⁴ Data from IDC CQ414 Final WW Server Tracker

⁵ Gartner does not endorse any vendor, product, or service depicted in its research publications, and does not advise technology users.

⁶ Based on HPE customer data compared to public data, Oct 2015.

About Hewlett Packard Enterprise

Hewlett Packard Enterprise creates new possibilities for technology to have a meaningful impact on people, businesses, governments, and society. With a technology portfolio spanning software, services, and IT infrastructure, Hewlett Packard Enterprise delivers solutions for customers' most complex challenges in every region of the world.

4AA6-6068ENW

hpe.com/info/servers

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Overview

HPE 3PAR StoreServ 8000 Storage

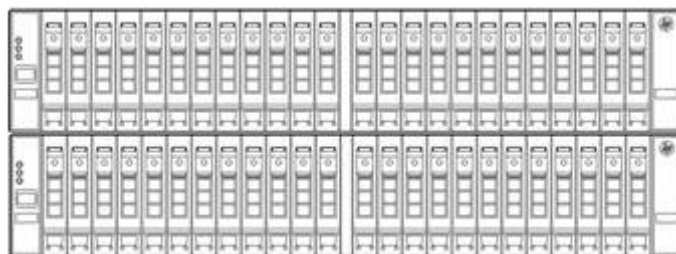
The HPE 3PAR StoreServ 8000 Storage offers enterprise Tier 1 storage at a midrange price. HPE 3PAR StoreServ 8000 Storage delivers the performance advantages of a purpose-built, flash-optimized architecture without compromising resiliency, efficiency, or data mobility. The new HPE 3PAR Gen5 Thin Express ASIC provides silicon-based hardware acceleration of thin technologies, including inline deduplication, to reduce acquisition and operational costs by up to 75% without compromising performance. With unmatched versatility, performance, and density, HPE 3PAR StoreServ 8000 Storage gives you a range of options that support true convergence of block and file protocols, all-flash array performance, and the use of spinning media to further optimize costs. HPE 3PAR StoreServ 8000 Storage offers rich, Tier-1 data services, quad-node resiliency, seamless data mobility between systems, high availability through a complete set of persistent technologies, and simple and efficient data protection with a flat backup to HPE StoreOnce Backup appliances. Four models are available: 8200, 8400, 8440, and 8450. You can start small and grow without painful upgrades down the road.

NOTE: For more information about the value of HPE 3PAR StoreServ 8000 Storage refer to the HPE 3PAR StoreServ 8000 Datasheet [http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-9493ENW&doctype=data sheet&doclang=EN_US&searchquery=&cc=us&lc=en](http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-9493ENW&doctype=data%20sheet&doclang=EN_US&searchquery=&cc=us&lc=en)

HPE 3PAR StoreServ 8000 is storage made effortless.



**HPE 3PAR StoreServ 8000 Storage
(2-Node Storage Base)**



**HPE 3PAR StoreServ 8000 Storage
(4-Node Storage Base)**

What's New

- 7.68TB SSD and 15.36TB SSD FIPS 140-2 validated self-encrypting drives

Overview

Host OS Support

Citrix® XenServer® | HP-UX® | IBM® AIX® | Microsoft® Windows® Server, including Microsoft® Hyper-V™
| Apple Mac OS

OpenVMS* | Oracle® Linux® (UEK and RHEL compatible kernels) | Oracle® Solaris | Ubuntu | VMware
vSphere™

Red Hat® Enterprise Linux® | Red Hat® Enterprise Virtualization

SUSE® Linux Enterprise | SUSE® Linux Virtualization | IBM Virtualization | Oracle VM

For the latest information on supported operating systems refer to Single Point of Connectivity Knowledge for HPE Storage Products (SPOCK): <http://www.hpe.com/storage/spock>

Summary	8200	8400	8440	8450
Number of Controller Nodes	2	2 or 4	2 or 4	2 or 4
HPE 3PAR Gen5 ASICs	2	2 or 4	2 or 4	2 or 4
Processors	2 x 6-core 2.2 GHz	2-4 x 6-core 2.2 GHz	2-4 x 10-core 2.4 GHz	2-4 x 10-core 2.4 GHz
Total Cache	832 GiB	1664 GiB	8384 GiB	384 GiB
Flash Cache (optional)	768 GiB	1536 GiB	8000 GiB	Not Applicable
On-Node Cache	64 GiB	128 GiB	384 GiB	384 GiB
Total Cache per node pair	832 GiB	832 GiB	4192 GiB	192 GiB
Flash Cache per node pair	768 GiB	768 GiB	4000 GiB	Not Applicable
On-Node Cache per node pair	64 GiB	64 GiB	192 GiB	192 GiB
Maximum Host Ports	12 ports	24 ports	24 ports	24 ports
16Gb/s Fibre Channel Host Ports	4 - 12 ports	4 - 24 ports	4 - 24 ports	4 - 24 ports
10Gb/s iSCSI Host Ports	0 - 4 ports	0 - 8 ports	0 - 8 ports	0 - 8 ports
10Gb/s FCoE Host Ports	0 - 4 ports	0 - 8 ports	0 - 8 ports	0 - 8 ports
1Gb/s Ethernet Adapter	0 - 8 ports	0 - 16 ports	0 - 16 ports	0 - 16 ports
10Gb/s Ethernet Adapter	0 - 4 ports	0 - 8 ports	0 - 8 ports	0 - 8 ports
Maximum Initiators Supported	2048	4096	4096	4096
Built-in 1GbE Ports ¹	2	2 - 4	2 - 4	2 - 4
2U Controller Node Drive Capacity	24	24	24	24
Number of Hard Disk Drives ²	6 - 240	6 - 576	6 - 960	Not Applicable
Number of Solid State Drives	6 - 120	6 - 240	6 - 480	6 - 480
Max Raw Capacity (approx.) ³	750 TiB ⁴	2400 TiB	3000 TiB	1843 TiB
Usable File Capacity ⁵	2 - 128TiB	2 - 256TiB	2 - 256TiB	2 - 256TiB

Overview

Capacity Details	8200	8400	8440	8450
RAID Levels		RAID 0, 1, 5, 6		
RAID 5 Data to Parity Ratios		2:1 - 8:1		
RAID 6 Data to Parity Ratios		4:2, 6:2, 8:2, 10:2, 14:2		
Drive Capacities (SSDs) ⁶		400GB SSD, 480GB SSD, 920GB SSD, 480GB nonAFC SSD, 1.92TB SSD, 3.84TB SSD, 7.68TB SSD, 15.36TB SSD		
		300 15K SAS ⁷ , 600 15K SAS		
Drive Capacities (HDD)		600 10K SAS, 1200 10K SAS, 1800 10K SAS		Not Applicable
		2000 7.2K NL ⁸ , 4000 7.2K NL, 6000 7.2K NL, 8000 7.2K NL		
Number of Add-on Drive Enclosures ⁹	0 - 9 enclosures	0 - 22 enclosures	0 - 38 enclosures	0 - 18 enclosures

NOTE: Specifications are subject to change without notice.

¹Two built-in 1GbE ports per node pair can be used either for Remote Copy (RCIP) or for File Persona.

²Not applicable to HPE 3PAR StoreServ 8200 All-Flash Starter Kit and HPE 3PAR StoreServ 8400 All-Flash Starter Kit

³Maximum raw capacity currently supported with any and all drive types. The minimum supported raw capacity is equal to 8 * Min drive size available.

⁴For storage capacity, 1 GiB = 2³⁰ bytes and 1 TiB = 1,024 GiB

⁵Usable file capacity supported for HPE 3PAR File Persona Software Suite

⁶SSDs are Solid State Drives

⁷SAS drives are Serial Access SCSI Drives

⁸NL drives are Nearline (7200 RPM) Enterprise SAS drives

⁹Each Drive Enclosure holds up to 24 drives in 2U for small form factor (2.5") drives and 4U for large form factor (3.5") drives

HP 3PAR StoreServ 8000 All-Flash Starter Kit

HPE 3PAR StoreServ 8200 All-Flash Starter Kit

The HPE 3PAR StoreServ 8200 All-Flash Starter Kit is an all-flash version of the HPE 3PAR StoreServ 8200 that provides all-flash acceleration at entry-level price. The kit includes the HPE 3PAR StoreServ 8200 Storage System Base equipped with 8 x 480GB SFF nonAFC SSD drives, the OS Suite, and Virtual Copy software. It also includes 3 year 24x7 Proactive Care Support. The HPE 3PAR StoreServ 8200 All-Flash Starter Kit has the same Drive LTUs cap (48) and maximum number of SSDs (120) as the HPE 3PAR StoreServ 8200.

HPE 3PAR StoreServ 8200 All Flash Starter Kit

M0S95A

The HPE 3PAR StoreServ 8200c All-Flash Starter Kit is an orderable part number that includes the following individual parts.

Quantity	Component	
1	HP 3PAR StoreServ 8200 2-node Field Integrated Storage Base	K2Q36A
8	HP 3PAR 8000 480GB SAS nonAFC SFF SSD	K2P88A
1	HP 3PAR 8200 Operating System Suite Base LTU	L7B45A
8	HP 3PAR 8200 Operating System Suite Drive LTU	L7B46A
1	HP 3PAR 8200 Virtual Copy Base LTU	L7B57A
8	HP 3PAR 8200 Virtual Copy Drive LTU	L7B58A
1	OS Media Kit	BD362AAE / BD363AAE

HPE 3PAR StoreServ 8400 All-Flash Starter Kit

The HPE 3PAR StoreServ 8400 All-Flash Starter Kit is an all-flash version of the HPE 3PAR StoreServ 8400 that provides all-flash acceleration at entry-level price in a 4-node scalable system. The kit includes the HPE 3PAR StoreServ 8400 2-Node Storage System Base equipped with 8 x 480GB SFF nonAFC SSD drives, the OS Suite, and Virtual Copy software. It also includes 3 year 24x7 Proactive Care Support. The HPE 3PAR StoreServ 8400 All-Flash Starter Kit has the same Drive LTUs cap (168) and maximum number of SSDs (240) as the HPE 3PAR StoreServ 8400.

HPE 3PAR StoreServ 8400 All-Flash Starter Kit

M0T18A

The HPE 3PAR StoreServ 8400 All-Flash Starter Kit is an orderable part number that includes the following individual parts.

Quantity	Component	
1	HP 3PAR StoreServ 8400 2-node Field Integrated Storage Base	H6Y96A
8	HP 3PAR 8000 480GB SAS nonAFC SFF SSD	K2P88A
1	HP 3PAR 8400 Operating System Suite Base LTU	L7B69A
8	HP 3PAR 8400 Operating System Suite Drive LTU	L7B70A
1	HP 3PAR 8400 Virtual Copy Base LTU	L7B81A
8	HP 3PAR 8400 Virtual Copy Drive LTU	L7B82A
1	OS Media Kit	BD362AAE / BD363AAE

HP 3PAR StoreServ 8000 All-Flash Starter Kit

NOTE: It is possible to add more SSDs, drive enclosures (and any other 8000 accessory), and software to the HPE 3PAR StoreServ 8200/8400 All-Flash Starter Kit quote. Each of the nested components will appear as separate parts on the quote and will be priced accordingly

HP 3PAR StoreServ 8000 Converged File/Block Starter Kit

HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit

The HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit is a converged file/block version of the HPE 3PAR StoreServ 8200 that is twice as easy to manage, has 40% better density, and is more attractively priced than other comparable unified storage arrays. The kit includes the HPE 3PAR StoreServ 8200 Storage System Base equipped with 8 x 600GB 10K SFF HDDs and 12 x 2TB 7.2K LFF HDDs, a LFF SAS Drive Enclosure, 2 x 2-port 10GbE adapters, the OS Suite, Replication Suite, and 16 x File Persona 1TB LTUs. It also includes 3 year 24x7 Proactive Care Support. The HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit has the same Drive LTUs cap (48) and maximum number of HDDs/SSDs (240/120) as the HPE 3PAR StoreServ 8200.

Model

HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit

M0T74A

The HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit is an orderable part number that includes the following individual parts.

Quantity	Component	
1	HP 3PAR StoreServ 8200 2N Fld Int Base	K2Q36A
1	HP 3PAR 8200 OS Suite Base LTU	L7B45A
20	HP 3PAR 8200 OS Suite Drive LTU	L7B46A
1	HP 3PAR 8200 Replication Suite Base LTU	L7B49A
20	HP 3PAR 8200 Replication Ste Drive LTU	L7B50A
16	HP 3PAR 8200 File Persona Ste 1TB LTU	BD440A
8	HP 3PAR 8000 600GB SAS 10K SFF HDD	K2P99A
12	HP 3PAR 8000 2TB SAS 7.2K LFF HDD	K2P95A
1	HP 3PAR 8000 LFF(3.5in) SAS Drive Encl	H6Z27A
2	HP 3PAR 8000 2-pt 10Gb Eth Adapter	E7Y70A
1	OS Media Kit	BD362AAE / BD363AAE

NOTE: It is possible to add more HDDs/SSDs, drive enclosures (and any other 8000 accessory), and software to the HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit quote. Each of the nested components will appear as separate parts on the quote and will be priced accordingly

Service and Support and Warranty Information

Warranty

3 Year, On-site Warranty Service for hardware components. 7x24 4-hour remote response with next business day on-site response.

The warranty on all HPE 3PAR StoreServ 8000 Solid State Drives is 5 years, parts only. Please refer to the HPE 3PAR StoreServ 8000 Drives section for the complete list of SSD SKUs. The warranty on all other HPE 3PAR StoreServ 8000 drives (SAS performance and Nearline SAS) is 3 years, parts only. Hewlett Packard Enterprise warrants only that the Software media will be free of physical defects for a period of ninety (90) days from delivery.

For more information about Hewlett Packard Enterprise's Global Limited Warranty and Technical Support, visit: <http://www.hpe.com/storage/warranty>

NOTE: All currently available HPE 3PAR StoreServ SSDs carry a five-year warranty offering unconditional replacement in case of drive failure, media wear-out, or both.

Service and Support **Protect your business beyond warranty with HPE Support Services**

HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Our integrated portfolio of Services for storage help customers reduce costs, optimize data, streamline storage management, and improve backup and recovery. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new storage solution, giving you full entitlement for the support for need for your IT and business.

Connect your devices

Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.

1- IDC

2 - HP CSC reports 2014 - 2015

Optimized Care

HPE Proactive Care Advanced* - 24x7 coverage, three year Support Service

This services helps achieve a higher return on your product investment with personalized support from a local assigned Account Support Manager who will share best practice advice and personalized recommendations designed to help improve availability and performance to increase stability and reduce unplanned downtime. Leverage your system's ability to connect to Hewlett Packard Enterprise for pre-failure alerts, automatic call logging and parts dispatch. For business critical incidents, this service offers critical event management to reduce mean time to resolution. This recommendation provides 24x7 coverage with four-hour response for hardware and collaborative support that offers two-hour callback for supported software issues. Collaborative software management is included with independent software vendors unless you have your software support from Hewlett Packard Enterprise where we own all cases from start through to resolution.

Service and Support and Warranty Information

<http://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA5-3259ENW&cc=us&lc=en>

Standard Care

HPE Proactive Care* with 24x7 coverage, three year Support Service + 20 services credits for 1st year

HPE Proactive Care gives customers an enhanced call experience plus helps preventing problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice when your products are connected to Hewlett Packard Enterprise. This Service combines three years' proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. <https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Basic Care

HPE Proactive Care* with 24x7 coverage, three year Support Service

HPE Proactive Care gives customers an enhanced call experience plus helps preventing problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice when your products are connected to Hewlett Packard Enterprise. This Service combines three years' proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. <https://www.hpe.com/h20195/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

HPE Services Support Credits

Services Support Credits offer flexible services and technical skills to meet your changing IT demands. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

NOTE: *HPE Proactive Care and HPE Proactive Care Advanced require that the customer connect their devices to make the most of these services and receive all the deliverables.

Related Services

HPE 3PAR StoreServ Storage Installation and Startup Service - Hewlett Packard Enterprise installs and tests your hardware and software onsite, including configuration. We deliver a custom tailored storage deployment, properly integrated into your environment. <http://h20195.www2.hpe.com/v2/GetPDF.aspx/4AA3-2345ENW.pdf>

HPE Storage Transformation Workshop - Explore data management transformation journey to business-aligned visions, aligning your specific situation and Hewlett Packard Enterprise's experiences. <http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-9541ENW.pdf>

HPE Storage Modernization Service - Modernize your storage to take better advantage of physical or virtualized server environments.. <http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA3-4620ENW.pdf>

HPE StoreServ Integration Service - Integrate your new HPE 3PAR StoreServ system so that it is agile, performs effectively, and scales to rapid growth. <http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-9254ENW.pdf>

Service and Support and Warranty Information

HPE 3PAR StoreServ Data Migration - Proven expertise and tools help you migrate data across your data center or around the globe.

[HPE 3PAR StoreServ Data Migration Service data sheet - US English \(A4\)](#)

HPE Storage Transformation Workshop - Explore data management transformation journey to business-aligned visions, aligning your specific situation and Hewlett Packard Enterprise's experiences.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-9541ENW.pdf>

HPE Storage Modernization Service - Modernize your storage to take better advantage of physical or virtualized server environments.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA3-4620ENW.pdf>

HPE StoreServ Integration Service - Integrate your new HPE 3PAR StoreServ system so that it is agile, performs effectively, and scales to rapid growth.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-9254ENW.pdf>

HPE Storage Data Migration Service - Hewlett Packard Enterprise expertise and tools help you migrate data across your data center or around the globe. Take the burden of migration off your shoulders and put it in the capable hands of expert HPE storage migration consultants. Our proven approach helps orchestrate the complete data migration and consolidation process while maintaining consistent data availability during the transfer process.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA3-0774ENW.pdf>

HPE QuickStart Service for HPE 3PAR StoreServ Storage - Choose the most effective, appropriate methods for configuring and migrating to a HPE 3PAR platform. **[http://www8.hpe.com/us/en/services/services-detail.html?compURI=tcm:245-826727&pageTitle=Consulting-](http://www8.hpe.com/us/en/services/services-detail.html?compURI=tcm:245-826727&pageTitle=Consulting-Services&contentView=business)**

[Services&contentView=business](http://www8.hpe.com/us/en/services/services-detail.html?compURI=tcm:245-826727&pageTitle=Consulting-Services&contentView=business)

HPE EVA to HPE 3PAR Acceleration Service - The HPE EVA to HPE 3PAR Acceleration Service can help guide you or even execute data migration activities on your behalf that can not only optimize, but provide OPEX and CAPEX savings as a result of your journey from HPE EVA to HPE 3PAR StoreServ. This service provides customers with an alternative DIY ("do-it-yourself") data migration option with guidance from TS Storage migration specialists. With the help of migration experts, this service allows customers to execute an HPE EVA to HPE 3PAR StoreServ data migration at their own pace and lowered cost.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-4234ENW.pdf>

HPE 3PAR StoreServ 8000 Software Installation and Startup Service - Designed to provide a smooth startup, HPE 3PAR 8000 Software Installation and Startup Service provides deployment of your HPE 3PAR 8000 storage software, helping to ensure proper installation in your storage environment as well as helping you increase the benefit from your storage investment. Complementing your new HPE 3PAR 8000 storage software, HPE 3PAR 8000 Software Installation and Startup Service provides the necessary activities required to help you deploy your licensed HPE 3PAR 8000 software products into operation.

Service and Support and Warranty Information

<http://h71028.www7.hpe.com/ERC/downloads/4AA5-8036ENW.pdf>

HPE SAN Deployment Service - Hewlett Packard Enterprise delivers complete design and implementation services for Fibre Channel, FCoE, FCIP, SAS, and iSCSI storage area network (SAN) connectivity components. This service includes three levels of support based on the type of environment, ranging from simple to more complex. A trained service specialist guides the implementation of the storage switches in the SAN environment according to Hewlett Packard Enterprise quality standards.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/5981-8527EN.pdf>

HPE 3PAR Replication Software Suite Installation and Startup Service - Provides implementation of the HPE 3PAR Virtual Copy, Remote Copy, Peer Persistence and Cluster Extension components of the HPE 3PAR Replication Software Suite product. The service is designed to help get HPE 3PAR 8000 Replication Software Suite up and running quickly and to provide a demonstration of the product's key features using sample or test data only. HPE 3PAR 8000 Replication Suite includes HPE 3PAR Remote Copy, HPE 3PAR Virtual Copy, HPE 3PAR Peer Persistence, and HPE 3PAR Cluster Extension. The HPE 3PAR Cluster Extension Implementation service is available separately.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-2570ENW.pdf>

HPE Data Replication Solution Service for HPE 3PAR Virtual Copy - HPE Data Replication Solution Service for HPE 3PAR Virtual Copy Software helps create, manage and configure local replication data mirroring and snapshot capabilities of HPE 3PAR StoreServ storage systems. This service enables snapshots and mirroring to facilitate data restores, minimize downtime for backups, perform application testing, support data mining use with decision-support tools.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA3-8107ENW.pdf>

HPE Data Replication Solution Service for HPE 3PAR Remote Copy - HPE Data Replication Solution Service for HPE 3PAR Remote Copy Software configures real-time data mirroring between local and remote HPE 3PAR StoreServ storage systems to safeguard critical business information. Provides scalable deployment of HPE 3PAR Remote Copy Software with real-time data mirroring between a local and a remote HPE 3PAR StoreServ storage system.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA3-8627ENW.pdf>

HPE 3PAR Adaptive Optimization Policy Implementation Service - HPE 3PAR Adaptive Optimization Policy Implementation Service provides analysis, recommendations, and implementation of HPE 3PAR Adaptive Optimization policies to enable storage tiering using data collected from the HPE 3PAR Storage system over time. With the assistance of a designated IT storage administrator, a service specialist works with the customer to implement Adaptive Optimization policies on the HPE 3PAR Storage system to help deliver service level optimization for virtual and cloud data centers while reducing cost, increasing agility and minimizing risk.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA2-3842ENW.pdf>

HPE Storage Virtual Volume Design and Implementation Service - When redeploying an HPE StorageWorks Disk Array, the HPE Virtual Volume Design and

Service and Support and Warranty Information

Implementation Service provides the necessary activities required to design and implement a new virtual volume configuration.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA2-3764ENN.pdf>

HPE Thin Volume Conversion Service - Provides evaluation and execution of conversion from standard to thin provisioned virtual volumes for HPE 3PAR Storage. A service specialist advises the customer on HPE 3PAR Thin Provisioning best practices, provides evaluation of potential disk capacity savings if target virtual volumes are converted, and plans and implements thin conversion processing. The service leverages 3PAR thin provisioning capabilities to help optimize storage capacity, reduce cost, increase agility and maintain performance.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA2-3842ENW.pdf>

HPE Performance Analysis Service for HPE Disk Arrays - The service provides data collection, detailed I/O analysis and enhancement recommendations for HPE 3PAR StoreServ Storage disk arrays, HPE EVA P6000 Storage disk arrays and HPE XP P9000 Storage disk arrays. HPE Performance Analysis Service for HPE Storage Disk Arrays provides a single engagement concerning the performance of a single HPE 3PAR StoreServ Storage disk array, HPE EVA P6000 Storage disk array and HPE XP P9000 Storage disk array

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/5982-6668EN.pdf>

HPE 3PAR Performance and Capacity Trending Service - HPE 3PAR Performance and Capacity Trending Service provides data collection, analysis, and reports with key performance and capacity metrics for your HPE 3PAR StoreServ array. Through this service, you will receive a specified number of reports describing long-term trends in performance and capacity usage, and have the option to purchase additional reports. You will also receive briefing sessions highlighting The Hewlett Packard Enterprise findings and recommendations.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA5-8792ENW.pdf>

HPE 3PAR Health Check Service - The HPE 3PAR Health Check service is delivered as a single engagement, providing data collection, analysis, report creation, and a briefing session concerning the performance of a single HPE 3PAR StoreServ Storage System. This health check service is best for HPE 3PAR StoreServ Storage Systems that have been installed and are in normal production mode. It can also be used to establish a baseline for future reference to improve the effective use of your storage system.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-3225ENW.pdf>

HPE 3PAR Storage Rebalance Service - The HPE 3PAR Rebalance Service helps balance data across an HPE 3PAR StoreServ Storage array to take advantage of the capabilities of the array architecture. The service provides analysis, planning, and implementation of data movement and/or physical movement of drive magazines within the array.

<http://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-0280ENW.pdf>

Customer Self Installation

Customer Self Installation (CSI)

Customers have the option of self-installing HPE 3PAR StoreServ 8000 Storage system. The Customer Self Installation option is available for HPE 3PAR StoreServ 8000 Storage systems that meets the following criteria:

- 2-node configuration (8200, 8400 2N, 8440 2N, 8450 2N)
- Maximum of 4 additional drive enclosures
- Single rack (the physical Service Processor can be in a separate rack)
- CTO configurations (factory integrated)
- BTO configurations (field integrated) without additional host adapters

Customer technical profile

In order to successfully install the HPE 3PAR StoreServ 8000 Storage system the installer should:

- Have a good understanding and knowledge of Storage Area Networks, Fiber Channel fundamentals and a basic understanding of TCP/IP and other networking protocols (DNS/NTP).
- Have a good understanding of server virtualization technology, in particular of Hypervisors such as VMware ESXi and Microsoft Hyper-V.
- Be able to maintain and install server hardware and Microsoft Windows and/or Linux Operating Systems.
- Have experience creating Storage LUNs, presenting/exporting LUNs to a server and formatting the LUNs to make them usable for applications.
- Be able to troubleshoot hardware and software issues using logs and documentation.

If the installer doesn't meet the profile or is not comfortable with the self-installation process, Hewlett Packard Enterprise recommends engaging the Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Channel Partner to purchase HPE deployment services.

Customer responsibilities

The Customer will:

- Ensure that the host and SAN environment is supported and compliant with HPE recommendations and best practices. Host and SAN Implementation Guides are available at <http://www.hp.com/go/hpsc>. Support Matrix are available on SPOCK (HP Storage Single Point of Connectivity Knowledge) <http://www.hpe.com/storage/spock>.
- Resolve any problems with their SAN and host environment, prior to installing the HPE 3PAR StoreServ 8000 Storage.

Customer Self Installation documentation

Prior to installing the HPE 3PAR StoreServ 8000 Storage system, the installer should thoroughly review the following documentation.

- HPE 3PAR StoreServ 8000 Storage Self-Install Guide: <http://www.hpe.com/support/3PAR8000CSI>
- HPE 3PAR StoreServ 8000 Storage Series Cabling Configuration Guide: <http://www.hpe.com/support/3PAR8000Cabling>
- HPE 3PAR StoreServ 8000 Storage Installation video: <http://www.hpe.com/support/3PAR8000CSIVideo>
- Forum on HPE 3PAR StoreServ 8000 Self-Install: <http://www.hpe.com/forum/3PAR8000CSHELP>

The Customer Self Installation option is available only for initial installs, not for upgrades. Customer Self Upgrade (CSU) is optional for HPE 3PAR OS software. Customer Self Repair (CSR) information is available at this link: http://h18033.www1.hp.com/hpe/support/selfrepair/ww/replace_part.asp?myinc=s008

Customer Self Installation

NOTE: Customers performing a self-install (according to rules identified above) will not void their warranties and will be fully supported.

Configuration Information

Step 1 - Choose a Base configuration

HPE 3PAR StoreServ 8000 configurations start with the selection of the Base. The Base includes controller nodes, bays for small form factor drives, and PCIe slots for host adapter cards. SAN Kits are also considered base configurations.

HPE 3PAR StoreServ 8000 Base Configurations

Factory Integrated in HPE rack	HP 3PAR StoreServ 8200 2-node Storage Base	K2Q35A
	HP 3PAR StoreServ 8400 2-node Storage Base	H6Y95A
	HP 3PAR StoreServ 8400 4-node Storage Base	H6Z01A
	HP 3PAR StoreServ 8440 2-node Storage Base	H6Y97A
	HP 3PAR StoreServ 8440 4-node Storage Base	H6Y98A
	HP 3PAR StoreServ 8450 2-node Storage Base	H6Z17A
	HP 3PAR StoreServ 8450 4-node Storage Base	H6Z23A
Factory Integrated in HPE rack in a Storage Centric Configuration	HP 3PAR StoreServ 8200 2-node Storage Base for Storage Centric Rack	K2Q37A
	HP 3PAR StoreServ 8400 2-node Storage Base for Storage Centric Rack	H6Z12A
	HP 3PAR StoreServ 8400 4-node Storage Base for Storage Centric Rack	H6Z03A
	HP 3PAR StoreServ 8440 2-node Storage Base for Storage Centric Rack	H6Z09A
	HP 3PAR StoreServ 8440 4-node Storage Base for Storage Centric Rack	H6Z14A
	HP 3PAR StoreServ 8450 2-node Storage Base for Storage Centric Rack	H6Z20A
	HP 3PAR StoreServ 8450 4-node Storage Base for Storage Centric Rack	H6Z25A
Field Integrated	HP 3PAR StoreServ 8200 2-node Field Integrated Storage Base	K2Q36A
	HP 3PAR StoreServ 8400 2-node Field Integrated Storage Base	H6Y96A
	HP 3PAR StoreServ 8400 4-node Field Integrated Storage Base	H6Z02A
	HP 3PAR StoreServ 8440 2-node Field Integrated Storage Base	H6Z07A
	HP 3PAR StoreServ 8440 4-node Field Integrated Storage Base	H6Z13A
	HP 3PAR StoreServ 8450 2-node Field Integrated Storage Base	H6Z18A
	HP 3PAR StoreServ 8450 4-node Field Integrated Storage Base	H6Z24A

- A minimum of one (1) configuration base must be ordered for each array.
- The HPE 3PAR StoreServ 8000 base configuration includes (2 or 4) controller nodes, (24) small form factor drive bays per node pair, (4) built-in 16 Gb/sec FC ports per node pair, (4) 16Gb

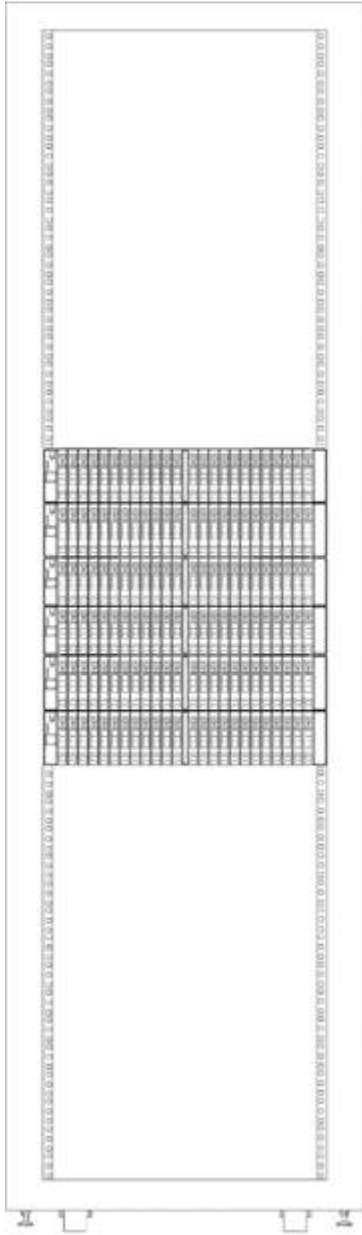
Configuration Information

shortwave FC SFP per node pair, (2) PCIe adapter slots for host adapter cards per node pair (one slot per node), (2) 2m SAS cables per node pair, (1) mounting rail kit per node pair, and power cords.

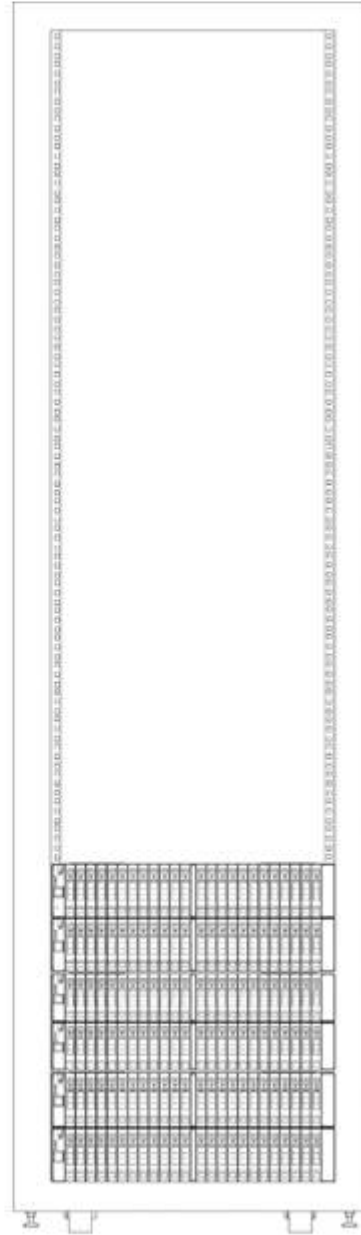
- The HPE 3PAR StoreServ 8000 2-node base configuration also includes (2) 1U rack filler panels to reserve 2U of rack space above the 2-node Storage Base for a future upgrade to a 4-node configuration
- All base configurations include (1) built-in 1GbE port for management and (1) 1GbE port for either Remote Copy over IP or File Persona, per node.
- The Storage Centric rack versions of HPE 3PAR StoreServ 8000 are for CTO (factory Configure-To-Order) only. With a Storage Centric configuration, the storage system gets placed in the center of the rack so that future expansion of that storage system becomes easier.
- In Storage Centric configurations, non-3PAR components, with the exception of certain StoreFabric Storage Networking switches, if added to the same order, get placed in a separate rack.

The following diagrams show a HPE 3PAR StoreServ 8000 4N Storage System in Storage Centric and non-Storage Centric configurations

Configuration Information



StoreServ 8000 4-node Storage system in a storage centric configuration in a HPE Intelligent Series Rack



StoreServ 8000 4-node Storage system in a non-storage centric configuration in a HPE Intelligent Series Rack

HPE 3PAR StoreServ 8000 Upgrade Controller Node Pair

Use the HPE 3PAR StoreServ 8000 Upgrade Node Pair to convert an existing previously installed HPE 3PAR StoreServ 8000 2-node Storage Base into a 4-node configuration.

HP 3PAR StoreServ 8400 Upgrade Node Pair	H6Z06A
HP 3PAR StoreServ 8440 Upgrade Node Pair	H6Z08A
HP 3PAR StoreServ 8450 Upgrade Node Pair	H6Z19A

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- H6Z06A is used to upgrade a HPE 3PAR StoreServ 8400 2-node Storage Base into a 4-node configuration.
- H6Z08A is used to upgrade a HPE 3PAR StoreServ 8440 2-node Storage Base into a 4-node configuration.
- H6Z19A is used to upgrade a HPE 3PAR StoreServ 8450 2-node Storage Base into a 4-node configuration.
- One (1) pair of controller nodes beyond the base configuration is supported on the 3PAR StoreServ 8000.
- The 3PAR StoreServ 8000 Upgrade Node Pair includes (2) controller nodes, (24) small form factor drive bays, (4) built-in 16 Gb/sec FC ports, (4) 16Gb shortwave FC SFP, (2) PCIe adapter slots for host adapter cards (one slot per node), (2) 2m SAS cables, (4) node link cables, (1) mounting rail kit, and power cords
- The upgrade node pair includes (2) built-in 1GbE ports for management and (2) 1GbE ports for either Remote Copy over IP or File Persona.

Step 2 - Choose Host Adapter

Host adapters can be ordered separately to be installed in the field or they can be factory configured into controller nodes. Host adapter cards provide the array with additional FC ports, with 10Gb/s iSCSI/FCoE ports, or with 1GbE/s and 10Gb/s Ethernet ports. The additional FC ports can be used for connection to hosts or used to connect to other HPE 3PAR StoreServ Storage systems in a Remote Copy relationship. The iSCSI/FCoE ports permit host connection in iSCSI and FCoE environments. The Ethernet ports can be used only with the HPE 3PAR File Persona Software Suite for File services connectivity.

HPE 3PAR StoreServ 8000 Host Adapters

HP 3PAR StoreServ 8000 4-port 16Gb Fibre Channel Adapter	H6Z00A
HP 3PAR StoreServ 8000 2-port 10Gb iSCSI/FCoE Adapter	H6Z10A
HP 3PAR StoreServ 8000 4-port 1Gb Ethernet Adapter	H6Z05A
HP 3PAR StoreServ 8000 2-port 10Gb Ethernet Adapter	E7Y70A

- The host adapter cards are optional because the Storage Base products and the Upgrade Controller Node Pair include built-in FC ports.
- Ethernet Adapters (H6Z05A and E7Y70A) can be used exclusively with the HPE 3PAR File Persona Software Suite.
- The 16Gb/s Fiber Channel Adapter (H6Z00A) includes (4) 16Gb/s shortwave FC SFP+. The 10Gb/s iSCSI/FCoE Adapter (H6Z10A) includes (2) 10Gb/s shortwave SFP+. The 10Gb/s Ethernet Adapter (E7Y70A) includes (2) 10Gb/s SR SFP+
- Each node in a node pair (a node pair is composed of the two controller nodes in a single 2U enclosure) must have the same number and type of adapters: FC, iSCSI/FCoE, and Ethernet adapters may not be intermixed in a node

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- pair.
- The 4 ports of the FC adapter can be individually configured to connect to a host or to a remote array in an RC configuration.
- The two ports of the iSCSI/FCoE adapter can be individually configured by the user as iSCSI or FCoE.

Adapter Configurations permitted on HPE 3PAR StoreServ 8000 2-node systems

Product	Nodes	A	B	C	D				
2-node Storage Base	Node 0	Empty	FC	iSCSI/FCoE	Eth				
	Node 1	Empty	FC	iSCSI/FCoE	Eth				
Upgrade Node Pair	Node 2	Empty	FC	iSCSI/FCoE	Eth				
	Node 3	Empty	FC	iSCSI/FCoE	Eth				

Adapter Configurations permitted on HPE 3PAR StoreServ 8000 4-node systems

Product	Nodes	A	B	C	D	E	F	G	H
4-node Storage Base	Node 0		FC	iSCSI/FCoE	Eth			Empty	
	Node 1	Empty	FC	iSCSI/FCoE	Eth			Empty	
	Node 2	Empty	Empty	Empty	Empty	Empty	Empty	Eth	FC
	Node 3	Empty	Empty	Empty	Empty	Empty	Empty	Eth	FC
	Node 0			Eth					Eth
	Node 1	iSCSI/FCoE	FC	FC	iSCSI/FCoE	Eth	FC	iSCSI/FCoE	Eth
	Node 2	FC	Eth		Eth	iSCSI/FCoE	FC	iSCSI/FCoE	
	Node 3	FC	Eth		Eth	iSCSI/FCoE	FC	iSCSI/FCoE	
	Node 0			Eth					Eth
	Node 1	iSCSI/FCoE	FC	FC	iSCSI/FCoE	Eth	FC	iSCSI/FCoE	Eth
	Node 2	FC	Eth		Eth	iSCSI/FCoE	FC	iSCSI/FCoE	
	Node 3	FC	Eth		Eth	iSCSI/FCoE	FC	iSCSI/FCoE	

NOTE: If the configuration includes Remote Copy over Fibre Channel it is recommended that optional Fiber Channel HBAs are purchased as the built in ports will not offer sufficient connectivity.

NOTE: Ethernet Adapters can be used only with the HPE 3PAR File Persona Software Suite for File services connectivity

Step 3 - Choose Drive Enclosures

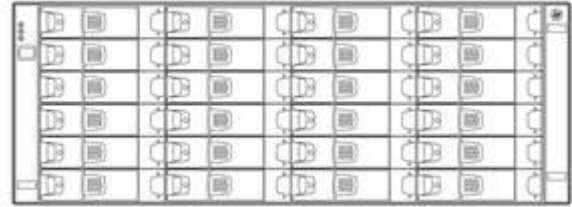
Add drive enclosures to expand the configuration and to add large form factor drives to the configuration. Drive enclosures can be ordered separately for installation in the field, or they can be factory configured in a rack. Drive enclosures are optional. Because the Storage Base products and the Upgrade Node Pair include small form factor drive bays, the minimum configuration does not require any additional drive enclosures. For larger configurations, attach drive enclosures. Each drive enclosure includes 24 drive bays. The two drive enclosure types can be intermixed in a single array. The HPE 3PAR StoreServ 8200 supports up to nine (9) added drive enclosures. The HPE 3PAR StoreServ 8400 supports up to twenty-two (22)

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added drive enclosures. The HPE 3PAR StoreServ 8440 supports up to thirty-eight (38) added drive enclosures. The HPE 3PAR StoreServ 8450 supports up to eighteen (18) added drive enclosures.



HPE 3PAR StoreServ 8000 SFF(2.5in) SAS Drive Enclosure



HPE 3PAR StoreServ 8000 LFF(3.5in) SAS Drive Enclosure

Drive Enclosures

HP 3PAR StoreServ 8000 SFF(2.5in) SAS Drive Enclosure	H6Z26A
HP 3PAR StoreServ 8000 LFF(3.5in) SAS Drive Enclosure	H6Z27A
HP 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	E7Y71A
HP 3PAR StoreServ 8000 LFF(3.5in) Field Integrated SAS Drive Enclosure	E7Y72A

- Each drive enclosure includes 24 drive bays, (2) IO modules, (2) 1m SAS cables, (1) mounting rail kit, and power cables.
- The 2U SAS drive enclosure provides 24 SFF drive bays arranged in a single row.
- The 4U drive enclosure provides 24 LFF drive bays, arranged in four (4) columns of six (6) slots each.
- Drive enclosures are connected in daisy chains from the SAS ports of the controller nodes.
- The best practice is to balance the drive enclosures across the SAS ports, remembering that the controller node enclosures include (24) drives attached to the SAS port labeled DP-1.
- The best practice when including LFF and SFF drive enclosures in the same array is to arrange them in the rack so that all of the 2U enclosures that belong to one node pair are together and all of the 4U enclosures for that node pair are together. When connecting the backend SAS cables, intermix the 2U and 4U SAS enclosures on each SAS port.
- With a four node configuration, the best practice is to attach the same number of drive enclosures and drive types to each node pair.

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- To achieve highest availability in multi-enclosure configurations, configure a minimum of two (2) enclosures per node pair for RAID 1, a minimum of four (4) enclosures per node pair if RAID 5 is included, and a minimum of three (3) enclosures per node pair if RAID 6 is included. Include enclosures containing node pairs in the count with the 2U SAS enclosures.
- Drive bays that are not filled with a drive must be covered with a drive blank to preserve proper air flow.
- If future capacity upgrades are expected, include enough Drive Enclosures so that there are some empty bays in each enclosure after all drives are added.

Step 4 - Choose Drives

Drives are orderable at the time the array is purchased, or can be added in the future when additional capacity is required. HPE 3PAR StoreServ 8000 drives are sold as single drives. Note that these drives are only compatible with the HPE 3PAR StoreServ 8000 SAS Drive Enclosures.

HPE 3PAR StoreServ 8000 SAS Drives

HPE 3PAR SSDs	HPE 3PAR StoreServ 8000 400GB SAS SFF (2.5in) Solid State Drive	N9Y06A
	HPE 3PAR StoreServ 8000 480GB SAS SFF (2.5in) Solid State Drive	K2Q95A
	HPE 3PAR StoreServ 8000 480GB SAS Non-adaptive Flash Cache Capable SFF (2.5in) Solid State Drive	K2P88A
	HPE 3PAR StoreServ 8000 480GB SAS Non-adaptive Flash Cache Capable LFF (3.5in) Solid State Drive	K2Q96A
	HPE 3PAR StoreServ 8000 1.92TB SAS SFF (2.5in) Solid State Drive	K2P89A
	HPE 3PAR StoreServ 8000 3.84TB SAS SFF (2.5in) Solid State Drive	K2P91A
	HPE 3PAR StoreServ 8000 7.68TB SAS SFF (2.5in) Solid State Drive	P9L83A
HPE 3PAR SAS HDDs (Performance HDDs)	HP 3PAR StoreServ 8000 300GB SAS 15K SFF(2.5in) Hard Drive	K2P97A
	HP 3PAR StoreServ 8000 600GB SAS 15K SFF(2.5in) Hard Drive	K2P98A
	HP 3PAR StoreServ 8000 600GB SAS 10K SFF(2.5in) Hard Drive	K2P99A
	HP 3PAR StoreServ 8000 1.2TB SAS 10K SFF(2.5in) Hard Drive	K2P93A

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	HP 3PAR StoreServ 8000 1.8TB SAS 10K SFF(2.5in) Hard Drive	K2P94A
HPE 3PAR NL SAS HDDs	HP 3PAR StoreServ 8000 2TB SAS 7.2K SFF(2.5in) Hard Drive	M0S92A
	HP 3PAR StoreServ 8000 2TB SAS 7.2K LFF(3.5in) Hard Drive	K2P95A
	HP 3PAR StoreServ 8000 4TB SAS 7.2K LFF(3.5in) Hard Drive	K2P87A
	HP 3PAR StoreServ 8000 6TB SAS 7.2K LFF(3.5in) Hard Drive	K2P96A
	HPE 3PAR StoreServ 8000 8TB SAS 7.2K LFF(3.5in) Hard Drive	P9B44A

- For each drive type installed in the array, the minimum recommended initial quantity is eight (8) drives per node pair for SSD and SAS performance HDDs, and twelve (12) drives per node pair for Nearline HDDs.
 - NOTE: 8 drives support RAID 1 and RAID 5. For RAID 6 choose 12 drives.**
- Minimum upgrade quantity is 4 drives per node pair or 2 drives per enclosure, whichever is larger. Best practice is to run Autonomic Rebalance (also known as tunesys) after adding the drives.
- RAID 6 is strongly recommended for Nearline drives.
- All node enclosures must contain either zero (0) or an even number of the same type of drives (FC, NL, SSD).
- All drive enclosures must contain an even number of drives, with a minimum of two.
- A best practice is to add equal numbers of drives to all enclosures compatible with the drive type being added.
- With a four node configuration, the best practice is to attach the same number and type of drives to each node pair.
- Small Form Factor (SFF)-specific configuration practices
 - SFF drives may be loaded into the Storage Base enclosures, the Upgrade Node Pair enclosure and the 2U SAS drive enclosure.
 - SFF drives must be loaded in pairs of identical drives, beginning with the leftmost slot, slot 0, and filling to the right, leaving no empty slots between

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drives.

- Large Form Factor (LFF)-specific configuration practices
 - LFF drives may be loaded into the 4U SAS drive enclosure.
 - LFF drives must be loaded in pairs of identical drives starting at the bottom of a column, leaving no empty slots between drives in the column.
 - Intermixing SSDs and spinning media in a LFF drive enclosure is allowed as long as each drive type is installed in even pairs in the same column.
 - It is permitted to have empty columns between columns containing drives. Different columns do not have to contain the same number of drives.
 - An all LFF drive configuration is permitted, leaving the Storage Base Enclosure empty.

HPE 3PAR FIPS Encrypted SSD/HDD	HPE 3PAR StoreServ 8000 920GB SAS SFF (2.5in) FIPS Encrypted Solid State Drive	K2P90A	
	HPE 3PAR StoreServ 8000 1.92TB SAS SFF (2.5in) FIPS Encrypted Solid State Drive	K2R27A	
	HPE 3PAR StoreServ 8000 3.84TB SAS SFF (2.5in) FIPS Encrypted Solid State Drive	M0T66A	
	HPE 3PAR StoreServ 8000 7.68TB SAS SFF (2.5in) FIPS Encrypted Solid State Drive	P9L84A	
	HPE 3PAR StoreServ 8000 15.36TB SAS SFF (2.5in) FIPS Encrypted Solid State Drive	P9M60A	
	HP 3PAR StoreServ 8000 600GB SAS 15K SFF(2.5in) FIPS Encrypted Hard Drive	K2P92A	
	HP 3PAR StoreServ 8000 1.2TB SAS 10K SFF(2.5in) FIPS Encrypted Hard Drive	K2P85A	
	HPE 3PAR StoreServ 8000 2TB SAS 7.2K LFF(3.5in) FIPS Encrypted Hard Drive	N9Y04A	
	HPE 3PAR StoreServ 8000 4TB SAS 7.2K LFF(3.5in) FIPS Encrypted Hard Drive	N9Y05A	
	HP 3PAR StoreServ 8000 6TB SAS 7.2K LFF(3.5in) FIPS Encrypted Hard Drive	K2P86A	
	HPE 3PAR StoreServ 8000 8TB SAS 7.2K LFF(3.5in) FIPS Encrypted Hard Drive	P9B45A	
	HPE 3PAR Encryption License		
	HPE 3PAR 8200 Data Encryption LTU	L7B67A	
HPE 3PAR 8200 Data Encryption E-LTU	L7B67AAE		
HPE 3PAR 8400 Data Encryption LTU	L7B91A		

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HPE 3PAR 8400 Data Encryption E-LTU	L7B91AAE
HPE 3PAR 8440 Data Encryption LTU	L7C15A
HPE 3PAR 8440 Data Encryption E-LTU	L7C15AAE
HPE 3PAR 8450 Data Encryption LTU	L7C39A
HPE 3PAR 8450 Data Encryption E-LTU	L7C39AAE

- An encrypted HPE 3PAR StoreServ array, i.e. any HPE 3PAR StoreServ array that has the HPE 3PAR Data Encryption license activated or intended to be activated, must have only self-encrypted drives installed.
- A non-encrypted HPE 3PAR StoreServ array can have a mix of encrypted and non-encrypted drives.
- Customers have option to turn on encryption, non-disruptively, at any time, even after data has been written to the system.
- FIPS 140-2 Validated Self-Encrypting Drives (SEDs) have been certified by the U.S. National Institute of Standards and Technology (NIST) and Canadian Communications Security Establishment (CSE) as meeting the Level 2 security requirements for cryptographic modules as defined in the Federal Information Processing Standards (FIPS) 140-2 Publication
- Strengthen the DAR solution with an optional FIPS 140-2 Level-2 validated external key manager. Supports KMIP 1.1 for key management communications
- Supports HPE Enterprise Secure Key Manager 4.0 and SafeNet KeySecure k460 and k150 centralized key management
- A data encryption license (LTU) is required to enable encryption on the array. One encryption license is required for each encrypted array.
- Once encryption is enabled on the HPE 3PAR StoreServ Storage, it cannot be disabled.
- The local key manager is included in the HPE 3PAR OS. There is not a separately orderable part number for the local key manager.

Step 5 - Choose Service Processor Implementation

The HPE 3PAR Service Processor remotely monitors the HPE 3PAR StoreServ 8000 and enables remote servicing of the array. The key capabilities of the Service Processor are to:

- Enable rapid, proactive responses to issues
- Provide a secure communication channel between the customer's data center and HPE 3PAR Central

Configuration Information

for:

- Remote Online Software Upgrade --Upgrade software with no application disruption
- Remote Diagnostics --Maintain key diagnostic information centrally on a historical basis
- Remote Serviceability--Provide fast predictive response and remediation

Each HPE 3PAR StoreServ 8000 requires its own Service Processor. The Service Processor functions as the communication interface between a customer's IP network and HPE 3PAR Central by managing all service-related communications. The Service Processor leverages the industry-standard HTTP over Secure Sockets Layer (HTTPS) protocol to secure and encrypt data communication. The Service Processor can be deployed either as a virtual Service Processor (VSP) or a physical Service Processor.

Virtual Service Processor

A virtual Service Processor is included free with the base HPE 3PAR Operating System. The virtual Service Processor can be installed on a customer-provided VMware or Microsoft Hyper-V system that meets the following specifications:

- Virtualization operating system
 - VMware vSphere ESXi 4.1, 5.0, 5.1, 5.5
 - Microsoft Hyper-V Server 2008 R2, 2012 or 2012 R2
- Server features
 - 2 GB RAM (minimum for the VSP Virtual Machine)
 - 256 GB free disk space (minimum for the VSP Virtual Machine)
NOTE: VSP storage must not reside on the array it is managing.
 - DVD ROM or DVD RW
 - 1 Gb Ethernet port
 - For VSP on VMware, the server must be listed in the VMware Compatibility Guide
 - For VSP on Hyper-V, the server must be listed on the Windows Server Catalog

Physical Service Processor

The physical Service Processor is a dedicated storage appliance located within the storage rack providing close proximity to the HPE 3PAR StoreServ 8000 Storage. The physical Service Processor is fully supported and maintained by HPE Services. The physical Service Processor has serial port connectivity that provides maintenance access for trouble shooting capabilities.

If a VMware server is not available to run the virtual Service Processor, the physical Service Processor is the alternative choice for remote monitoring and remote service. The physical Service Processor is available in two version: with Single Power Supply and with Redundant Power Supply.

Service Processor	HP 3PAR StoreServ SPS Service Processor	K2R28A
	HP 3PAR StoreServ RPS Service Processor	K2R29A

HPE 3PAR Policy Server

HPE 3PAR Policy Server works to implement customer-configurable remote service access policies. Installed on a customer-provided host, Policy Server provides the customer with ultimate flexibility and control to allow or deny outbound communication or remote service connections to and from an HPE 3PAR StoreServ Storage system. Policy Server also serves as the centralized point for collecting and storing audit logs of all diagnostic data transfers and authorized remote service connections to and from all configured HPE 3PAR Storage systems. HPE 3PAR Policy Server provides the

- The customer has complete control over policy administration.
- A centralized policy administration for all HPE 3PAR Storage systems is provided.

Configuration Information

- A centralized audit log to facilitate security audits is provided.
- Up to 100 3PAR systems can be managed with a single 3PAR Policy Server license
- Policy Server 6.1.5 can be run on a Virtual Machine. For the latest information on supported hypervisors, refer to Single Point of Connectivity Knowledge for HPE Storage Products (SPOCK): <http://www.hpe.com/storage/spock>

HP 3PAR Policy Manager Software LTU

TE400B

Step 6 - Choose Cables for host connection and remote copy connection

Cables are required on the HPE 3PAR StoreServ 8000 Storage for drive enclosure connections and for host connectivity. Copper SAS cables are required for connecting the drive enclosures to the nodes on the same rack and for daisy chaining between adjacent drive enclosures. Storage Base products, the Upgrade Node Pair and the Drive Enclosures all include Copper SAS cables. SAS Active Optical Cables are required if an HPE 3PAR StoreServ 8000 needs to be expanded into an adjacent rack, to connect drive enclosures in adjacent racks to the nodes in the base rack. OM4 Fiber Cables are required for host connectivity, Remote Copy and Peer Motion. The copper 1GbE cables are used for Remote Copy over IP and for connection to the Management Port.

Cables

SAS Active Optical Cables	HP 10m Mini SAS High Density Active Optical Cable	E7V95A
	HP 25m Mini SAS High Density Active Optical Cable	E7V96A
OM4 Cables	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 1m Cable	QK732A
	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 2m Cable	QK733A
	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 5m Cable	QK734A
	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 15m Cable	QK735A
	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 30m Cable	QK736A
	HP Premier Flex LC/LC Multi-mode OM4 2 fiber 50m Cable	QK737A
Copper 1GbE cables	HP 4.3m/14ft CAT5 RJ45 M/M Ethernet Cable	C7536A
	HP 7.6m/25ft CAT5 RJ45 M/M Ethernet Cable	C7537A
	HP 15.2m/50ft CAT5 RJ45 M/M Ethernet Cable	C7542A
Optical splitters	HP Multi Fiber Push On to 4 x Lucent Connector 5m Cable	K2Q46A
	HP Multi Fiber Push On to 4 x Lucent Connector 15m Cable	K2Q47A
Direct Attach Copper Cables*	HPE 3COM (H3C)	
	HP X240 10G SFP+ to SFP+ 1.2m Direct Attach Copper Cable	JD096C
	HP X240 10G SFP+ to SFP+ 3m Direct Attach Copper Cable	JD097C
	HP X240 10G SFP+ to SFP+ 5m Direct Attach Copper Cable	JG081C
	HP X240 QSFP+ 4x10G SFP+ 1m DAC Cable	JG329A
	HPE X240 QSFP+ 4x10G SFP+ 3m DAC Cable	JG330A
HPE X240 QSFP+ 4x10G SFP+ 5m DAC Cable	JG331A	

Configuration Information

HPE ProCurve

HP X242 10G SFP+ to SFP+ 1m Direct Attach Copper Cable	J9281B
HP X242 10G SFP+ to SFP+ 3m Direct Attach Copper Cable	J9283B

Cisco

HPE C-series 3M Passive Copper SFP+ Cable	K2Q21A
HPE C-series 5M Passive Copper SFP+ Cable	K2Q22A

NOTE: DAC cable support for 3PAR 8000 platforms requires HPE 3PAR OS version 3.2.2 MU3 or higher. DAC cables are supported for 10GbE speeds with iSCSI, FcoE, and File protocols.

Step 7 - Choose Racking Options

The HPE 3PAR StoreServ 8000 is compatible with most industry standard 4-post EIA 19 inch racks with square mounting holes, including the HPE Intelligent Series Rack and the HPE 10000 G2 Series Rack. The HPE 3PAR StoreServ 8000 can be factory configured and shipped in a rack or shipped without a rack for field integration into an existing rack. The rack used for factory integration is the HPE Intelligent Series Rack.

HPE Rack and Rack Options

Factory Integration Select a rack to house your HPE 3PAR StoreServ 8000.
NOTE: The HPE Intelligent Series Rack is the only series supported for factory configuration.

Primary Configuration Rules The HPE 3PAR StoreServ 8000 will be configured into an HPE Intelligent Series Rack with the appropriate power distribution units (PDUs). If other products such as servers or back-up products are included in the cab, a different PDU will be added (if required) or can be chosen from a list of appropriate offerings shown in the configuration tool. The HPE Intelligent Series Rack must be purchased for factory configuration. Additional 3PAR StoreServ 8000 controller node enclosures and drive enclosures may be ordered for multiple subsystem integration at the factory. The 3PAR StoreServ 8000 is also supported in HPE 10000 G2 Series racks for field installation. When calculating available U-space, assume that no space will be placed between the mounted components. For redundancy, order PDUs in quantities of two. Refer to the Configuration and User Guide in the Information Library at the Rack Solutions webpage.

HPE Intelligent Series Racks **NOTE:** The number of components that will fit in a rack varies and is determined by the interior U-space of the rack.

HP 47U 600mm x 1075mm Enterprise Shock Rack	BW912A
HP 47U 1075mm Side Panel Kit	BW915A
HP 42U 600mm x 1075mm Enterprise Shock Rack	BW904A
HP 42U 1075mm Side Panel Kit	BW906A
HP 36U 600mm x 1075mm Enterprise Shock Rack	BW896A
HP 36U 1075mm Side Panel Kit	BW898A
HP 42U 600mm x 1200mm Enterprise Shock Rack	BW908A
HP 42U 1200mm Side Panel Kit	BW909A

For more information on the HPE rack offerings, please see the following URL:
<http://h18004.www1.hpe.com/products/servers/platforms/rackandpower.html>

Configuration Information

For more information on rack options, see:

<http://www.hpe.com/products/rackoptions>.

For more information on PDUs, see:

<http://h18004.www1.hpe.com/products/servers/proliantstorage/power-protection/pdu.html>.

HPE PDU Pivot Kit

HP EVA PDU Pivot Kit

AG730A

Used to reclaim 2U of space in an HPE Intelligent Series Rack with HPE 3PAR StoreServ 8000 configurations. This kit allows the PDUs to be placed in the back of the rack without requiring any rack U space.

NOTE: The use of the PDU Pivot Kit is strongly recommended and is the default option when orders are configured, as it will save 2U of valuable rack space.

NOTE: 0D1 will appear after this part number to indicate factory integration where appropriate.

Non-HPE rack and power requirements

The Storage Bases, the Upgrade Node Pair, and the Drive Enclosures include mounting rails that are compatible with industry standard 4-post EIA 19 inch racks with square mounting holes. For detailed information on determining compatibility of a non-HPE rack, please review the information included in the HPE 3PAR StoreServ 8000 StoreServ 8000 Site Planning Guide

Step 8 - Choose Software

Hewlett Packard Enterprise provides an extensive selection of features for HPE 3PAR StoreServ Storage. All of the features available on the HPE 3PAR StoreServ 20000 Storage system are also available on the HPE 3PAR StoreServ 8000 Storage system, the result of a common architecture that spans from small and medium businesses to the largest global enterprise. For convenient ordering, the 3PAR StoreServ 8000 provides the features in Suites.

Two types of software licensing methods are employed with the HPE 3PAR StoreServ 8000. Some software titles are licensed per system; other titles are licensed by drive. With system-based licensing one license covers the whole array, independent of configuration or capacity. Drive-based licensing, in contrast, is licensed per installed drive. A software title with drive-based licensing includes two Licenses to Use (LTU), a Base LTU that enables the software feature for the system and a Drive LTU that licenses the use of one drive. For each software title, purchase one Base LTU per title per array, and one Drive LTU, up to a cap, for every drive, that is installed in the array, independent of drive type. For the HPE 3PAR StoreServ 8200 the Drive LTUs cap at 48. For the HPE 3PAR StoreServ 8400 the Drive LTUs cap at 168. For the HPE 3PAR StoreServ 8440 the Drive LTUs cap at 320. For the HPE 3PAR StoreServ 8450 the Drive LTUs cap at 168. After reaching the cap, you do not need to purchase any more Drive LTUs for that title.

For more information regarding HPE 3PAR software see

<http://h18006.www1.hpe.com/storage/solutions/3par/software.html>

For more information regarding HPE 3PAR 8000 software SKUs see:

<http://h20195.www2.hpe.com/v2/GetPDF.aspx/c04199812.pdf>

HPE 3PAR Operating System Software Suite (Required)

Required for all new HPE 3PAR StoreServ systems, this foundational software suite gives you everything you need to get up and running quickly and efficiently. Powered by HPE 3PAR ASIC, HPE 3PAR StoreServ's Thin Technologies which include HPE 3PAR Thin Provisioning, HPE 3PAR Thin Persistence, HPE 3PAR Thin Conversion and HPE 3PAR Thin Deduplication, form the base of this software suite.

Configuration Information

Performance acceleration is assured with HPE 3PAR Adaptive Flash Cache by reducing application response time.

Network simplification and security are covered with VLAN tagging. Simplified management is offered by HPE 3PAR Operating System, HPE 3PAR StoreServ Management Console, HPE 3PAR Host Explorer and HPE SmartStart software designed to get you off to a quick start with your new HPE 3PAR StoreServ system; HPE 3PAR System Reporter and HPE 3PARInfo software are designed to track performance and capacity utilization trends for multiple HPE 3PAR StoreServ Systems. Other highlights of this suite include HPE 3PAR Full Copy, autonomic rebalancing capabilities that help you optimize the use of future capacity expansions, and support for standard multipathing software for high availability in clustered environments. A one year license for online import is included to enable migration from HPE EVA, EMC CLARiiON CX4, EMC VNX/VNX2, EMC VMAX (VMAX, VMAX SE, VMAX 10K, 20K, 40K) or HDS NSC, USP, USP V, USP VM.

HPE 3PAR Replication Software Suite

This suite bundles HPE 3PAR Virtual Copy with HPE 3PAR Remote Copy software, both also sold separately for all HPE 3PAR StoreServ models. HPE 3PAR Virtual Copy software protects and shares data affordably with rapid recovery using reservation-less, non-duplicative, copy-on-write snapshots. HPE 3PAR Remote Copy offers simple and cost effective data protection for efficient multi-tenant disaster recovery.

Also, included in this bundle is Peer Persistence which ensures transparent automatic failover over metropolitan distances using Remote Copy Synchronous mode. The Suite also includes HPE 3PAR Cluster Extension Software which enables automatic failover across data centers using Remote Copy Asynchronous mode.

HPE 3PAR Data Optimization Software Suite

This software bundle combines HPE 3PAR Dynamic Optimization, HPE 3PAR Adaptive Optimization, HPE 3PAR Priority Optimization and HPE 3PAR Peer Motion software together. HPE 3PAR Dynamic Optimization delivers the required service levels for the lowest possible cost throughout the data lifecycle. HPE 3PAR Adaptive Optimization improves storage utilization by enabling cost-optimized storage tiering. HPE 3PAR Priority Optimization assures service levels with QoS controls for mission critical applications. HPE 3PAR Peer Motion enables load balancing at will wherein, movement of data and workloads between arrays is initiated without impacting applications, users or services. The four software titles bundled in this suite are also sold separately for all HPE 3PAR StoreServ models.

HPE 3PAR File Persona Software Suite

This software suite enables rich set of file protocol services, core file data services and an Object Access API to extend the spectrum of primary storage workloads natively addressed by HPE 3PAR StoreServ 8000 Storage. With this solution, the architectural benefits of HPE 3PAR StoreServ 8000 Storage can be extended to use cases such as: home directories and user shares; content management and collaboration; data preservation and governance; and custom cloud applications. This software suite is licensed based on aggregate usable file capacity in increments of 1TB software LTU.

Configuration Information

HPE 3PAR Security Software Suite	This software suite bundles HPE 3PAR Virtual Domains and HPE 3PAR Virtual Lock software. With this suite, you can segregate access and deliver robust storage services for different applications and user groups with additional security attached to the retention of storage volumes.
HPE Smart SAN	HPE Smart SAN for HPE 3PAR makes end-to-end SAN configuration and management simple and autonomic, reducing the probability of errors through SAN automation. It is an application embedded in the SAN components (array, hosts and switches) that enables the 3PAR to automate configuration for settings and policies across the SAN. Smart SAN features enable customers to automate peer zoning, resulting in the creation of fewer zones, and enables configuration of zones in minutes, not hours.
HPE 3PAR Application Software Suite for Hyper-V	Protect your Microsoft Hyper-V environment with HPE 3PAR Recovery Manager for Microsoft Hyper-V and the HPE 3PAR VSS Provider software, included in this software bundle.
HPE 3PAR Application Software Suite for Exchange	This bundle gives you the essentials for use with Microsoft Exchange, including HPE 3PAR Recovery Manager for Exchange and the HPE 3PAR VSS Provider software.
HPE 3PAR Application Software Suite for Oracle	Everything you need for protecting Oracle databases, including HPE 3PAR Recovery Manager for Oracle and Oracle space reclamation capabilities.
HPE StoreOnce Recovery Manager Central	By combining the performance of snapshots with the protection of backups, this software integrates HPE 3PAR StoreServ with HPE 3PAR StoreOnce Backup Systems to provide a converged availability and flat backup service that augments traditional backup processes. With this automated, non-intrusive software, the simplicity and performance of local and remote snapshots can be combined with the reliability and cost effective retention of deduplicated backups
HPE StoreFront Remote SaaS Portal	The HPE StoreFront Remote SaaS Portal provides proactive tools and integrated data collection from the HPE 3PAR StoreServ Storage arrays that call home to deliver unique insights and analytics all in one dashboard. Identify capacity and performance issues early through intuitive capacity and performance trend analysis and forecasting. These valuable analytics help maximize asset utilization and optimize the datacenter with recommendations and remedial actions when issues arise. Users can log into http://www.storefrontremote.com to claim their arrays and get access for free.

Configuration Information

Step 9 - Choose File Controller

With HPE 3PAR StoreServ File Controller you get an efficient, bulletproof, and effortless way to provide file storage from HPE 3PAR StoreServ Storage. 3PAR StoreServ File Controller saves you time and money by supporting hundreds to thousands of concurrent users and diverse file workloads. It also has non-intrusive data deduplication that provides an average 50-60% in space savings. It provides security through features such as built-in encryption, sophisticated access controls, online snapshots, and the ability to run endpoint protection and backup software onboard so that data is protected at rest and in flight. HPE 3PAR StoreServ File Controllers are clustered file gateway configurations with transparent failover and online rolling maintenance updates that deliver continuous availability of data to users, servers, and applications. With a straightforward and consistent management experience, it also provides robust capabilities for demanding 24 x 7 file storage environments.

For more details on the specifications and data services offered by the HPE 3PAR StoreServ File Controller please refer to the following link: <http://www8.hpe.com/h20195/v2/GetHtml.aspx?docname=c04637524>

Technical Specifications

Physical Dimensions	Width in/mm	Depth in/mm	Height in/mm/U	Weight lb/kg
36U 1075mm Intelligent Series Rack	23.54/597.9	44.3/1125.2	68.84/1748.6	428/195
42U 1075mm Intelligent Series Rack	23.54/597.9	44.3/1125.2	79/2006.6	451/205
42U 1200mm Intelligent Series Rack	23.54/597.9	51.19/1300.2	79/2006.6	531/241
47U 1075mm Intelligent Series Rack	23.54/597.9	44.3/1125.2	88.53/2248.7	483/220
HPE 3PAR StoreServ 8200 2N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	47.7/21.6
HPE 3PAR StoreServ 8200 2N Storage Base (with two host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	48.7/22.1
HPE 3PAR StoreServ 8400 2N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	47.7/21.6
HPE 3PAR StoreServ 8400 2N Storage Base (with two host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	48.7/22.1
HPE 3PAR StoreServ 8400 4N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	97.8/44.4
HPE 3PAR StoreServ 8400 4N Storage Base (with four host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	99.8/45.3
HPE 3PAR StoreServ 8440 2N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	47.7/21.6
HPE 3PAR StoreServ 8440 2N Storage Base (with two host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	48.7/22.1
HPE 3PAR StoreServ 8440 4N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	97.8/44.4
HPE 3PAR StoreServ 8440 4N Storage Base (with four host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	99.8/45.3
HPE 3PAR StoreServ 8450 2N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	47.7/21.6
HPE 3PAR StoreServ 8450 2N Storage Base (with two host adapters, no drives)	19/483	26.6/676.1*	3.46/87.95/2	48.7/22.1

Technical Specifications

HPE 3PAR StoreServ 8450 4N Storage Base (no host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	97.8/44.4
HPE 3PAR StoreServ 8450 4N Storage Base (with four host adapters, no drives)	19/483	26.6/676.1*	6.925/175.9/4	99.8/45.3
HPE 3PAR StoreServ 8000 SFF(2.5in) SAS Drive Enclosure (without drives)	19/483	24.8/630.7	3.46/87.95/2	33.5/15.2
HPE 3PAR StoreServ 8000 LFF(3.5in) SAS Drive Enclosure (without drives)	19/483	24.9/631.4	6.89/175/4	42.9/19.5
SFF SAS drive with carrier	0.78/19.9**	896/227.7	3.42/86.85**	0.7/0.32 (varies by type)
LFF SAS drive with carrier	4.36/110.84**	8.67/220.26	1.18/30.0**	1.9/0.86 (varies by type)
Service Processor				37.48/17

Power Requirements

Input Voltage (VAC)	100 - 240 VAC
Frequency (Hz)	50 - 60

Component	Idle (watts / BTU/hr)	Transactional (watts / BTU/hr)
Node Pair (8200 or 8400), no drives, no add-on host adapters	236 / 803	398 / 1357
Node Pair (8440 or 8450), no drives, no add-on host adapters	344 / 1173	363 / 1238
4-port 16Gb/s Fibre Channel Adapter	18.61 / 63.5	19.13 / 65.3
2-port 10Gb/s iSCSI/FCoE Adapter	34 / 115.8	40 / 136.4
2-port 10Gb/s Ethernet Adapter	5.69 / 19.4	5.71 / 19.5
4-port 1Gb/s Ethernet Adapter	1.97 / 6.7	1.97 / 6.7
8000 SFF(2.5in) SAS Drive Enclosure, no drives	150 / 512 (average)	150 / 512 (average)
8000 LFF(3.5in) SAS Drive Enclosure, no drives	164 / 559 (average)	164 / 559 (average)
300GB 15K Small Form Factor HDD	6.7 / 22.9	6.9 / 23.1
600GB 15K Small Form Factor HDD	7.0 / 24.0	7.3 / 25.1
600 GB 10K Small Form Factor HDD	6.3 / 21.4	7.4 / 25.2
1.2TB 10K Small Form Factor HDD	6.2 / 21.1	8.2 / 27.9
1.8TB 10K Small Form Factor HDD	7.3 / 24.8	7.5 / 25.6
2TB 7.2K Small Form Factor NL HDD	6.1 / 20.8	7.2 / 24.6
2TB 7.2K Large Form Factor NL HDD	7.5 / 25.6	10.6 / 36.1
4TB 7.2K Large Form Factor NL HDD	9.1 / 31.1	13.1 / 44.6
6TB 7.2K Large Form Factor NL HDD	11.9 / 40.7	14.3 / 48.74
8TB 7.2K Large Form Factor NL HDD	10.8 / 36.8	14.9 / 50.7

Technical Specifications

400GB Small Form Factor SSD	3.3/11.3	5.8/19.8
480GB Small Form Factor SSD	2.2 / 7.5	5.5 / 18.7
480GB Small Form Factor nonAFC SSD	3.2 / 11	7.1 / 24.4
480GB Large Form Factor nonAFC SSD	1.8 / 6.1	6.7 / 22.9
920GB Small Form Factor FIPS SSD	2.2 / 7.5	5.5 / 18.7
1920GB Small Form Factor SSD	3.5 / 11.9	8.9 / 30.5
3840GB Small Form Factor SSD	3.4 / 11.6	11.0 / 37.5
7680GB Small Form Factor SSD	3.4 / 11.6	13.7 / 46.74

Environmental Specifications⁴

Operating Temperature	41° to 104° F (5° to 40° C) - Reduce rating by 1° F for each 1000 ft altitude (1.8° C/1,000 m)
Shipping Temperature	-30° to 60°C (-22 to 140°F). Maximum rate of change is 20°C/hr (36°F/hr)
Altitude (ft/m) max.	10,000 ft / 3,048 m
Shipping Altitude (ft/m) max.	40,000ft/ 12,192 m
Humidity	10% to 90% non-condensing
Shipping Humidity	10% to 90% non-condensing
Operating Vibration	0.25 G, Sine, 5-500 Hz, 0.1 Grms, Random 10-100Hz
Non-operating Vibration	0.5 G, 5 - 500 Hz, Sine
Operating Shock	2 G, 11ms, half-sine
Non-operating Shock	10 G, 11ms, half-sine
Maximum Air Flow	Storage Base and Upgrade Node Pair - 109 CFM per enclosure 8000 SFF(2.5in) SAS Drive Enclosure - 105 CFM 8000 LFF(3.5in) SAS Drive Enclosure - 109 CFM

Electromagnetic Compatibility	CISPR 22:2008/ EN55022:2010 Class A
	CISPR 24:2010/ EN 55024:2010
	IEC 61000-3-2:2005/ EN 61000-3-2:2006 +A1:2009 +A2:2009
	IEC/ EN 61000-3-3:2008
	AS/NZS CIPSR 22: 2009 Class A
	CNS 13438:2006 Class A
	47 CFR Part 15 Subpart b Class A
	ICES-003 Issue 5 Class A
V-3/2014.04	
RRA Notice No. 2014-8 (2014.06.23) & 2014-37 (204.06.23)	
Class A	
RRA Notice No. 2014-9 (2014.06.23) & 2014-38 (2014.06.23)	

Acoustics Sound pressure level measured per ISO 7779 specs during normal operating fan conditions, from a minimum of 3,000 RPM to a maximum of	Fan	8200/8400	8400 4N	8440 2N	8440 4N	8000 2U	8000 4U
	Speed (RPM)	2N Storage Base	Storage Base	Storage Base	Storage Base	SAS Drive Enclosure	SAS Drive Enclosure
	Minimum	63.8	67.2	72	74	62.6	61.3

Technical Specifications

rpm to a maximum of
10,000 RPM

Maximum	93.4	96.5	93	97	85.4	88
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Safety

IEC 60950-1:2005 (2nd Edition); Am 1:2009
EN 60950-1:2006 +A11:2009+A12
EN 62479:2010
CNS 14336-1 2nd Edition
UL 60950-1 2nd Ed.
CAN/CSA C22.2 No. 60950-1

NOTE: 4 Specifications are subject to change without notice.

Certifications / Markings

cTUVus Mark	KCC
TUV T-mark (EN 60950)	GOST-R
CE Mark	C-Tick
FCC Class A	WEEE China RoHS
IC Class A	EU RoHS
VCCI Class A	
BSMI Class A	

Summary of Changes

Date	Version History	Action	Description of Change
28-Nov-2016	From Version 10 to 11	Changed	Added new drives (7.68TB FE SSD and 15.36TB FE SSD) Updated SSD descriptions
15-Aug-2016	From Version 9 to 10	Changed	Added DAC cables support. Other edits.
07-Jun-2016	From Version 8 to 9	Changed	Added new drives (7.68TB SSD, 8TB NL FE HDD) Added Smart SAN
15-Apr-2016	From version 7 to 8	Changed	Updated SSD descriptions
8-April-2016	From version 6 to 7	Changed	Changes made throughout the QuickSpecs
31-March-2016	From version 5 to 6	Changed	Added new drives (2TB NL FE HDD, 8TB NL HDD) Added CSI section Added optical splitter cables (K2Q46A, K2Q47A)
16-Feb-2016	From Version 4 to 5	Changed	Changes made throughout the QuickSpecs
04-Dec-2015	From Version 3 to 4	Changed	Added HPE 3PAR StoreServ 8200 Converged File/Block Starter Kit. Added new drives (400GB SSD, 3.84TB FE SSD, 4TB NL FE HDD).
02-Oct-2015	From Version 2 to 3	Added	Added The HPE StoreFront Remote SaaS Portal
28-Sept-2015	From Version 1 to 2	Changed	Changes made throughout the QuickSpecs
24-Aug-2015	Version 1	Created	Create first version






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Summary of Changes

Overview

HPE 3PAR Software Products

HPE 3PAR Software offerings include both the operating system and additional software products that run on the HPE 3PAR Storage System and on Microsoft Windows®, Linux, or UNIX® hosts.

HPE 3PAR StoreServ Software Suites

HPE 3PAR StoreServ provides the opportunity to purchase software bundled into a series of suites designed to be affordable and simple to purchase. Select software titles can also be purchased separately, as indicated below.

Additional HPE 3PAR Software

Additional HPE 3PAR Software Additional software products available for HPE 3PAR Storage Systems offer enhanced capabilities including thin storage technologies, secure partitioning for virtual private arrays, and virtual and remote copy capabilities.

HPE 3PAR Host Software

Host-based software products from HPE 3PAR enable the next-generation HPE 3PAR platform to address the needs of specific application environments, multipathing, and historical performance and capacity management.

What's New

• HPE 3PAR File Persona:

- File Lock feature for long term data retention
- StoreOnce Recovery Manager Central Express Protect backup
- Support for FTP

Technical Specifications

HPE 3PAR Operating System Software Suite

Overview HPE 3PAR Operating System Software Suite is the foundation software of HPE 3PAR StoreServ Storage, combining advanced virtualization capabilities with simple storage management, high efficiency, and world class performance. The included comprehensive thin provisioning capabilities allow your storage to start thin, get thin and stay thin. System Tuner and Autonomic Rebalance help maintain high performance over time. Migrating your existing data from HPE EVA and 3PAR systems to HPE 3PAR StoreServ Storage is easy with the included 1 year Online Import license. HPE 3PAR SmartStart Software, included in the suite for HPE 3PAR StoreServ 7xxx series, guides you through the configuration of the service processor, StoreServ Storage and the application hosts - making storage setup virtually effortless. HPE 3PAR Operating System Software Suite is a required purchase.

The Operating System Suite includes the following functionality and features:

- HPE 3PAR Operating System Software
- HPE 3PAR StoreServ Management Console
- HPE 3PAR 3PAR Online Import (1 year)
- HPE 3PAR Host Explorer
- HPE 3PAR System Reporter*
- HPE 3PAR SmartStart (not included in HPE 3PAR StoreServ 10000 and 20000)
- HPE 3PAR Virtual Service Processor (not included in HPE 3PAR StoreServ 10000 and 20000)

NOTE: * System Reporter is include in the 3PAR OS Suite for HPE 3PAR StoreServ 8000/20000 only; other platforms require Reporting Suite

For more information see

<http://h18006.www1.hp.com/storage/software/3par7000/oss/index.html>

Models	HP 3PAR 10400 Operating System Software Suite Base LTU	BD240B
	HP 3PAR 10400 Operating System Software Suite Magazine LTU	BD241A
	HP 3PAR 10800 Operating System Software Suite Base LTU	BD252B
	HP 3PAR 10800 Operating System Software Suite Magazine LTU	BD253A
	HP 3PAR 7200 Operating System Software Suite Base LTU	BC745B
	HP 3PAR 7200 Operating System Software Suite Drive LTU	BC746A
	HP 3PAR 7400 Operating System Software Suite Base LTU	BC773B
	HP 3PAR 7400 Operating System Software Suite Drive LTU	BC774A
	HP 3PAR 7440c Operating System Suite Base LTU	BD374A
	HP 3PAR 7440c Operating System Suite Drive LTU	BD381A
	HP 3PAR 7450 Operating System Software Suite Base LTU	BC890B
	HP 3PAR 7450 Operating System Software Suite Drive LTU	BC891A
	HP 3PAR 20850 Operating System Suite Base LTU	L7C89A
	HP 3PAR 20850 Operating System Suite Drive LTU	L7C90A
	HPE 3PAR 20840 Operating System Software Suite Base LTU	L7E06A
	HPE 3PAR 20840 Operating System Software Suite Drive LTU	L7E07A
	HP 3PAR 20800 Operating System Suite Base LTU	L7C41A
	HP 3PAR 20800 Operating System Suite Drive LTU	L7C42A

Technical Specifications

HP 3PAR 20450 Operating System Suite Base LTU	L7C65A
HP 3PAR 20450 Operating System Suite Drive LTU	L7C66A
HP 3PAR 8200 Operating System Suite Base LTU	L7B45A
HP 3PAR 8200 Operating System Suite Drive LTU	L7B46A
HP 3PAR 8400 Operating System Suite Base LTU	L7B69A
HP 3PAR 8400 Operating System Suite Drive LTU	L7B70A
HP 3PAR 8440 Operating System Suite Base LTU	L7B93A
HP 3PAR 8440 Operating System Suite Drive LTU	L7B94A
HP 3PAR 8450 Operating System Suite Base LTU	L7C17A
HP 3PAR 8450 Operating System Suite Drive LTU	L7C18A

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Operating System Software

Overview

The software foundation of 3PAR® Utility Storage is the HPE 3PAR Operating System, which utilizes advanced internal virtualization capabilities to increase administrative efficiency, system utilization, and storage performance.

The HPE 3PAR OS includes the following functionality and features:

- HPE 3PAR Web Services API
- HPE 3PAR OS Administration Tools
- HPE 3PAR Rapid Provisioning
- HPE 3PAR Autonomic Groups
- HPE 3PAR Scheduler
- HPE 3PAR Persistent Cache
- HPE 3PAR Persistent Ports
- HPE 3PAR Persistent Checksum*
- HPE 3PAR RAID MP (Multi-Parity)
- HPE 3PAR Full Copy
- HPE 3PAR Access Guard
- HPE 3PAR LDAP Support
- HPE 3PAR Adaptive Flash Cache
- HPE 3PAR Thin Technologies

NOTE: *Available on HPE 3PAR StoreServ 8000 and 20000 platforms only

Product Highlights

HPE 3PAR Access Guard

Access Guard is an HPE 3PAR OS feature that delivers user-configurable volume security at logical and physical levels by enabling you to secure hosts and ports to specific virtual volumes.

HPE 3PAR Autonomic Groups

HPE 3PAR Autonomic Groups is an HPE 3PAR OS software feature that brings a

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new provisioning paradigm to clustered and virtual server environments by building on the same innovation featured by HPE 3PAR Rapid Provisioning.

Autonomic Groups is designed to reduce room for human error by eliminating manual repetition of tedious commands, thereby making the provisioning process more reliable. This software feature also simplifies reporting by enabling users to pull boot and data disk utilization statistics from different clusters with just a single command.

In addition, when used together with HPE 3PAR Virtual Domains, Autonomic Groups allows multiple independent virtual domains to be grouped as a single logical entity to simplify storage administration while maintaining the integrity of individual virtual domains. For example, backing up an autonomic domain group actually backs up all virtual domains in the group to a single backup server while still maintaining the security and isolation associated with each individual domain.

HPE 3PAR Full Copy

Full Copy is an HPE 3PAR OS feature that allows you to create point-in-time clones with independent service level parameters. Full Copy offers online operations so that the destination clone can be immediately exported, rapid resynchronizations and thin provisioning-awareness.

HPE 3PAR Persistent Cache

HPE 3PAR Persistent Cache is a resiliency feature built into the HPE 3PAR OS that allows "always on" application and virtual server environments to gracefully handle an unplanned controller failure. Persistent Cache eliminates the substantial performance penalties associated with traditional arrays and "write-through" mode so that 3PAR StoreServ Storage Servers can maintain required service levels even in the event of a cache or controller node failure. HPE 3PAR Persistent Cache leverages the clustered HPE 3PAR Architecture with its unique Mesh-Active design to preserve write-caching by rapidly re-mirroring cache to the other nodes in the cluster in the event of a failure. Persistent Cache is supported on all quad-node and larger HPE 3PAR arrays, including StoreServ 7400 and the InServ F400-making 3PAR HPE the only vendor to incorporate this industry-leading service level protection capability into midrange as well as high-end arrays.

HPE 3PAR Persistent Ports

HPE 3PAR Persistent Ports is a Tier 1 resiliency feature that allows for non-disruptive online software upgrades on HPE 3PAR StoreServ Storage systems without relying on multipathing software. This feature, available on all HPE 3PAR StoreServ models, brings increased Tier 1 resiliency, across the StoreServ product line including the midrange platform by ensuring that host paths remain online throughout the software upgrade process. The use of standard NPIV (N_Port ID Virtualization) technology as defined by the Technical Committee T11 in the Fibre Channel -Link Services (FC-LS) specification enables a single host-facing StoreServ port to assume the identity of additional pre-designated partner ports, thus enabling transparent switchover of host path connections. Persistent Port

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Technology is also designed to work with iSCSI and FcoE connectivity. Starting from HPE 3PAR OS 3.1.3 Persistent Ports also autonomically fails over a front-end controller node port that experiences physical connection loss from a cable pull or a failed switch; this unique capability, for now is available for FC connectivity only.

HPE 3PAR Persistent Checksum

HPE 3PAR Persistent Checksum: Persistent Checksum is a data integrity feature built in to the HPE 3PAR OS that ensures data integrity to ensure end to end data protection via a T10 Data Integrity Field (DIF). Persistent Checksum addresses media and transmission errors that can be caused by any component in the I/O stack and provides additional protection above FC/Iscsi/ CRC transmissions. With supported HBA's on hosts T10- DIF tags are added and verified on the HPE 3PAR StoreServ Storage system and when host HBA's are not supported T10-DIF tags are added and verified on the array target ports and backend HBA's before data is written to the array drives. This technology is available on systems with GEN5 ASIC only.

HPE 3PAR Autonomic Rebalance

HPE 3PAR Autonomic Rebalance provides the ability to analyze how volumes on the HPE 3PAR Storage System are using physical disk space and makes intelligent, autonomic adjustments to ensure optimal volume distribution when new hardware is added to the system. The best practice is to run the Autonomic Rebalance (Also known as tunesys) after new hardware is added to the system.

HPE 3PAR Web Services API

HPE 3PAR Web Services API delivers a programming interface for implementing durable automation of storage management tasks with HPE 3PAR StoreServ Storage systems. Web Services API provides a well-defined application programming interface that customers can use for incorporating the storage infrastructure into their platform for end-to-end automation of their service delivery and management. The Web Services API implementation is based on RESTful Web API service using HTTPS, principles of REST, and data structures represented with JSON (JavaScript Object Notation).

HPE 3PAR OS Administration Tools

The HPE 3PAR Operating System offers industry-leading ease of use through a simple, unified InForm Management Console and an extremely powerful, scriptable InForm Command Line Interface (CLI). Manage your entire utility storage deployment from a single window, including remote replication to disaster recovery sites. The 3PAR Remote CLI gives you powerful customization capabilities that are simple to configure, eliminating the need for extra tools and consulting. Open administration support is provided via SNMP and the Storage Management Initiative Specification (SMI-S).

HPE 3PAR LDAP

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Support Native support for lightweight directory access protocol (LDAP) within the HPE 3PAR OS delivers centralized user authentication and authorization using a standard protocol for managing access to IT resources. With support for LDAP, you can now integrate HPE 3PAR Utility StoreServ Storage with standard, open enterprise directory services. The result is simplified security administration with centralized access control and identity management.

HPE 3PAR RAID MP (Multi-Parity)

HPE 3PAR RAID MP (Multi-Parity) introduces Fast RAID 6 technology backed by the accelerated performance and Rapid RAID Rebuild capabilities of the 3PAR ASIC. 3PAR RAID MP is supported on all HPE 3PAR StoreServ models and delivers extra RAID protection that prevents data loss as a result of double disk failures. RAID MP delivers this enhanced protection while maintaining performance levels within 15% of RAID 10 and with capacity overheads comparable to popular RAID 5 modes. For this reason, 3PAR RAID MP is ideal for large disk drive configurations-for example, Serial ATA (SATA) drives above 1 TB in capacity.

HPE 3PAR Rapid Provisioning

The HPE 3PAR OS eliminates array planning by delivering instant, application-tailored provisioning through the fine-grained virtualization of lower-level components. Provisioning is managed intelligently and autonomically. Massively parallel and fine-grained striping of data across internal resources assures high and predictable service levels for all workload types. Service conditions remain high and predictable as the use of the system grows or in the event of a component failure while traditional storage planning, change management, and array-specific professional services are eliminated.

HPE 3PAR Scheduler

HPE 3PAR Scheduler also helps automate storage management, reduce administration time, and decrease the chance of administrative error. Scheduler does this by giving users full control over creation and deletion of virtual copy snapshots-a process that is now completely automated with HPE 3PAR Utility StoreServ Storage. When used in conjunction with Autonomic Groups, HPE 3PAR Scheduler automates virtual copy snapshots across multiple boot and data volumes with full write consistency across all these different volumes.

HPE 3PAR Adaptive Flash Cache

Adaptive Flash Cache provides DRAM cache extension by leveraging HPE 3PAR first in class virtualization technologies. This functionality allows dedicating a portion of SSDs capacity as an augmentation of the HPE 3PAR Array primary cache, reducing application response time for read-intensive I/O workloads and improving write throughput in mixed workload environments

Technical Specifications

HPE 3PAR Thin Technologies

Overview

HPE 3PAR Thin Suite is the most comprehensive thin software suite available. With the Thin Suite, virtual and cloud data centers can:

- **Start Thin:** HPE 3PAR Thin Provisioning is the most comprehensive thin provisioning software solution available. Since its introduction in 2002, 3PAR Thin Provisioning has become widely considered the gold standard in thin provisioning. It leverages HPE 3PAR's dedicate-on-write capabilities to make organizations more efficient and more green, allowing them to purchase only the disk capacity they actually need and only as they actually need it.
- **Get Thin:** With HPE 3PAR Thin Conversion, a technology refresh no longer requires a terabyte-for-terabyte replacement, but instead offers the opportunity to eliminate up to 75% of your legacy capacity, simply and rapidly. This savings alone can save up to 60% on the cost of a technology refresh. HPE 3PAR Thin Conversion software makes this possible by leveraging the zero-detection capabilities within the HPE 3PAR ASIC and Thin Engine - HPE 3PAR's unique virtualization mapping engine for space reclamation - to power the simple and rapid conversion of inefficient, "fat" volumes on legacy arrays to more efficient, higher-utilization "thin" volumes on any HPE 3PAR Storage System featuring Thin Built In™.
- **Stay Thin:** With 3PAR Thin Persistence, customers can now leverage next-generation space reclamation technology to minimize storage TCO and maintain environmental responsibility targets they have worked so hard to achieve.

HPE 3PAR Thin Technologies includes the following features:

- Thin Provisioning
- Thin Conversion
- Thin Persistence
- Thin Copy Reclamation
- Thin Deduplication
- Thin Clones
- Thin Copy Reclamation

More details about HPE 3PAR Thin Technologies can be found in the HPE 3PAR Thin Technologies White paper available [here](#).

HPE 3PAR StoreServ Software Suites

The HPE 3PAR StoreServ Storage family provide the opportunity for you to purchase software bundled into a series of suites designed to be affordable and simple to purchase. Select software titles can also be purchased separately, as indicated below.

HPE 3PAR File Persona Software Suite

Technical Specifications

Overview

The HPE 3PAR File Persona Software Suite is a licensed feature of the 3PAR OS that enables a rich set of file protocols and core file data services on a converged 3PAR StoreServ system. As a feature of the 3PAR OS, the File Persona inherits the industry leading architecture and Block Persona benefits of 3PAR StoreServ. It extends the spectrum of primary storage workloads natively addressed by 3PAR StoreServ from virtualization, databases, and applications via the Block Persona to also include such as home directory consolidation and user shares, content management and collaboration, data preservation/governance and custom cloud applications via the File Persona - all with one converged controller architecture, one agile capacity group, and one truly unified management GUI and CLI.

The File Persona is supported on the HPE 3PAR StoreServ 7000c, 8000 and 20800/20840/20450/20850. It requires the installation of 1GbE or 10GbE network cards or enabling on-board RCIP port (1GbE/10GbE) for File Persona.

Models

HP 3PAR 7200c File Persona Software Suite 1TB LTU	BD408A
HP 3PAR 7400c File Persona Software Suite 1TB LTU	BD409A
HP 3PAR 7440c File Persona Software Suite 1TB LTU	BD410A
HP 3PAR 7450c File Persona Software Suite 1TB LTU	BD411A
HP 3PAR 8200 File Persona Software Suite 1TB LTU	BD440A
HP 3PAR 8400 File Persona Software Suite 1TB LTU	BD441A
HP 3PAR 8440 File Persona Software Suite 1TB LTU	BD442A
HP 3PAR 8450 File Persona Software Suite 1TB LTU	BD443A
HP 3PAR 20450 File Persona Software Suite 1TB LTU	BD445A
HP 3PAR 20800 File Persona Software Suite 1TB LTU	BD444A
HP 3PAR 20850 File Persona Software Suite 1TB LTU	BD446A
HP 3PAR 20840 File Persona Software Suite 1TB LTU	L7E05A

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXAAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Product Highlights

- Rich file protocols including SMB 3.0, 2.1, 2.0, and 1.0, NFSv4.0, v3.0 and FTP to support a broad range of client operating systems.
- Object Access API that enables programmatic data access via a REST API for select custom cloud applications from virtually any device anywhere.
- Transparent failover for clients via SMB 3.0 and NFS to allow for non-disruptive 3PAR OS upgrades or in the event of a controller failure.
- File Lock for policy-based and ad hoc file level retention and immutability
- Performance acceleration leveraging Adaptive Flash Cache for read intensive workloads.
- Data compaction via Thin Built-In Zero Detect and Thin Provisioning, plus data optimization via the separately licensed Adaptive Optimization and Dynamic Optimization.
- Comprehensive data protection with point-in-time File Store snapshots for in place data protection and for user driven file recovery, StoreOnce Recovery Manager Central Express Protect for high-speed protection of entire File Provisioning Groups, support for third party antivirus and data protection

Technical Specifications

software, and disaster recovery replication via the separately licensed Remote Copy.

- Security of FIPS 140-2 validated Data At Rest Encryption as an optional additional measure to prevent unauthorized data access.
- Seamless integration with a broad range of IT infrastructure. This includes Active Directory, Folder Redirection, Offline Files, Roaming User Profiles, DFS-Namespaces, and Microsoft Management Console for Microsoft-based IT infrastructure. It also includes LDAP and local user authentication for Linux-based IT infrastructure.
- Single management interface for file and block through the 3PAR StoreServ Management Console (SSMC) GUI with a performance dashboard, custom reports capability and the 3PAR OS CLI.

HPE 3PAR Data Optimization Software Suite

Overview The HPE 3PAR Data Optimization Software Suite v2 combines capabilities that provide autonomic storage tiering and dynamic data mobility with assured quality of service. Adaptive Optimization provides highly reliable, non-disruptive, cost-optimized storage tiering at the sub-volume level to deliver the right QoS to the right data at the right time on a large scale and Dynamic Optimization delivers it at the volume level. Peer Motion software enables seamless technology refresh and cost-optimized asset lifecycle management, and lowers technology refresh capital expenditure. Priority Optimization software allows customers to ensure quality of service on HPE 3PAR StoreServ Storage Systems. With Priority Optimization, customers can protect their tenants and environments from unpredictable burst of I/O and maintain predictable SLA for multiple tenants. The Data Optimization Suite v2 bundles the following products:

The Data Optimization Suite v2 bundles the following products:

- HPE 3PAR Adaptive Optimization
- HPE 3PAR Dynamic Optimization
- HPE 3PAR Priority Optimization
- HPE 3PAR Peer Motion

The Data Optimization Software Suite is offered on HPE 3PAR StoreServ 7000, 7450 and 10000 Storage Systems

Models	HP 3PAR 10400 Data Optimization Software Suite v2 Base LTU	BD264A
	HP 3PAR 10400 Data Optimization Software Suite v2 Magazine LTU	BD265A
	HP 3PAR 10800 Data Optimization Software Suite v2 Base LTU	BD266A
	HP 3PAR 10800 Data Optimization Software Suite v2 Magazine LTU	BD267A
	HP 3PAR 7200 Data Optimization Software Suite V2 Base LTU	BD268A
	HP 3PAR 7200 Data Optimization Software Suite V2 Drive LTU	BD269A
	HP 3PAR 7400 Data Optimization Software Suite V2 Base LTU	BD270A
	HP 3PAR 7400 Data Optimization Software Suite V2 Drive LTU	BD271A
	HP 3PAR 7440c Data Optimization Suite v2 Base LTU	BD404A
	HP 3PAR 7440c Data Optimization Suite v2 Drive LTU	BD405A
	HP 3PAR 7450 Data Optimization Software Suite V2 Base LTU	BD272A
	HP 3PAR 7450 Data Optimization Software Suite V2 Drive LTU	BD273A

Technical Specifications

HP 3PAR 20800 Data Optimization Software Suite v2 Base LTU	L7C43A
HP 3PAR 20800 Data Optimization Software Suite v2 Drive LTU	L7C44A
HP 3PAR 20850 Data Optimization Software Suite v2 Base LTU	L7C91A
HP 3PAR 20850 Data Optimization Software Suite v2 Drive LTU	L7C92A
HP 3PAR 20840 Data Optimization Software Suite v2 Base LTU	L7E08A
HP 3PAR 20840 Data Optimization Software Suite v2 Drive LTU	L7E09A
HP 3PAR 20450 Data Optimization Software Suite v2 Base LTU	L7C67A
HP 3PAR 20450 Data Optimization Software Suite v2 Drive LTU	L7C68A
HP 3PAR 8200 Data Optimization Software Suite v2 Base LTU	L7B47A
HP 3PAR 8200 Data Optimization Software Suite v2 Drive LTU	L7B48A
HP 3PAR 8400 Data Optimization Software Suite v2 Base LTU	L7B71A
HP 3PAR 8400 Data Optimization Software Suite v2 Drive LTU	L7B72A
HP 3PAR 8440 Data Optimization Software Suite v2 Base LTU	L7B95A
HP 3PAR 8440 Data Optimization Software Suite v2 Drive LTU	L7B96A
HP 3PAR 8450 Data Optimization Software Suite v2 Base LTU	L7C19A
HP 3PAR 8450 Data Optimization Software Suite v2 Drive LTU	L7C20A

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Replication Software Suite

Overview The HPE 3PAR Replication Software Suite offers automatic replication, transparent failover and Point-in-Time (PIT) copies enabling seamless disaster recovery for critical data. These features provide an agile, efficient and simple solution to protect against the unpredictable. This suite is ideal for virtualized data centers demanding data availability and business continuity 24x7. Remote Copy Software dramatically reduces the cost of remote data replication and disaster recovery by leveraging thin copy technology, enabling multi-site and multi-mode replication with both midrange and high-end arrays, and reducing the need for professional services. Virtual Copy enables rapid application recovery-while containing costs with a "thin-aware" implementation that minimizes the amount of physical capacity that is actually being consumed by your data-and without sacrificing performance, availability, or versatility. HPE 3PAR Peer Persistence software enables HPE 3PAR StoreServ systems located at metropolitan distances to act as peers to each other, presenting a nearly continuous storage system to VMware vSphere hosts connected to them.

The Replication Suite includes the following functionality and features:

- HPE 3PAR Virtual Copy
- HPE 3PAR Remote Copy
- HPE 3PAR Peer Persistence
- HPE 3PAR Cluster Extension (CLX)*

NOTE: * CLX is included in the Replication Suite for HPE 3PAR StoreServ 8000 and 20000 only

For more information see

<http://h18006.www1.hp.com/storage/software/3par7000/drs/index.html>

Technical Specifications

Models	HP 3PAR 10400 Replication Software Suite Base LTU	BD249A
	HP 3PAR 10400 Replication Software Suite Magazine LTU	BD250A
	HP 3PAR 10800 Replication Software Suite Base LTU	BD261A
	HP 3PAR 10800 Replication Software Suite Magazine LTU	BD262A
	HP 3PAR 10400 Replication Software Suite 1TB Provisioned LTU	BD251A
	HP 3PAR 10800 Replication Software Suite 1TB Provisioned LTU	BD263A
	HP 3PAR 7200 Replication Software Suite Base LTU	BC747A
	HP 3PAR 7200 Replication Software Suite Drive LTU	BC748A
	HP 3PAR 7400 Replication Software Suite Base LTU	BC775A
	HP 3PAR 7400 Replication Software Suite Drive LTU	BC776A
	HP 3PAR 7440c Replication Suite Base LTU	BD382A
	HP 3PAR 7440c Replication Suite Drive LTU	BD383A
	HP 3PAR 7450 Replication Software Suite Base LTU	BC892A
	HP 3PAR 7450 Replication Software Suite Drive LTU	BC893A
	HP 3PAR 20850 Replication Software Suite Base LTU	L7C93A
	HP 3PAR 20850 Replication Software Suite Drive LTU	L7C94A
	HP 3PAR 20840 Replication Software Suite Base LTU	L7E10A
	HP 3PAR 20840 Replication Software Suite Drive LTU	L7E11A
	HP 3PAR 20800 Replication Software Suite Base LTU	L7C45A
	HP 3PAR 20800 Replication Software Suite Drive LTU	L7C46A
	HP 3PAR 20450 Replication Software Suite Base LTU	L7C69A
	HP 3PAR 20450 Replication Software Suite Drive LTU	L7C70A
	HP 3PAR 20000 Replication Software Suite 1TB Provisioned LTU	L7D53A
	HP 3PAR 8200 Replication Software Suite Base LTU	L7B49A
	HP 3PAR 8200 Replication Software Suite Drive LTU	L7B50A
	HP 3PAR 8400 Replication Software Suite Base LTU	L7B73A
	HP 3PAR 8400 Replication Software Suite Drive LTU	L7B74A
	HP 3PAR 8440 Replication Software Suite Base LTU	L7B97A
	HP 3PAR 8440 Replication Software Suite Drive LTU	L7B98A
	HP 3PAR 8450 Replication Software Suite Base LTU	L7C21A
	HP 3PAR 8450 Replication Software Suite Drive LTU	L7C22A

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXB AE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Security Software Suite

Overview HPE 3PAR Security Software Suite provides secure administrative segregation of users and hosts, allowing individual user groups and applications to confidently share a HPE 3PAR StoreServ Storage system. It also allows you to secure volumes and copies so they cannot be deleted, even by a HPE 3PAR StoreServ Storage user with the highest level privileges. When coupled with reservationless, non-duplicative, read-only virtual copies (snapshots), the Virtual Lock feature enables you to retain frozen, point-in-time copies of your data to assist internal data retention and simplify compliance with internal governance procedures.

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The Security Suite includes the following products:

- HPE 3PAR Virtual Domains
- HPE 3PAR Virtual Lock

For more information see

<http://h18006.www1.hp.com/storage/software/3par7000/ss/index.html>

Models	HP 3PAR 10400 Security Software Suite Base LTU	BD242A
	HP 3PAR 10400 Security Software Suite Magazine LTU	BD243A
	HP 3PAR 10800 Security Software Suite Base LTU	BD254A
	HP 3PAR 10800 Security Software Suite Magazine LTU	BD255A
	HP 3PAR 7200 Security Software Suite Base LTU	BC751A
	HP 3PAR 7200 Security Software Suite Drive LTU	BC752A
	HP 3PAR 7400 Security Software Suite Base LTU	BC779A
	HP 3PAR 7400 Security Software Suite Drive LTU	BC780A
	HP 3PAR 7440c Security Suite Base LTU	BD384A
	HP 3PAR 7440c Security Suite Drive LTU	BD385A
	HP 3PAR 7450 Security Software Suite Base LTU	BC908A
	HP 3PAR 7450 Security Software Suite Drive LTU	BC909A
	HP 3PAR 20800 Security Software Suite Base LTU	L7C49A
	HP 3PAR 20800 Security Software Suite Drive LTU	L7C50A
	HP 3PAR 20850 Security Software Suite Base LTU	L7C97A
	HP 3PAR 20850 Security Software Suite Drive LTU	L7C98A
	HP 3PAR 20840 Security Software Suite Base LTU	L7E14A
	HP 3PAR 20840 Security Software Suite Drive LTU	L7E15A
	HP 3PAR 20450 Security Software Suite Base LTU	L7C73A
	HP 3PAR 20450 Security Software Suite Drive LTU	L7C74A
	HP 3PAR 8200 Security Software Suite Base LTU	L7B53A
	HP 3PAR 8200 Security Software Suite Drive LTU	L7B54A
	HP 3PAR 8400 Security Software Suite Base LTU	L7B77A
	HP 3PAR 8400 Security Software Suite Drive LTU	L7B78A
	HP 3PAR 8440 Security Software Suite Base LTU	L7C01A
	HP 3PAR 8440 Security Software Suite Drive LTU	L7C02A
	HP 3PAR 8450 Security Software Suite Base LTU	L7C25A
	HP 3PAR 8450 Security Software Suite Drive LTU	L7C26A

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Reporting Software Suite

Overview HPE 3PAR Reporting Suite provides flexible, simple-to-use performance and capacity management tools that aggregate fine-grained, performance and capacity usage data. It also provides useful information on the volume mapping between the HPE 3PAR

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StoreServ Storage and the application host.

The Reporting Suite includes the following products:

- HPE 3PAR System Reporter
- HPE 3PARinfo (electronic download [here](#))

For more information see

<http://h18006.www1.hp.com/storage/software/3par7000/rs/index.html>

Models	HP 3PAR 10400 Reporting Suite LTU	BD244B
	HP 3PAR 10800 Reporting Suite LTU	BD256B
	HP 3PAR 7200 Reporting Suite LTU	BC767B
	HP 3PAR 7400 Reporting Suite LTU	BC795B
	HP 3PAR 7440c Reporting Suite LTU	BD375A
	HP 3PAR 7450 Reporting Suite LTU	BC914B

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

NOTE: Reporting Suite is not necessary for HPE 3PAR StoreServ 8000 and 20000 platforms as System Reporter is part of the 3PAR Operating Suite

Individual HPE 3PAR StoreServ Software

HPE 3PAR OS Additional Software is also offered as individual titles :

- ***Smart SAN for 3PAR
- Virtual Copy
- Remote Copy
- Peer Persistence*
- Adaptive Optimization
- Dynamic Optimization
- Priority Optimization
- Virtual Domains*
- Virtual Lock*
- Peer Motion
- Online Import
- System Reporter

NOTE: File Persona Software Suite ***These individual titles are not available a-la-carte on HPE 3PAR StoreServ 8000 and 20000 platforms, they must be purchased via a suite.

** HPE 3PAR File Persona Software Suite is available for HPE 3PAR StoreServ 7000c, 8000 and 20000 storage only.

*** HPE Smart SAN is not available as a factory install on the 3PAR StoreServ 7000 and 3PAR StoreServ 10000 until 3.2.2 MU2 or higher is available as a factory install.

Technical Specifications

HPE Smart SAN for 3PAR Software

Overview

HPE Smart SAN for HPE 3PAR makes end-to-end SAN configuration and management simple and autonomic, reducing the probability of errors through SAN automation. It is an application embedded in the SAN that leverages StoreFabric components with intelligence from the array (hosts and switches), which enables the 3PAR to automate configuration for settings and policies across the SAN. Smart SAN is only supported on HPE 3PAR storage, HPE StoreFabric B-series Switches, and HPE Q and E 16Gb FC adapters (HBAs). HPE Smart SAN for 3PAR leverages Industry Standards based Peer zoning, called Target Driven Peer Zoning (TDPZ) to automate SAN zoning. Smart SAN features enable customers to automate peer zoning, resulting in the creation of fewer zones, and enables configuration of zones in minutes, not hours, which is the case with traditional manual SAN zoning. Additional information can be found here: <http://www8.hp.com/us/en/products/storage-software/product-detail.html?oid=8295863#!tab=features>.

HP Smart SAN for HP 3PAR 7000 LTU	L7D48A
HP Smart SAN for HP 3PAR 7000 E-LTU	L7D48AAE
	BD221A
HP Smart SAN for HP 3PAR 8000 LTU	L7D49A
HP Smart SAN for HP 3PAR 8000 E-LTU	L7D49AAE
HP Smart SAN for HP 3PAR 10000 LTU	L7D50A
HP Smart SAN for HP 3PAR 10000 E-LTU	L7D50AAE
HP Smart SAN for HP 3PAR 20000 LTU	L7D51A
HP Smart SAN for HP 3PAR 20000 E-LTU	L7D51AAE

NOTE: HPE Smart SAN is not available as a factory install on 3PAR StoreServ 7000 and 3PAR StoreServ 10000 until 3.2.2 MU2 or higher is available as a factory install. However, if the OS is updated to 3.2.2 MU2 or higher you can order the electronic license to use ELTU SKUs to enable Smart SAN Software.

NOTE: Requires 3PAR StoreServ 3.2.2 or later with HP 3PAR StoreServ 7000 2-port 16Gb Fibre Channel Adapter E7X47A.

NOTE: Requires 3PAR StoreServ 3.2.2 or later with HP 3PAR StoreServ 8000 4-port 16Gb Fibre Channel Adapter H6Z00A.

NOTE: Requires 3PAR StoreServ 3.2.2 or later with HP 3PAR StoreServ 10000 2-port 16Gb Fiber Channel Upgrade Host Bus Adapter E7Y67A.

NOTE: Requires 3PAR StoreServ 3.2.2 or later with HP 3PAR StoreServ 20000 4-port 16Gb Fiber Channel Upgrade Host Bus Adapter C8S96A.

NOTE: Supports HPE FlexFabric 5900CP Series switches and HPE Flexfabric 5930 Series switches with 24-port CP 2QSFP option, Comware Software version 7.1.045, release 2422PO1 or later.

Technical Specifications

NOTE: Supports HPE StoreFabric B-series Brocade 16/8Gb FC switches with FOS 7.4a or later.

NOTE: Supports HPE StoreFabric HPE 16Gb FC adapters: SN1000Q 2P (QW972A), SN1000Q 1P (QW971A) and QLE2560 - 81q (AK344A), QLE2562 - 82q (AJ764A).

Product Highlights

- Protocol agnostic end-to-end SAN management and orchestration from 3PAR StoreServ array enabled via in-band metadata collection
- Standards based—leverages Fibre Channel Standards Technical Committee T11 Peer Zoning
- Automated Target Driven Peer Zoning (TDPZ) makes zoning simple for a HP 3PAR SAN and StoreFabric hosts and switches
- SAN intelligence automatically collected from HPE StoreFabric B-series and HPE FlexFabric 5900CP Series switches, HPE Flexfabric 5930 Series switches with 24-port CP 2QSFP option, and HPE StoreFabric HPE 16Gb FC adapters: SN1000Q 2P (QW972A), SN1000Q 1P (QW971A) and QLE2560 - 81q (AK344A), QLE2562 - 82q (AJ764A).
- Automatic discovery using FC in-band FC-CT/FDMI access
- From a single point in the fabric, display meaningful information for any device to ease network troubleshooting
- Control through 3PAR CLI
- Embedded in the firmware - No additional software needed

HPE 3PAR Virtual Copy Software

Overview

Built on thin copy technology, HPE 3PAR Virtual Copy is a reservation less, non-duplicative, copy-on-write software product that allows you to protect and share data from any application, affordably. Snapshots are available on demand, instantly, in read-only and/or read-write form. With Virtual Copy, snapshots are reservationless because capacity is never reserved up-front and non-duplicative since changed data is never duplicated within the snapshot tree.

Coupled with consistency groups and support for hundreds of snapshots per base volume, Virtual Copy efficiency delivers affordable, CDP-like rapid application recovery from multiple points in time. With a single command, you can revert a base volume to any selected snapshot-without impacting other snapshots in the tree. And when you delete a snapshot, this never affects peer snapshots.

Virtual Copy also integrates with HPE 3PAR Autonomic Groups and HPE 3PAR Scheduler-both features which are built into the HPE 3PAR Operating System-to automate the creation and deletion of virtual copy snapshots while giving users fine-grained control over the process. When used in conjunction with Autonomic Groups, Scheduler automates the creation of virtual copy snapshots across multiple boot and data volumes with full write consistency across all these different volumes. In combining these software capabilities, storage management is automated to reduce administration time and decrease the chance of human error.

HP 3PAR 10400 Virtual Copy Software Base LTU	BD199A
HP 3PAR 10400 Virtual Copy Software Magazine LTU	BD210A
HP 3PAR 10800 Virtual Copy Software Base LTU	BD221A
HP 3PAR 10800 Virtual Copy Software Magazine LTU	BD232A

Technical Specifications

HP 3PAR 10400 Virtual Copy Software 1TB Provisioned LTU	BD186A
HP 3PAR 10800 Virtual Copy Software 1TB Provisioned LTU	BD187A
HP 3PAR 7200 Virtual Copy Software Base LTU	BC753A
HP 3PAR 7200 Virtual Copy Software Drive LTU	BC754A
HP 3PAR 7400 Virtual Copy Software Base LTU	BC781A
HP 3PAR 7400 Virtual Copy Software Drive LTU	BC782A
HP 3PAR 7440c Virtual Copy Base LTU	BD386A
HP 3PAR 7440c Virtual Copy Drive LTU	BD387A
HP 3PAR 7450 Virtual Copy Software Base LTU	BC896A
HP 3PAR 7450 Virtual Copy Software Drive LTU	BC897A
HP 3PAR 20850 Virtual Copy Base LTU	L7D01A
HP 3PAR 20850 Virtual Copy Drive LTU	L7D02A
HPE 3PAR 20840 Virtual Copy Software Base LTU	L7E18A
HPE 3PAR 20840 Virtual Copy Software Drive LTU	L7E19A
HP 3PAR 20800 Virtual Copy Base LTU	L7C53A
HP 3PAR 20800 Virtual Copy Drive LTU	L7C54A
HP 3PAR 20450 Virtual Copy Base LTU	L7C77A
HP 3PAR 20450 Virtual Copy Drive LTU	L7C78A
HP 3PAR 20000 Virtual Copy Software 1TB Provisioned LTU	L7D54A
HP 3PAR 8200 Virtual Copy Base LTU	L7B57A
HP 3PAR 8200 Virtual Copy Drive LTU	L7B58A
HP 3PAR 8400 Virtual Copy Base LTU	L7B81A
HP 3PAR 8400 Virtual Copy Drive LTU	L7B82A
HP 3PAR 8440 Virtual Copy Base LTU	L7C05A
HP 3PAR 8440 Virtual Copy Drive LTU	L7C06A
HP 3PAR 8450 Virtual Copy Base LTU	L7C29A
HP 3PAR 8450 Virtual Copy Drive LTU	L7C30A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order. (except for BD186A and BD187A)

Product Highlights

- Snapshots available instantly, in read-only and/or read-write form.
- Developer-controlled mySnapshot functionality securely replaces/refreshes selected snapshots to speed development without burdening storage administrators.
- Support for consistency groups assures data integrity across volumes.
- Reservationless snapshots. Fine-grained capacity consumed only for changed data.
- Thin copy-on-writes. Changed data is never duplicated within a snapshot tree.
- Snapshots of snapshots for fast, flexible sharing of data sets without the need for additional base volumes.
- Revert to any snapshot with a single command, at any time.
- 256 read/write and 500 read-only snapshots per virtual volume. Affordable

Technical Specifications

- CDP-like rapid application recovery from multiple points in time.
- Thin copy-on-write technology and massive parallelism mean little to no performance impact.
- Freely delete snapshots without affecting peer snapshots.

HPE 3PAR Remote Copy Software

Overview

HPE 3PAR Remote Copy is a unique replication technology that allows you to protect and share data from any application more simply, efficiently, and affordably. Remote Copy dramatically reduces the cost of remote data replication and DR on several fronts by leveraging HPE 3PAR's unique thin copy technologies, enabling the use of both mid-range and high-end arrays, and eliminating the need for professional services. In addition, HPE 3PAR is the first storage vendor to offer autonomic DR configuration that enables you to set up and test your entire DR deployment-including multi-site replication using both mid-range and high-end arrays-in just minutes, from a single window.

Models

HP 3PAR Remote Copy 90-day Evaluation LTU	TE081B
HP 3PAR 10400 Remote Copy Software Base LTU	BD200A
HP 3PAR 10400 Remote Copy Software Magazine LTU	BD211A
HP 3PAR 10800 Remote Copy Software Base LTU	BD222A
HP 3PAR 10800 Remote Copy Software Magazine LTU	BD233A
HP 3PAR 10400 Remote Copy Software 1TB Provisioned LTU	BD184A
HP 3PAR 10800 Remote Copy Software 1TB Provisioned LTU	BD185A
HP 3PAR 7200 Remote Copy Software Base LTU	BC755A
HP 3PAR 7200 Remote Copy Software Drive LTU	BC756A
HP 3PAR 7400 Remote Copy Software Base LTU	BC783A
HP 3PAR 7400 Remote Copy Software Drive LTU	BC784A
HP 3PAR 7440c Remote Copy Base LTU	BD388A
HP 3PAR 7440c Remote Copy Drive LTU	BD389A
HP 3PAR 7450 Remote Copy Software Base LTU	BC894A
HP 3PAR 7450 Remote Copy Software Drive LTU	BC895A
HP 3PAR 20800 Remote Copy Base LTU	L7C51A
HP 3PAR 20800 Remote Copy Drive LTU	L7C52A
HP 3PAR 20850 Remote Copy Base LTU	L7C99A
HP 3PAR 20850 Remote Copy Drive LTU	L7D00A
HPE 3PAR 20840 Remote Copy Software Base LTU	L7E16A
HPE 3PAR 20840 Remote Copy Software Drive LTU	L7E17A
HP 3PAR 20450 Remote Copy Base LTU	L7C75A
HP 3PAR 20450 Remote Copy Drive LTU	L7C76A
HP 3PAR 20000 Remote Copy Software 1TB Provisioned LTU	L7D52A
HP 3PAR 8200 Remote Copy Base LTU	L7B55A
HP 3PAR 8200 Remote Copy Drive LTU	L7B56A
HP 3PAR 8400 Remote Copy Base LTU	L7B79A

Technical Specifications

HP 3PAR 8400 Remote Copy Drive LTU	L7B80A
HP 3PAR 8440 Remote Copy Base LTU	L7C03A
HP 3PAR 8440 Remote Copy Drive LTU	L7C04A
HP 3PAR 8450 Remote Copy Base LTU	L7C27A
HP 3PAR 8450 Remote Copy Drive LTU	L7C28A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Product Highlights

- **Autonomic Configuration:** With the HPE 3PAR StoreServ Management Console, even multi-site DR can be set up and tested in just minutes, and from a single window. Built-in, autonomic configuration capabilities unique to 3PAR Remote Copy enable DR to automatically and intelligently configure itself. With just a few clicks, you can set up and test remote replication with HPE 3PAR StoreServ, or a combination of arrays at multiple sites.
- **Multi-Protocol Support:** With Native IP as well as Fibre Channel (FC) support, 3PAR Remote Copy delivers out-of-the-box connectivity over your IP network, enabling you to replicate data more cost-effectively by leveraging your existing infrastructure. Achieve robust DR without the expensive converters and management of a separate, special-purpose infrastructure.
- **Host-Independent Replication:** HPE 3PAR Remote Copy is a host-independent, array-based data mirroring solution that boosts performance by offloading host servers of replication tasks. HPE 3PAR Virtual Volumes (VVs) are mirrored from one HPE 3PAR array to another over variable distances using the mode of operation that best fits your needs.
- **Flexible, Modular Architecture:** HPE 3PAR Remote Copy is supported on all StoreServ arrays (both high-end and mid-range), all of which are scalable to meet your precise requirements. This flexibility gives you the ability to implement right-sized systems that meet the unique needs of each location. No more purchasing and managing high-end arrays even in DR configurations where smaller mid-range arrays could suffice. HPE 3PAR Remote Copy also allows you to configure remote mirrors with different RAID properties from their source volumes so you can more precisely tailor protection levels and cost.
- **Balanced Performance:** HPE 3PAR Remote Copy's line-trunking capability simplifies data transmission by making the most efficient use of all configured network links. Data transfers are autonomically balanced across all links, thus avoiding bottlenecks. Line-trunking also increases availability by automatically rebalancing the load in case of a link failure.
- **Long Distance Replication with Zero Data Loss:** HPE 3PAR Remote Copy offers a unique Synchronous Long Distance mode that allows you to meet low RTOs and zero-data loss RPOs with complete distance flexibility while saving on hardware
- **Thin Provisioning Awareness:** HPE 3PAR Remote Copy is "thin provisioning-aware", so target volumes provide the same cost and ease-of-use benefits as thin source volumes. With the combination of HPE 3PAR Thin Provisioning and HPE 3PAR Remote Copy, both primary and remote sites can share in the benefits of allocating volumes just once while consuming only necessary physical capacity. The result is unprecedented efficiency in data replication.

Technical Specifications

HPE 3PAR Peer Persistence

Overview

HPE 3PAR Peer Persistence software allows companies to federate their 3PAR StoreServ Storage systems across geographically separated data centers. This inter-site federation of storage allows customers to use their data centers more effectively by allowing them to move applications from one site to another as per their business need, and more importantly, without any application downtime.

Peer Persistence leverages the robust high availability solutions already available on HPE 3PAR StoreServ systems, and extends it even further by enabling a peer relationship between two 3PAR StoreServ Storage systems located at geographically separated sites. Peer Persistence enables failover/failback between two sites/data centers to be transparent to hosts and without any disruption to applications running on them. Peer Persistence is deployed with Remote Copy without the need for any additional hardware or appliance

HP 3PAR 10400 Peer Persistence Software Base LTU	BD204A
HP 3PAR 10400 Peer Persistence Software Magazine LTU	BD215A
HP 3PAR 10400 Peer Persistence Software 1TB Provisioned LTU	BD188A
HP 3PAR 10800 Peer Persistence Software Base LTU	BD226A
HP 3PAR 10800 Peer Persistence Software Magazine LTU	BD237A
HP 3PAR 10800 Peer Persistence Software 1TB Provisioned LTU	BD189A
HP 3PAR 7200 Peer Persistence Software Base LTU	BC800A
HP 3PAR 7200 Peer Persistence Software Drive LTU	BC801A
HP 3PAR 7400 Peer Persistence Software Base LTU	BC802A
HP 3PAR 7400 Peer Persistence Software Drive LTU	BC803A
HP 3PAR 7440c Peer Persistence Base LTU	BD400A
HP 3PAR 7440c Peer Persistence Drive LTU	BD401A
HP 3PAR 7450 Peer Persistence Software Base LTU	BC898A
HP 3PAR 7450 Peer Persistence Software Drive LTU	BC899A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Adaptive Optimization

Overview

HPE 3PAR Adaptive Optimization Software gives enterprise and cloud datacenters the ability to optimize service levels autonomically, on a large scale, and for a lower total cost than any other solution available today.

Adaptive Optimization takes a fine-grained approach to autonomic storage tiering that optimizes service levels by pairing data at the sub-volume level with the most cost-efficient resource capable of meeting its particular service level requirement. Policy-driven, granular data movement takes place autonomically, on an ongoing basis-so the right Quality of Service (QoS) is delivered to the right data at the right time, at all times.

Technical Specifications

Adaptive Optimization is also included in the Optimization Suite on HPE 3PAR StoreServ 10000 Storage Systems and in the Data Optimization Software Suite v2 on HPE 3PAR StoreServ 7000 and 7450 Storage.

HP 3PAR Adaptive Optimization 90-day Evaluation LTU	TE337B
HP 3PAR 10400 Adaptive Optimization Software Base LTU	BD197A
HP 3PAR 10400 Adaptive Optimization Software Magazine LTU	BD208A
HP 3PAR 10800 Adaptive Optimization Software Base LTU	BD219A
HP 3PAR 10800 Adaptive Optimization Software Magazine LTU	BD230A
HP 3PAR 7200 Adaptive Optimization Software Base LTU	BC759A
HP 3PAR 7200 Adaptive Optimization Software Drive LTU	BC760A
HP 3PAR 7400 Adaptive Optimization Software Base LTU	BC787A
HP 3PAR 7400 Adaptive Optimization Software Drive LTU	BC788A
HP 3PAR 7440c Adaptive Optimization Base LTU	BD392A
HP 3PAR 7440c Adaptive Optimization Drive LTU	BD393A
HP 3PAR 7450 Adaptive Optimization Software Base LTU	BC902A
HP 3PAR 7450 Adaptive Optimization Software Drive LTU	BC903A
HP 3PAR 20800 Adaptive Optimization Base LTU	L7C57A
HP 3PAR 20800 Adaptive Optimization Drive LTU	L7C58A
HP 3PAR 20850 Adaptive Optimization Base LTU	L7D05A
HP 3PAR 20850 Adaptive Optimization Drive LTU	L7D06A
HPE 3PAR 20840 Adaptive Optimization Software Base LTU	L7E22A
HPE 3PAR 20840 Adaptive Optimization Software Drive LTU	L7E23A
HP 3PAR 20450 Adaptive Optimization Base LTU	L7C81A
HP 3PAR 20450 Adaptive Optimization Drive LTU	L7C82A
HP 3PAR 8200 Adaptive Optimization Base LTU	L7B61A
HP 3PAR 8200 Adaptive Optimization Drive LTU	L7B62A
HP 3PAR 8400 Adaptive Optimization Base LTU	L7B85A
HP 3PAR 8400 Adaptive Optimization Drive LTU	L7B86A
HP 3PAR 8440 Adaptive Optimization Base LTU	L7C09A
HP 3PAR 8440 Adaptive Optimization Drive LTU	L7C10A
HP 3PAR 8450 Adaptive Optimization Base LTU	L7C33A
HP 3PAR 8450 Adaptive Optimization Drive LTU	L7C34A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Product Highlights

- Reduce Cost by:
 - Delivering sub-volume level, bi-directional data optimization.
 - Enabling broad deployments with application-specific controls.
- Gain Agility by:
 - Offering application prioritization modes with QoS gradients.
 - Autonomically delivering policy-driven data optimization.

Technical Specifications

- Minimize Risk by:
 - Leveraging a proven, fine-grained data movement engine.
 - Controlling data movement timing.

HPE 3PAR Dynamic Optimization

Overview

HPE 3PAR Dynamic Optimization is an autonomic storage tiering tool that give your organization the ability to react quickly to changing application and infrastructure requirements. Used together, these unique 3PAR utilities alleviate the problem of costly and time-consuming quality of service (QoS) level optimization-even in the largest and most demanding environments.

Dynamic Optimization is also included in the Optimization Suite on HPE 3PAR StoreServ 10000 Storage Systems and in the Data Optimization Software Suite v2 on HPE 3PAR StoreServ 7000 and 7450 Storage.

HP 3PAR Dynamic Optimization 90-day Evaluation LTU	TE092B
HP 3PAR 10400 Dynamic Optimization Software Base LTU	BD198A
HP 3PAR 10400 Dynamic Optimization Software Magazine LTU	BD209A
HP 3PAR 10800 Dynamic Optimization Software Base LTU	BD220A
HP 3PAR 10800 Dynamic Optimization Software Magazine LTU	BD231A
HP 3PAR 7200 Dynamic Optimization Software Base LTU	BC757A
HP 3PAR 7200 Dynamic Optimization Software Drive LTU	BC758A
HP 3PAR 7400 Dynamic Optimization Software Base LTU	BC785A
HP 3PAR 7400 Dynamic Optimization Software Drive LTU	BC786A
HP 3PAR 7440c Dynamic Optimization Base LTU	BD390A
HP 3PAR 7440c Dynamic Optimization Drive LTU	BD391A
HP 3PAR 7450 Dynamic Optimization Software Base LTU	BC904A
HP 3PAR 7450 Dynamic Optimization Software Drive LTU	BC905A
HP 3PAR 20850 Dynamic Optimization Base LTU	L7D03A
HP 3PAR 20850 Dynamic Optimization Drive LTU	L7D04A
HPE 3PAR 20840 Dynamic Optimization Software Base LTU	L7E20A
HPE 3PAR 20840 Dynamic Optimization Software Drive LTU	L7E21A
HP 3PAR 20800 Dynamic Optimization Base LTU	L7C55A
HP 3PAR 20800 Dynamic Optimization Drive LTU	L7C56A
HP 3PAR 20450 Dynamic Optimization Base LTU	L7C79A
HP 3PAR 20450 Dynamic Optimization Drive LTU	L7C80A
HP 3PAR 8200 Dynamic Optimization Base LTU	L7B59A
HP 3PAR 8200 Dynamic Optimization Drive LTU	L7B60A
HP 3PAR 8400 Dynamic Optimization Base LTU	L7B83A
HP 3PAR 8400 Dynamic Optimization Drive LTU	L7B84A
HP 3PAR 8440 Dynamic Optimization Base LTU	L7C07A
HP 3PAR 8440 Dynamic Optimization Drive LTU	L7C08A
HP 3PAR 8450 Dynamic Optimization Base LTU	L7C31A

Technical Specifications

HP 3PAR 8450 Dynamic Optimization Drive LTU L7C32A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Product Highlights

Dynamic Optimization:

- Autonomically applies the right storage resources to the right volume at the right time without scheduling, planning, or impacting application performance.
- Eliminates the cost of over-provisioning to accommodate usage spikes and manual migration of data to lower-cost storage resources.
- Enables service level change orders on demand.
- Aligns appropriate storage resources as needed with the changing value of data.
- Autonomically, intelligently and non-disruptively rebalances entire system with a single button.
- Allows for large-scale performance optimizations after adding new resources to the system or moving a large number of volumes between tiers.

HPE 3PAR Virtual Domains

Overview

HPE 3PAR Virtual Domains is virtual machine software that delivers secure access and robust storage services for different applications and user groups, also known as virtual private arrays. By providing secure, administrative segregation of users and hosts within a consolidated, massively parallel HPE 3PAR StoreServ, Virtual Domains allows individual user groups and applications to affordably achieve greater storage service levels (performance, availability, and functionality) than previously possible.

HPE 3PAR Virtual Domains is ideal for enterprises or service providers looking to leverage the benefits of consolidation and deploy a purpose-built infrastructure for their private or public cloud.

HP 3PAR 10400 Virtual Domain Software Base LTU	BD202A
HP 3PAR 10400 Virtual Domain Software Magazine LTU	BD213A
HP 3PAR 10800 Virtual Domain Software Base LTU	BD224A
HP 3PAR 10800 Virtual Domain Software Magazine LTU	BD235A
HP 3PAR 7200 Virtual Domains Software Base LTU	BC763A
HP 3PAR 7200 Virtual Domains Software Drive LTU	BC764A
HP 3PAR 7400 Virtual Domains Software Base LTU	BC791A
HP 3PAR 7400 Virtual Domains Software Drive LTU	BC792A
HP 3PAR 7440c Virtual Domains Base LTU	BD396A
HP 3PAR 7440c Virtual Domains Drive LTU	BD397A
HP 3PAR 7450 Virtual Domain Software Base LTU	BC910A
HP 3PAR 7450 Virtual Domain Software Drive LTU	BC911A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Technical Specifications

Product Highlights

- Provides secure, isolated storage (virtual private arrays) to multiple applications, departments, and customers
- Delivers the robust service levels available from a wide-striped, massively parallel array without sacrificing security
- Retains the economic benefits of a virtualized storage infrastructure and storage consolidation
- Enables users or departments to securely and independently administer their own individual virtual private arrays
- Integrates fully with all HPE 3PAR OS software products and features including 3PAR Remote Copy, System Reporter, LDAP support, and Autonomic Groups

HPE 3PAR Virtual Lock Software

Overview

The need for secure data retention is a fact of doing business in the information age. HPE 3PAR Virtual Lock gives you an efficient and cost-effective way to comply with internal governance and provides a foundation for performing electronic discovery (eDiscovery).

HPE 3PAR Virtual Lock prevents deletion of virtual volumes (including thin volumes created with HPE 3PAR Thin Provisioning software) and volume copies (such as those created with HPE 3PAR Virtual Copy or HPE 3PAR Full Copy software) for a specified period of time. Applying a user-configurable retention period, Virtual Lock secures volumes and copies so they cannot be deleted, even by a HPE 3PAR Store Serv user with the highest level privileges.

When coupled with reservationless, non-duplicative, read-only virtual copies (snapshots), Virtual Lock enables you to retain frozen, point-in-time copies of your data to assist internal data retention and simplify compliance with internal governance procedures.

HP 3PAR 10400 Virtual Lock Software Base LTU	BD203A
HP 3PAR 10400 Virtual Lock Software Magazine LTU	BD214A
HP 3PAR 10800 Virtual Lock Software Base LTU	BD225A
HP 3PAR 10800 Virtual Lock Software Magazine LTU	BD236A
HP 3PAR 7200 Virtual Lock Software Base LTU	BC765A
HP 3PAR 7200 Virtual Lock Software Drive LTU	BC766A
HP 3PAR 7400 Virtual Lock Software Base LTU	BC793A
HP 3PAR 7400 Virtual Lock Software Drive LTU	BC794A
HP 3PAR 7440c Virtual Lock Base LTU	BD398A
HP 3PAR 7440c Virtual Lock Drive LTU	BD399A
HP 3PAR 7450 Virtual Lock Software Base LTU	BC912A
HP 3PAR 7450 Virtual Lock Software Drive LTU	BC913A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Technical Specifications

HPE 3PAR Peer Motion

Overview

HPE 3PAR Peer Motion Software is the first non-disruptive, do-it-yourself data migration tool for enterprise Storage Area Networks. With Peer Motion, HPE 3PAR StoreServ Storage System customers can load balance I/O workloads across systems at will, perform technology refresh seamlessly, cost-optimize asset lifecycle management, and lower technology refresh capital expenditure. Unlike traditional block migration approaches, Peer Motion enables customers to migrate storage volumes between any HPE 3PAR StoreServ Storage Systems online, non-disruptively, and without complex planning or dependency on extra tools. Peer Motion leverages HPE 3PAR Thin Built In™ technology to power the simple and rapid conversion of inefficient, "fat" volumes on source arrays to more efficient, higher-utilization "thin" volumes on the destination HPE 3PAR StoreServ Storage System. To ensure a simple and fool-proof data migration and data mobility for workload balancing experience, orchestration of all stages of data mobility is available via either 3PAR Management Console or 3PAR Peer Motion CLI, which is an easy to use, scriptable command line interface tool.

HP 3PAR 10400 Peer Motion Software Base LTU	BD201A
HP 3PAR 10400 Peer Motion Software Magazine LTU	BD212A
HP 3PAR 10800 Peer Motion Software Base LTU	BD223A
HP 3PAR 10800 Peer Motion Software Magazine LTU	BD234A
HP 3PAR 7200 Peer Motion Software Base LTU	BC761A
HP 3PAR 7200 Peer Motion Software Drive LTU	BC762A
HP 3PAR 7400 Peer Motion Software Base LTU	BC789A
HP 3PAR 7400 Peer Motion Software Drive LTU	BC790A
HP 3PAR 7440c Peer Motion Base LTU	BD394A
HP 3PAR 7440c Peer Motion Drive LTU	BD395A
HP 3PAR 7450 Peer Motion Software Base LTU	BC906A
HP 3PAR 7450 Peer Motion Software Drive LTU	BC907A
HP 3PAR 20800 Peer Motion Base LTU	L7C59A
HP 3PAR 20800 Peer Motion Drive LTU	L7C60A
HP 3PAR 20850 Peer Motion Base LTU	L7D07A
HP 3PAR 20850 Peer Motion Drive LTU	L7D08A
HPE 3PAR 20840 Peer Motion Software Base LTU	L7E24A
HPE 3PAR 20840 Peer Motion Software Drive LTU	L7E25A
HP 3PAR 20450 Peer Motion Base LTU	L7C83A
HP 3PAR 20450 Peer Motion Drive LTU	L7C84A
HP 3PAR 8200 Peer Motion Base LTU	L7B63A
HP 3PAR 8200 Peer Motion Drive LTU	L7B64A
HP 3PAR 8400 Peer Motion Base LTU	L7B87A
HP 3PAR 8400 Peer Motion Drive LTU	L7B88A
HP 3PAR 8440 Peer Motion Base LTU	L7C11A
HP 3PAR 8440 Peer Motion Drive LTU	L7C12A
HP 3PAR 8450 Peer Motion Base LTU	L7C35A

Technical Specifications

HP 3PAR 8450 Peer Motion Drive LTU L7C36A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Online Import Software

Overview

HPE 3PAR Online Import Software is the first do-it-yourself data migration tool for enterprise Storage Area Networks. Unlike traditional block migration approaches, Online Import Software enables customers to migrate storage volumes from either HPE EVA Storage, EMC CX4 or EMC VNX Storage to HPE 3PAR StoreServ Storage systems online and without complex planning or dependency on extra tools.

Models

HP 3PAR 7200 Online Import Software 180 day LTU	BD191A
HP 3PAR 7400 Online Import Software 180 day LTU	BD192A
HP 3PAR 7440c Online Import 180-day LTU	BD407A
HP 3PAR 7450 Online Import Software 180 day LTU	BD195A
HP 3PAR 10400 Online Import Software 180 day LTU	BD194A
HP 3PAR 10800 Online Import Software 180 day LTU	BD193A
HP 3PAR 20800 Online Import 180-day LTU	L7C64A
HP 3PAR 20850 Online Import Software 180-day LTU	L7D12A
HPE 3PAR 20840 Online Import Software 180-day LTU	L7E29A
HP 3PAR 20450 Online Import 180-day LTU	L7C88A
HP 3PAR 8200 Online Import 180-day LTU	L7B68A
HP 3PAR 8400 Online Import 180-day LTU	L7B92A
HP 3PAR 8440 Online Import 180-day LTU	L7C16A
HP 3PAR 8450 Online Import 180-day LTU	L7C40A

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Priority Optimization

Overview

HPE 3PAR Priority Optimization Software enables service levels for applications and workloads as business requirements dictate. HPE 3PAR Priority Optimization enables customer to provision storage performance as they can provision storage capacity; this allows them to create SLAs to protect mission critical applications in enterprise environments by assigning a minimum goal for I/O per second, bandwidth and latency so performance for that specific tenant or application is assured. Or assign performance max limits on workloads with lower service level requirements. Provide high priority applications with all the resources they need to meet service levels. Enable certainty and predictability for all applications and tenants. Configure service level objectives-I/O per Seconds limit and I/O Bandwidth limit, on a Virtual Volume Set (VVset) or between different Virtual Domains. A Virtual Volume Set may contain a

Technical Specifications

single volume or multiple volumes. A Virtual Volume may also belong to multiple Virtual Volume Sets allowing user to create hierarchical rules. All host I/O on the VVset is monitored and measured against the Service Level objective. HPE 3PAR Priority Optimization control is implemented within the HPE 3PAR StoreServ Storage System and can be modified in real time. No host agents are required. Further, no physical partitioning of resources within the storage array is required.

Models	HP 3PAR Priority Optimization Software 90-Day Evaluation LTU	BC992/
	HP 3PAR 10400 Priority Optimization Software Base LTU	BD206/
	HP 3PAR 10400 Priority Optimization Software Magazine LTU	BD217/
	HP 3PAR 10800 Priority Optimization Software Base LTU	BD228/
	HP 3PAR 10800 Priority Optimization Software Magazine LTU	BD239/
	HP 3PAR 7200 Priority Optimization Software Base LTU	BC986/
	HP 3PAR 7200 Priority Optimization Software Drive LTU	BC987/
	HP 3PAR 7400 Priority Optimization Software Base LTU	BC988/
	HP 3PAR 7400 Priority Optimization Software Drive LTU	BC989/
	HP 3PAR 7440c Priority Optimization Base LTU	BD402/
	HP 3PAR 7440c Priority Optimization Drive LTU	BD403/
	HP 3PAR 7450 Priority Optimization Software Base LTU	BC990/
	HP 3PAR 7450 Priority Optimization Software Drive LTU	BC991/
	HP 3PAR 20800 Priority Optimization Base LTU	L7C61/
	HP 3PAR 20800 Priority Optimization Software Drive LTU	L7C62A
	HP 3PAR 20850 Priority Optimization Base LTU	L7D09/
	HP 3PAR 20850 Priority Optimization Drive LTU	L7D10/
	HPE 3PAR 20840 Priority Optimization Software Base LTU	L7E26/
	HPE 3PAR 20840 Priority Optimization Software Drive LTU	L7E27/
	HP 3PAR 20450 Priority Optimization Base LTU	L7C85/
	HP 3PAR 20450 Priority Optimization Drive LTU	L7C86/
	HP 3PAR 8200 Priority Optimization Base LTU	L7B65/
	HP 3PAR 8200 Priority Optimization Drive LTU	L7B66/
	HP 3PAR 8400 Priority Optimization Base LTU	L7B89/
	HP 3PAR 8400 Priority Optimization Drive LTU	L7B90/
	HP 3PAR 8440 Priority Optimization Base LTU	L7C13/
	HP 3PAR 8440 Priority Optimization Drive LTU	L7C14/
	HP 3PAR 8450 Priority Optimization Base LTU	L7C37/
	HP 3PAR 8450 Priority Optimization Drive LTU	L7C38/

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Technical Specifications

HPE StoreOnce Recovery Manager Central (RMC)

Protect your business critical applications without impacting performance using HPE StoreOnce Recovery Manager Central (RMC). This automated, non-intrusive software combines the simplicity and performance of snapshots with the reliability and cost-effective retention of deduplicated backups. RMC integrates 3PAR StoreServ primary storage and StoreOnce Backup for converged data protection that delivers assured recovery of application-consistent recovery points with flexible recovery options. RMC offers a simple, efficient and fast backup and recovery solution, which augments traditional backup applications.

HPE StoreOnce RMC for VMware is a license that enables RMC customers to protect VMware Virtual Machine Disks (VMDKs) and data stores using application-consistent snapshots for rapid online recovery. At the same time, the Express Protect feature (enabled by the StoreOnce Catalyst license) offers a second-tier of data protection by facilitating direct backup from 3PAR StoreServ to StoreOnce. Backups to StoreOnce are self-contained volumes, deduplicated to save space, and can be used to recover back to the original or a different 3PAR StoreServ array, even if the original base volume is lost. VMware administrators can access all of this functionality from within the familiar VMware vCenter management console.

HPE StoreOnce Recovery Manager Central - Application plug-ins

Overview HPE StoreOnce Recovery Manager Central provides integration with specific hypervisor/application environments through the following plug-ins.

HPE StoreOnce Recovery Manager Central for VMware: allows VMware administrators to create hundreds of VM-aware consistent snapshots and initiate rapid online recovery directly from within the VMware vCenter™ Server virtualization management console. Using the StoreOnce RMC Express Protect feature, customers can also backup to StoreOnce directly. The backups are self-contained volumes that can be restored back to the original or different 3PAR StoreServ array in the event of a disaster.

OneView for VMware vCenter plug-in: gives VMware administrators enhanced visibility of storage resources and precise insight into how individual virtual machines are mapped to datastores and individual storage volumes. When used in conjunction with StoreOnce Recovery Manager Central for VMware, this plug-in gives administrators the power of seamless, rapid online recovery from either snapshots or backups directly from within the vCenter Server virtualization management console.

NOTE: additional application-specific plug-ins will be made available through subsequent releases of the HPE StoreOnce RMC software.

SKUs at-a-glance	HP StoreOnce Recovery Manager Central LTU / E-LTU	D4U75A / D4U75AAE
	HP StoreOnce Recovery Manager Central with VMware for 3PAR StoreServ 72xx/82xx LTU / E-LTU	D4U64A / D4U64AAE
	HP StoreOnce Recovery Manager Central with VMware for 3PAR StoreServ 10xxx/20xxx LTU / E-LTU	D4U65A / D4U65AAE
	HP StoreOnce Recovery Manager Central with VMware for 3PAR StoreServ 74xx/84xx LTU / E-LTU	D4U66A / D4U66AAE
	HP StoreOnce Recovery Manager Central Media	D4U76A

Technical Specifications

HPE 3PAR Application Software Suite for Exchange

Overview HPE 3PAR Application Suite for Exchange provides administrators the power of seamless, rapid online recovery of Microsoft Exchange application. It is an extension to Virtual Copy which enables creation of application consistent snapshots without sacrificing performance, availability or versatility.

The Application Suite for Exchange includes the following functionality and features:

- HPE 3PAR Recovery Manager for Exchange
- HPE 3PAR VSS hardware provider

For more information see <http://h18006.www1.hp.com/storage/software/3par7000/as-exchange/index.html>

Models	HP 3PAR 10400 Application Suite for Microsoft Exchange LTU	BD24
	HP 3PAR 10800 Application Suite for Microsoft Exchange LTU	BD25
	HP 3PAR 7200 Application Suite for Microsoft Exchange LTU	BC76
	HP 3PAR 7400 Application Suite for Microsoft Exchange LTU	BC79
	HP 3PAR 7440c Application Suite for Exchange LTU	BD37
	HP 3PAR 7450 Application Suite for Microsoft Exchange LTU	BC91

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Application Software Suite for SQL

Overview HPE 3PAR Application Suite for SQL provides administrators the power of seamless, rapid online recovery of Microsoft SQL application. It is an extension to Virtual Copy which enables creation of application consistent snapshots without sacrificing performance, availability or versatility.

The Application Suite for SQL includes the following functionality and features:

- HPE 3PAR Recovery Manager for SQL
- HPE 3PAR VSS hardware provider

For more information see <http://h18006.www1.hp.com/storage/software/3par7000/as-sql/index.html>

Models	HP 3PAR 10400 Application Suite for Microsoft SQL LTU	BD24
	HP 3PAR 10800 Application Suite for Microsoft SQL LTU	BD25
	HP 3PAR 7200 Application Suite for Microsoft SQL LTU	BC77
	HP 3PAR 7400 Application Suite for Microsoft SQL LTU	BC79
	HP 3PAR 7440c Application Suite for SQL LTU	BD37
	HP 3PAR 7450 Application Suite for Microsoft SQL LTU	BC91

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR Application Software Suite for Microsoft Hyper-V

Technical Specifications

Overview HPE 3PAR Application Suite for Hyper-V provides administrators the power of seamless, rapid online recovery of Microsoft Hyper-V VMs. It is an extension to Virtual Copy which enables creation of application consistent snapshots without sacrificing performance, availability or versatility.

The Application Suite for Hyper-V includes the following functionality and features:

- HPE 3PAR Recovery Manager for Hyper-V
- HPE 3PAR VSS hardware provider

NOTE: HPE 3PAR Virtual Copy Software is a prerequisite, purchased independently or in the HPE 3PAR Replication Software Suite.

Models	HP 3PAR 10400 Application Suite for Microsoft Hyper-V LTU	BD18
	HP 3PAR 10800 Application Suite for Microsoft Hyper-V LTU	BD18
	HP 3PAR 7200 Application Suite for Microsoft Hyper-V LTU	BD17
	HP 3PAR 7400 Application Suite for Microsoft Hyper-V LTU	BD17
	HP 3PAR 7440c Application Suite for Hyper-V LTU	BD38
	HP 3PAR 7450 Application Suite for Microsoft Hyper-V LTU	BD19

Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE OneView for Microsoft System Center

Overview HPE OneView for Microsoft System Center provides comprehensive integration with Microsoft System Center (SCOM and SCVMM) to enable management and monitoring of HPE 3PAR Storage running in Microsoft Hyper-V environments. It includes:

- HPE 3PAR Management Pack for SCOM (to discover and monitor pre-defined rules to display events/alerts, capacity & health dashboards)
- HPE Storage UI Add-in for SCVMM software (integrated view of VMs, Hosts, LUNs, CPGs and associated storage resources on HPE 3PAR Storage)

HPE 3PAR Storage also enables all Storage Management functionality provided by Microsoft System Center Virtual Machine Manager (SCVMM) via SMI-S providers.

For more information see

https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=System_Center

HPE 3PAR Application Software Suite for Oracle

Overview HPE 3PAR Application Suite for Oracle provides administrators the power of seamless, rapid online recovery of Oracle database application. It is an extension to Virtual Copy which enables creation of application consistent snapshots without sacrificing performance, availability or versatility.

The Application Suite for Oracle database includes the following functionality and features:

- HPE 3PAR Recovery Manager for Oracle

For more information see <http://h18006.www1.hp.com/storage/software/3par7000/as-oracle/index.html>

Models	HP 3PAR 10400 Application Suite for Oracle LTU	BD24
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HP 3PAR 10800 Application Suite for Oracle LTU	BD26
HP 3PAR 7200 Application Suite for Oracle LTU	BC77
HP 3PAR 7400 Application Suite for Oracle LTU	BC79
HP 3PAR 7440c Application Suite for Oracle LTU	BD37
HP 3PAR 7450 Application Suite for Oracle LTU	BC91

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE Storage plug-in for SAP LVM

Overview HPE Storage plug-in for SAP Landscape Virtualization Manager (LVM) is a high-performance and easy-to-use software to manage SAP landscapes in physical, virtual and cloud environments using HPE 3PAR Storage. It enables customers to Clone/Refresh SAP Systems and also relocate them across physical and virtual infrastructure reducing the administrative effort to manage the SAP landscape and improve productivity. It enhances the flexibility in making development and test data consistent with the production data and provides simple visualization to monitor and manage SAP Systems running on HPE 3PAR Storage.

For more information see :

https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=SAP_LVM

HPE StoreFront Remote SaaS Portal

Overview The HPE StoreFront Remote SaaS Portal provides proactive tools and integrated data collection from the HPE 3PAR StoreServ Storage arrays that call home to deliver unique insights and analytics all in one dashboard. Identify capacity and performance issues early through intuitive capacity and performance trend analysis and forecasting. These valuable analytics help maximize asset utilization and optimize the datacenter with recommendations and remedial actions when issues arise. Users can log into <http://www.storefrontremote.com> to claim their arrays and get access for free.

HPE 3PAR Host Software

Overview The following are host-based software products from HPE 3PAR.

HPE 3PAR Host Explorer: Running as an agent on the server, 3PAR Host Explorer automates host discovery and collection of detailed host configuration information critical to speeding provisioning and simplifying maintenance. Host Explorer automatically and securely communicates host information such as Fibre Channel Worldwide Name (WWN) and host multipath data to the array to reduce manual administration.

HPE 3PAR Multipath I/O for IBM AIX: 3PAR MPIO for IBM AIX provides multipathing for IBM®AIX® hosts featuring multiple active/active paths, load balancing, and automatic failover and recovery.

HPE 3PAR Multipath I/O for Microsoft Windows 2003: 3PAR MPIO for

Technical Specifications

Microsoft Windows 2003 provides multipathing for Microsoft Windows® hosts featuring multiple active/active paths, load balancing, and automatic failover and recovery.

HPE 3PAR Cluster Extension Software: HPE 3PAR Cluster Extension Software offers rapid automated protection against application downtime from fault, failure, or site disaster. CLX integrates with the Windows OS clustering software and HPE 3PAR Remote Copy to automate failover and failback between sites. The HPE 3PAR Cluster Extension Software is part of the HPE 3PAR Replication Suite for 8000 and 20000 models, however host based license is needed for the 7000 and 10000 models.

HPE 3PAR Policy Server

HPE 3PAR Policy Server works to implement customer-configurable remote service access policies. Installed on a customer-provided host, Policy Server provides the customer with ultimate flexibility and control to allow or deny outbound communication or remote service connections to and from an HPE 3PAR StoreServ Storage system. Policy Server also serves as the centralized point for collecting and storing audit logs of all diagnostic data transfers and authorized remote service connections to and from all configured HPE 3PAR Storage systems.

HPE 3PAR Policy Server provides the following benefits:

- The customer has complete control over policy administration.
- A centralized policy administration for all HPE 3PAR Storage systems is provided.
- A centralized audit log to facilitate security audits is provided.

Models

HP 3PAR Host Explorer Software Media Kit	TE250I
HP 3PAR MPIO for Microsoft Windows Evaluation LTU	TE090I
HP 3PAR MPIO for Microsoft Windows Software	TE083I
HP 3PAR MPIO for IBM AIX Evaluation LTU	TE091I
HP 3PAR MPIO for IBM AIX Media Kit	TE088I
HP 3PAR Cluster Extension Windows LTU	TC355/
HP 3PAR Cluster Extension Software Windows Array Media LTU	BC885I
HP 3PAR Policy Manager Software LTU	TE400I

NOTE: Insert AE at the end of a part number for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

Please note that the current HPE 3PAR CLX for Windows Array LTU/e-LTU will only support HPE 3PAR CLX for Windows v4.0 and above

HPE 3PAR StoreServ 10000 Software Suites Upgrade Options

Technical Specifications

Overview	The HPE 3PAR StoreServ 10000 Storage now provides the opportunity for you to upgrade your individual software title(s) to an appropriate lower priced and simpler to use software suite. The upgrade can be done by the purchase of upgrade LTUs corresponding to the software titles already available in your system, as indicated below	
Models	HP 3PAR 10400 Remote Copy to Replication Software Suite Upgrade LTU	BD28
	HP 3PAR 10800 Remote Copy to Replication Software Suite Upgrade LTU	BD29
	HP 3PAR 10400 Remote Copy Virtual Copy to Replication Software Suite Upgrade LTU	BD28
	HP 3PAR 10800 Remote Copy Virtual Copy to Replication Software Suite Upgrade LTU	BD29
	HP 3PAR 10400 Remote Copy Peer Persistence to Replication Software Suite Upg LTU	BD28
	HP 3PAR 10800 Remote Copy Peer Persistence to Replication Software Suite Upg LTU	BD29
	HP 3PAR 10400 Virtual Copy to Replication Software Suite Upgrade LTU	BD28
	HP 3PAR 10800 Virtual Copy to Replication Software Suite Upgrade LTU	BD29
	HP 3PAR 10400 Adaptive Optimization to Data Optimization SW Suite v2 Upg LTU	BD28
	HP 3PAR 10800 Adaptive Optimization to Data Optimization SW Suite v2 Upg LTU	BD29
	HP 3PAR 10400 Dynamic Optimization to Data Optimization SW Suite v2 Upgrade LTU	BD28
	HP 3PAR 10800 Dynamic Optimization to Data Optimization SW Suite v2 Upgrade LTU	BD29
	HP 3PAR 10400 Adaptive Opt Dynamic Opt to Data Optimization SW St v2 Upg LTU	BD28
	HP 3PAR 10800 Adaptive Opt Dynamic Opt to Data Optimization SW St v2 Upg LTU	BD29
	HP 3PAR 10400 Adaptive Optimzation Peer Mn to Data Optimization SW St v2 Upg LTU	BD28
	HP 3PAR 10800 Adaptive Optimzation Peer Mn to Data Optimization SW St v2 Upg LTU	BD30
	HP 3PAR 10400 Dynamic Optimization Peer Mn to Data Optimization SW St v2 Upg LTU	BD28
	HP 3PAR 10800 Dynamic Optimization Peer Mn to Data Optimization SW St v2 Upg LTU	BD30
	HP 3PAR 10400 Adpt Opt Dyn Opt Peer Mn to Data Optimization SW St v2 Upg LTU	BD28
	HP 3PAR 10800 Adpt Opt Dyn Opt Peer Mn to Data Optimization SW St v2 Upg LTU	BD30
	HP 3PAR 10400 Virtual Domain to Security Software Suite Upgrade LTU	BD29
	HP 3PAR 10800 Virtual Domain to Security Software Suite Upgrade LTU	BD30
	HP 3PAR 10400 Virtual Lock to Security Software Suite Upgrade LTU	BD29
	HP 3PAR 10800 Virtual Lock to Security Software Suite Upgrade LTU	BD30
	HP 3PAR 10400 Optimization Suite to Data Optimization Software Suite v2 Upg LTU	BD29
	HP 3PAR 10800 Optimization Suite to Data Optimization Software Suite v2 Upg LTU	BD30

NOTE: Insert AE at the end of a part number above for an electronic LTU (e.g. XXXXBAE). E-Delivery should be ordered with any Standalone or Upgrade software order.

HPE 3PAR StoreServ Software Media

Overview	The part numbers below are media kits for all 3PAR Software products. Electronic and physical media kits options are available	
Models	HP 3PAR StoreServ Management and Core Software Media	BD362/
	HP 3PAR 7000/7450 Operating System Suite Media	BD363/
	HP 3PAR 10000 Operating System Suite and Service Processor Software Media	BD364/
	HP 3PAR StoreServ Reporting Suite Media	BD373/
	HP 3PAR StoreServ Application Suite for Microsoft Exchange Media	BD368/

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HP 3PAR StoreServ Application Suite for Microsoft Hyper-V Media	BD369/
HP 3PAR StoreServ Application Suite for Oracle Media	BD370/
HP 3PAR StoreServ Application Suite for Microsoft SQL Media	BD371/
HP 3PAR StoreServ Application Suite for VMware Media	BD372/
HP 3PAR 7000 Service Processor Software Media	BD365/

NOTE: Insert AE at the end of a part number above for an electronic media (e.g. XXXXAAE).

Note on HPE 3PAR Software Licensing Schemes

HPE 3PAR follows multiple licensing schemes for different software offerings. There are four different licensing schemes those are largely employed across the HPE 3PAR software portfolio. They are the spindle based licensing, simplified spindle based licensing, capacity based licensing and frame based licensing. The frame based licensing approach requires that the HPE 3PAR software offering is licensed only once for the system. This form of licensing is common to all the HPE 3PAR Storage platforms. The following list shows the HPE 3PAR software products which follow the frame based licensing approach:

- HPE 3PAR Online Import Software
- HPE 3PAR Reporting Software Suite
- HPE 3PAR Recovery Manager for VMware vSphere
- HPE 3PAR Recovery Manager for Microsoft Exchange
- HPE 3PAR Recovery Manager for Oracle
- HPE 3PAR Recovery Manager for Microsoft SQL Server
- HPE 3PAR Application Software Suite for VMware
- HPE 3PAR Application Software Suite for Exchange
- HPE 3PAR Application Software Suite for SQL
- HPE 3PAR Application Software Suite for Microsoft Hyper-V
- HPE 3PAR Application Software Suite for Oracle

The spindle based licensing approach requires a HPE 3PAR software offering to be licensed based on each drive or drive magazine installed on the HPE 3PAR Storage system. There are two different models followed based on this licensing mechanism - the spindle based licensing and the simplified spindle based licensing.

In the spindle based licensing approach, there is a different SKU available for each combination of drive capacity and drive type. Based on the specific drives being purchased for a HPE 3PAR Storage system, the corresponding software SKU needs to be purchased. This purchase should be done for all the drives on the system irrespective of the number of drives or nodes or capacity of the system.

In the simplified spindle based licensing approach, every software title has a Base LTU which needs to be purchased once for a system. For every drive or drive magazine added to the system thereon, a drive LTU (for 7000) or a drive magazine LTU (for 10000) has to be purchased for the system respectively. The drive LTU or the drive magazine LTU for a particular platform is a single SKU irrespective of the drive type or drive capacity. Furthermore, based on the type of HPE 3PAR Storage system, there is a specific number of drives beyond which any software title is not required to be purchased for that system.

The following table shows the maximum drive limits for each of the HPE 3PAR Storage systems that support the simplified spindle based licensing approach:

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HPE 3PAR StoreServ Storage	Maximum number of drives for licensing*	Comments
HPE 3PAR StoreServ 7200 Storage	48 drives	-
HPE 3PAR StoreServ 7200c Storage	48 drives	-
HPE 3PAR StoreServ 7400 Storage	168 drives	-
HPE 3PAR StoreServ 7400c Storage	168 drives	-
HPE 3PAR StoreServ 7440c Storage	320 drives	-
HPE 3PAR StoreServ 7450 Storage	no limit	-
HPE 3PAR StoreServ 7450c Storage	168 drives	-
HPE 3PAR StoreServ 10400 Storage	320 drives	80 drive magazines
HPE 3PAR StoreServ 10800 Storage	640 drives	160 drive magazines
HPE 3PAR StoreServ 20800 Storage	480 drives	-
HPE 3PAR StoreServ 20850 Storage	320 drives	-
HPE 3PAR StoreServ 20840 Storage	640 drives	-
HPE 3PAR StoreServ 20450 Storage	168 drives	-
HPE 3PAR StoreServ 8200 Storage	48 drives	-
HPE 3PAR StoreServ 8400 Storage	168 drives	-
HPE 3PAR StoreServ 8440 Storage	320 drives	-
HPE 3PAR StoreServ 8450 Storage	168 drives	-

NOTE: *For a simplified spindle based software offering no further licensing is required for a system beyond these drive counts

The capacity based licensing approach is limited to specific software titles and restricted to specific 3PAR StoreServ model. For the replication software titles available on 3PAR StoreServ 10000 and 3PAR StoreServ 20000, the capacity based licensing approach involves licensing the software product based on the provisioned usable capacity in the system that is marked for any of the replication functions. For example, if a customer plans to use HPE 3PAR Remote Copy for replication of a 16TB volume (Fully provisioned) to a DR site, then 16TB of HPE 3PAR Remote Copy licenses need to be purchased for that particular system. Please note that the provisioned usable capacity of volume allocated as target of replication on the DR site, should also be licensed in the same way. Capacity based licensing is also

Technical Specifications

available for the HPE 3PAR File Persona Software Suite. The software title has a 1TB software LTU for each HPE 3PAR StoreServ 7000c, 8000 and 20000 series models. The 1TB software LTU for a particular platform is a single SKU irrespective of the drive type or drive capacity. Specific number of 1TB LTUs need to be purchased for every TB used by that software title.

The following table shows the licensing models used in the various HPE 3PAR Storage platforms:

Licensing Scheme	Spindle Based Licensing	Simplified Spindle Based Licensing	Capacity Based Licensing
HPE 3PAR StoreServ 7000 Storage	No	Yes	No
HPE 3PAR StoreServ 7000c Storage	No	Yes	Yes**
HPE 3PAR StoreServ 8000 Storage	No	Yes	Yes**
HPE 3PAR StoreServ 10000 Storage	Yes*	Yes	Yes***
HPE 3PAR StoreServ 20000 Storage	No	Yes	Yes****

NOTE:

* Discontinued in favor of Simplified Spindle Based Licensing.

**Only for the HPE 3PAR File Persona Software Suite

*** Only for replication related titles - Peer Persistence, Remote Copy, Virtual Copy & Replication Suite

**** Only for replication related titles - Peer Persistence, Remote Copy, Virtual Copy & Replication Suite and File Persona Software Suite title

Please note that HPE 3PAR Software suites are available only in the form of simplified spindle based licensing and capacity based licensing.

The list below shows the software titles available in the form of spindle based licensing, simplified spindle based licensing and capacity based licensing:

HPE 3PAR Software Title	Spindle Based Licensing	Simplified Spindle Based Licensing	Capacity Based Licensing
HPE 3PAR Operating System Software	Yes	No	No
HPE 3PAR Thin Provisioning	Yes	No	No
HPE 3PAR Thin Conversion	Yes	No	No
HPE 3PAR Thin Persistence	Yes	No	No
HPE 3PAR Virtual Copy	Yes	Yes	Yes (10000 and 20000)
HPE 3PAR Remote Copy	Yes	Yes	Yes (10000 and 20000)
HPE 3PAR Peer Persistence	Yes	Yes	Yes (10000 and 20000)
HPE 3PAR Adaptive Optimization	Yes	Yes	No
HPE 3PAR Dynamic Optimization	Yes	Yes	No

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HPE 3PAR Priority Optimization	Yes	Yes	No
HPE 3PAR System Turner	Yes	Yes	No
HPE 3PAR Virtual Domains	Yes	Yes	No
HPE 3PAR Virtual Lock	Yes	Yes	No
HPE 3PAR Peer Motion	Yes	Yes	No
HPE 3PAR Operating System Software Suite	No	Yes	No
HPE 3PAR Replication Software Suite	No	Yes	Yes(10000 and 20000)
HPE 3PAR Optimization Software Suite*	Yes	Yes	No
HPE 3PAR Data Optimization Software Suite V2	No	Yes	No
HPE 3PAR Security Software Suite	No	Yes	No
HPE 3PAR File Persona Software Suite	No	No	Yes (7000c, 8000 and 20000)

NOTE: * Optimization Software Suite is available only on HPE 3PAR StoreServ 10000 Storage

Service and Support

Service and Support Protect your business beyond warranty with HPE Support Services. HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Our integrated portfolio of Services for storage help customers reduce costs, optimize data, streamline storage management, and improve backup and recovery. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new storage solution, giving you full entitlement for the support for need for your IT and business.

Connect your devices Unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve up to 77%¹ reduction in down time, near 100%² diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care Service and HPE Datacenter Care Service customers will also benefit from proactive activities to help prevent issues and increase optimization. All of these benefits are already available to you with your server storage and networking products, securely connected to Hewlett Packard Enterprise support.

1- IDC

2 - HP CSC reports 2014 - 2015

Recommended Services

Optimized Care HPE Proactive Care Advanced* - 24x7 coverage, three year Support Service. This services helps achieve a higher return on your product investment with personalized support from a local assigned Account Support Manager who will share best practice advice and personalized recommendations designed to help improve availability and performance to increase stability and reduce unplanned downtime. Leverage your system's ability to connect to Hewlett Packard Enterprise for pre-failure alerts, automatic call logging and parts dispatch. For business critical incidents, this service offers critical event management to reduce mean time to resolution. This recommendation provides 24x7 coverage with four-hour response for hardware and collaborative support that offers two-hour callback for supported software issues. Collaborative software management is included with independent software vendors unless you have your software support from Hewlett Packard Enterprise where we own all cases from start through to resolution.

<http://www.hpe.com/h20195/V2/GetDocument.aspx?docname=4AA5-3259ENW&cc=us&lc=en>

Standard Care HPE Proactive Care* with 24x7 coverage, three year Support Service + 20 Services credits per year per array

HPE Proactive Care gives customers an enhanced call experience plus helps preventing problems and maintains IT stability by utilizing personalized proactive reports with recommendations and advice when your products are connected to Hewlett Packard Enterprise. This Service combines three years' proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. <http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

Basic Care HPE Proactive Care* with 24x7 coverage, three year Support Service + 10 Services credits per year per array

HPE Proactive Care gives customers an enhanced call experience plus helps preventing problems and maintains IT stability by utilizing personalized proactive

Service and Support

reports with recommendations and advice when your products are connected to Hewlett Packard Enterprise. This Service combines three years' proactive reporting and advice with our 24x7 coverage, four hour hardware response time when there is a problem. <http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA3-8855ENW.pdf>

HPE Support Services Support Credits

Services Support Credits offer flexible services and technical skills to meet your changing IT demands. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

NOTE: *HPE Proactive Care and HPE Proactive Care Advanced require that the customer connect their devices to make the most of these services and receive all the deliverables.

Related Services

HPE Storage Efficiency Analysis - HPE Storage Efficiency Analysis (SEA) combine tool-based fact gathering and The Hewlett Packard Enterprise expertise for a quick path to identify immediate issues and their resolution, and helps customer realize the benefits of HPE Storage Technology

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA3-6727ENW.pdf>

HPE Storage Impact Analysis - This service provides assessment service to analyze your current storage and evaluate the impact of change to the infrastructure. It is ideal for customers looking to achieving top utilization of your storage technology and assessing the likely impact of data growth and future projects that require storage.

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-1174ENW.pdf>

HPE Storage Modernization service: Storage Modernization helps customers seamlessly position themselves to integrate the latest technological advancements in storage effectively. It helps clients modernize, reduce costs, and improve quality of service through the execution of process and technology changes to achieve demand management.

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA3-4620ENW.pdf>

HPE 3PAR StoreServ Storage Installation and Startup Service - Onsite installation and testing installs and tests HPE 3PAR StoreServ Storage, including configuration and deployment, properly integrated into your environment

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-2568ENW.pdf>

HPE 3PAR Software Installation and Startup Service - Support for deployment of licensed HPE 3PAR software products into operation

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-2569ENN.pdf>

HPE Storage Data Migration Service - End-to-end data migration service providing seamless discovery, assessment, planning, and design, completely customizable to your organization's storage area network (SAN) or network attached storage (NAS) environment and using innovative software to help you migrate to HPE storage quickly and efficiently

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA3-0774ENW.pdf>

HPE EVA to HPE 3PAR StoreServ Acceleration Service - An alternative to do-it-yourself data migration options with guidance from our storage migration specialists, designed to help you execute an HPE EVA to HPE 3PAR StoreServ Storage data

Service and Support

migration at your own pace and with lowered cost
<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA4-4234ENW.pdf>

HPE Data Replication Solution Service - Configuration of real-time data mirroring or snapshot capabilities of 3PAR Remote Copy and 3PAR Virtual Copy to safeguard your critical business information
<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA0-9431ENW.pdf>

HPE Enhanced Implementation Service for SANs - Complete design and implementation service for Fibre Channel, FCoE, FCIP, SAS, and iSCSI SAN connectivity components

HPE 3PAR Adaptive Optimization Policy Implementation Service - Analysis, recommendations, and implementation of HPE 3PAR Adaptive Optimization policies to enable storage tiering using data collected from your HPE 3PAR storage over time

HPE Storage Virtual Volume Design and Implementation Service - Activities your organization needs to design and implement a new LUN, virtual volume, or virtual disk (Vdisk) configuration
<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA3-0774ENW.pdf>

HPE Thin Volume Conversion Service - Evaluation and execution of conversion from standard to thin provisioned volumes for HPE 3PAR StoreServ Storage for when you are looking to optimize the utilization of HPE 3PAR StoreServ Storage by improving capacity utilization and performance
<http://h20195.www2.hp.com/V2/GetPDF.aspx/c01658303.pdf>

HPE 3PAR StoreServ Health Check - Assessment of the overall health and supportability of your HPE 3PAR StoreServ Storage
<http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA4-3404ENW.pdf>

HPE Performance Analysis Service - Data collection, detailed input/output (I/O) analysis, and enhancement recommendations to improve HPE 3PAR StoreServ Storage disk array performance, stability, and availability by identifying potential problems and understanding the possible solutions that will help avoid them

HPE 3PAR Rebalance Service - Planning and coordinating activities led by HPE Storage Services professionals to deliver a successful disk array rebalance, including creation and implementation of a rebalance service plan, verification tests to confirm product functionality, and an orientation session to review changes made to the system
<http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA4-0280ENW.pdf>

HPE 3PAR Storage Assessment Service - Assessment check based on a point-in-time snapshot of system configuration, capacity, supportability, and interoperability for a single HPE 3PAR Storage, ideal when you are experiencing rapid growth or need to establish a baseline understanding of your current HPE 3PAR StoreServ environment
<http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA4-0280ENW.pdf>

HPE Education Services: Keep your IT staff trained making sure they have the right

Service and Support

skills to deliver on your business outcomes. Book on a class today and learn how to get the most from your technology investment. <http://www.hpe.com/ww/learn>

For more information <http://www.hp.com/services/storage>

To learn more on HPE Storage Services, please contact your Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Authorized Channel Partner

HPE Support Service Services are sold by Hewlett Packard Enterprise and Hewlett Packard Enterprise Authorized Service Partners:

- Services for customers purchasing from Hewlett Packard Enterprise or an enterprise reseller are quoted using Hewlett Packard Enterprise order configuration tools.
 - Customers purchasing from a commercial reseller can find HPE Support Service Services at: <http://www.hp.com/go/lookuptool>
-

Summary of Changes

Date	Version History	Action	Description of Change
07-Jun-2016	From Version 33 to 34	Changed	Updated File Persona section for the new features and use cases
31-Mar-2016	From Version 32 to 33	Changed	Changes made to the Service and Support Section
16-Feb-2016	From Version 31 to 32	Changed	Changes made throughout the entire QuickSpecs
02-Oct-2015	From Version 30 to 31	Added	Added The HPE StoreFront Remote SaaS Portal
26-Aug-2015	From Version 29 to 30	Changed	Added SW SKUs for 8000 and 20000 models in all sections.
05-Jun-2015	From Version 28 to 29	Changed	Changes made throughout the entire QuickSpecs.
30-Mar 2015	From Version 27 to 28	Changed	Entered the File Persona SW SKUs. Updated the limited availability comments. Updated Models on the Technical Specifications Section.
20-Feb-2015	From Version 26 to 27	Changed	Added HPE 3PAR 10400 Peer Persistence Software 1TB Provisioned LTU - BD188A
12-Dec-2014	From Version 25 to 26	Changed	Change the control release statement on pg 30.
1-Dec-2014	From version 24 to 25	Added	Added section about HPE 3PAR File Persona Software Suite
10-Nov-2014	From Version 23 to 24	Changed	Changes made throughout the entire QuickSpecs.
20-Aug-2014	From Version 22 to 23	Changed	Changes made to the Overview section.
18-Aug-2014	From Version 21 to 22	Changed	Changes made throughout the entire QuickSpecs
18-Jul-2014	From Version 20 to 21	Changed	- removed NOTE regarding physical licenses for F-Class and T-Class platforms for Virtual Copy Software, Remote Copy Software, Peer Persistence Software, Adaptive Optimization Software, Dynamic Optimization Software, System Tuner Software, Virtual Domain Software, Virtual Lock Software, Peer Motion Software, Priority Optimization Software, Recovery Manager Software, 3PAR Multipath I/O for Microsoft Windows 2003, 3PAR Inform Software
27-jun-2014	From version 19 to 20	Changed	Changes made throughout the entire QuickSpecs
10-Jun-2014	From Version 18 to 19	Changed	Product descriptions were revised throughout.
18-Apr-2014	From Version 17 to 18	Changed	Removed a note.
14-Apr-2014	From Version 16 to 17	Changed	Product Specifications was revised.

Summary of Changes

31-Mar-2014	From Version 15 to 16	Changed	Product Specifications was revised.
17-Jan-2014	From Version 14 to 15	Changed	Product Specifications and Technical Specifications were revised.
09-Dec-2013	From Version 13 to 14	Changed	Product Specifications and Technical Specifications were revised.
04-Oct-2013	From Version 11 to 13	Added	Added Note on HPE 3PAR Software Licensing Schemes to the Technical Specification section.
26-Aug-2013	From Version 10 to 11	Added	Added HPE 3PAR StoreServ 10000 Software Suites Upgrade Options.
11-Jun-2013	From Version 9 to 10	Added	Added a new part number BC959A to the HPE 3PAR Operating System Software section.
10-Jun-2013	From Version 8 to 9	Changed	Changes made throughout the entire QuickSpecs.
08-Mar-2013	From Version 7 to 8	Changed	Updated the following: Overview - added branding to Host Software; Inform OS Highlights - added HPE; Additional 3PAR Software - added Virtual Lock, Peer Motion and Peer Persistence; Product Specifications - replaced Vrt Cpy with Virtual Copy; 3PAR Remote Copy - added HPE branding; 3PAR Dynamic Optimization and Policy Advisor - added HPE branding, replaced V-Class with StoreServe 10000; 3PAR System Tuner - added HPE branding, replaced V-Class with StoreServe 10000; 3PAR Virtual Domains - replaced InServ with StoreServ and added HPE branding; 3PAR Virtual Lock - replaced InServ with StoreServ and added HPE branding; Peer Motion - added HPE branding; 3PAR Host Software; removed "Inform" and changed intro paragraph; Added Models - System Reporter, Host Explorer, MPIO; Models - Cluster Extension SW changes made to the entire document.
19-Feb-2013	From Version 6 to 7	Added	Added the Service and Support section.
		Changed	Changes made throughout the Product Specifications sections.
04-Dec-2012	From Version 5 to 6	Changed	Changes made throughout the entire QuickSpecs.
30-Aug-2011	From Version 4 to 5	Changed	Changes made throughout the entire QuickSpecs.
21-Apr-2011	From Version 3 to 4	Changed	Part numbers were revised and added.
05-Apr-2011	From Version 2 to 3	Changed	Part numbers were revised and Insert AE at the end of a part number for an electronic LTU note was added.
23-Feb-2011	From Version 1 to 2	Changed	Changed the Overview information for the HPE 3PAR Adaptive Optimization section.

Summary of Changes



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For drives, 1 GB = 1 billion bytes. Actual formatted capacity is less

c04199812 - 13964 - Worldwide - V34 - 07-June-2016

APPENDIX B
Domestic Workforce Utilization Certification

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, Vice President of Premier Systems Sales Ltd a Pennsylvania corporation or other legal entity, ("Contractor") located at 149 Inverness Drive, Blue Bell, PA 19422, having a Social Security or Federal Identification Number of 743078873, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

Attest or Witness:

Eileen Zaro 2/2/2017

Premier Systems Sales Ltd
Corporate or Legal Entity's Name

Authorized Signatory: 
Name/Title: Stephen Reese, Vice President, Solutions

Signature/Date

Eileen Zaro, President
Printed Name/Title

Signature/Date

Stephen Reese, VP Solutions
Printed Name/Title

APPENDIX F

COSTARS PROGRAM ELECTION FORM

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500 or \$500 for a Department of General Services Certified Small Business) at the beginning of each contract year and upon each contract renewal date.

Indicate below which Lot(s) the Bidder elects to sell the awarded items/services to COSTARS members, if awarded a contract:

- Lot 1, Desktops, Laptops and Ultra-Portable Laptops
- Lot 2, Tablets, Rugged Devices and Non-Traditional Desktops
- Lot 3, General IT Peripherals
- Lot 4, Apple Devices
- Lot 5, Server Hardware
- Lot 6, Storage Hardware

If you are a Department of General Services Certified Small Business, you must submit a copy of your active certification with your bid response.

Premier Systems Sales Ltd

Corporate or Legal Entity Name

Stephen Reese

Signature/Date

Stephen Reese, VP Solutions

Printed Name/Title

APPENDIX I, LOBBYING CERTIFICATION FORM

**Certification for Contracts, Grants, Loans, and
Cooperative Agreements**

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

(1) No federal appropriated funds have been paid or will be paid, by or 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 any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any 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 contract, grant, loan, 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 subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

Authorized Signatory
Name/Title/Sign

SIGNATURE: Stephen Reese

TITLE: VP Solutions

DATE: January 6, 2017

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application b. initial award c. post-award	3. Report Type: a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____				
4. Name and Address of Reporting Entity: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; border: none;">Prime</td> <td style="width: 50%; text-align: center; border: none;">Subawardee</td> </tr> <tr> <td style="border: none;"></td> <td style="border: none; text-align: center;">Tier _____, if known :</td> </tr> </table>	Prime	Subawardee		Tier _____, if known :	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known :	
Prime	Subawardee					
	Tier _____, if known :					
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____					
8. Federal Action Number, if known : <input type="checkbox"/> <input type="checkbox"/>	9. Award Amount, if known : \$ _____					
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):					
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: Telephone No.: _____ Date:					
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)				

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity 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 a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

Service Performance Category		Account Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
AM-01	Customer Inquiry Response Time (CIRT)	The Contractor must return phone calls or respond to emails regarding initial request, queries, and problems within a maximum of four (4) business hours after a phone call is placed or an email is received.	95%	Response Times (RT) = Total Number of responses to inquiries that are <= 4 business hours by Total Inquiries (TI) = Total Number of inquiries CIRT = (RT/TI)*100	1. Response times for all calls by type per reporting period 2. Annual cumulative average response times by type to date 3. Total number of inquiries by type	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All
AM-02	Quote Accuracy Consistency (QAC)	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.	99%	Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors Total Quotes (TQ) = Total Number of Quotes QAC = ((TQ - QE)/TQ)*100	1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period 2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date 3. Total number of quotes processed per reporting period	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All
AM-03	Quote Delivery for Catalog Items (QDCI)	The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.	100%	On-Time Catalog Item Quote Delivery (CIQD) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items QDCI = (CIQD/TCIQ)*100	1. Total Number of quotes that consist of contractor catalog items 2. Total Number of quotes with contractor catalog items that are delivered on or before one (1) Business day per reporting period 3. Total Number of quotes with contractor catalog items that were not delivered on or before one (1) Business day per reporting period 4. Annual cumulative totals for QDCI that are not delivered on time	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All
AM-04.1	Order Delivery (OD)	The Contractor must make delivery within ten (10) business days after receipt of an order.	100%	On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order Total Orders Processed (TOP) = Total Number of orders processed OD = (ODOT/TOP)*100	1. Total number of orders processed within the reporting period 2. Total number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order during the reporting period 3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period 4. Annual cumulative total for orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	2% Initial Credit, 1% additional per week, Capped at 10% total.	1,2,3,4
AM-04.2	Order Delivery (OD)	The Contractor must make delivery within one (1) business day of original promised delivery date.	100%	On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date Total Orders Processed (TOP) = Total Number of orders processed OD = (ODOT/TOP)*100	1. Total number of orders processed within the reporting period 2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period 3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period 4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	2% Initial Credit, 1% additional per week, Capped at 10% total.	5,6

Appendix K, Service Level Agreements

AM-05	Invoice Receipt (IR)	The Contractor must provide invoices for all orders within sixty (60) days from the order date.	100%	On-Time Invoice Receipt (OR ₆₀) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period Total Orders Processed (TOP) = Total Number of orders processed $IR = (OR_{60} / TOP) * 100$	1. Total number of orders processed within the reporting period 2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period 3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period 4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All
AM-06.1	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.	100%	Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time $DHR = (THIR / THIRC) * 100$	1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals 2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	1,2,3,4
AM-06.2	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.	100%	Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time $DHR = (THIR / THIRC) * 100$	1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals 2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	5,6


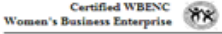

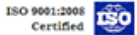
Service Performance Category		Service Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
SM-01	Data Set Delivery (DSD)	The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth	99%	On-Time Data Delivery (DD ₀₁) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth Total Orders Processed (TOP) = Total Number of orders processed $DSD = (DD_{01} / TOP) * 100$	1. Equipment data file delivery date for each order for the reporting period 2. Equipment delivery date for each order during the reporting period 3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period 4. Total Orders Processed for the reporting period	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All
SM-02	Data Set Integrity (DSI)	The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth	99%	Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance Total Data Submissions (TDS) = Total number of data submission attempts to the customer $DSI = ((TDS - DER) / TDS) * 100$	1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period 2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance 3. Total number of data submission attempts during the reporting period	Quarterly SLA Dashboard Reports and/or as directed by the QA Contract Administrator	N/A	All

Appendix K, Service Level Agreements


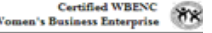

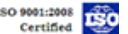
SM-03	Customer Satisfaction Rating (CSR)	The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	15	<p>Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5).</p> <p><u>Scale</u></p> <p>1 - Poor</p> <p>2 - Fair</p> <p>3 - Good</p> <p>4 - Very Good</p> <p>5 - Excellent</p> <p>CSR = C1(Score) + C2(Score) + C3(Score) + C4(Score) + C5(Score)</p>	<p>Annual Customer Survey administered by OA will consist of the following categories:</p> <p>C1: Staff Professionalism and Courteousness</p> <p>C2: Responsiveness to customer inquiries, requests, and/or problems</p> <p>C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices</p> <p>C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery</p> <p>C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems</p>	Annual Report or as directed by the OA Contract Administrator	N/A	All
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DASHBOARD SUMMARY PAGE: SAMPLE REPORT: Appendix K

AM-1

Commonwealth of Pennsylvania									
Customer Inquiry Response Time (CIRT)									
CIRT Actual %									
OBJECTIVE: 95%									
100%									
   									
DATA SETS Measured					Technical	Support Premier	Sales Premier	MFG Support	Quote Request
1. Response Times for all call by type /reporting period									
2. Annual Cumulative Average reponse times by type to date									
3. Total Number of Inquires by Type									

AM-2

Commonwealth of Pennsylvania			
Quote Accuracy Consistency (QAC)			
QAC Actual %			
OBJECTIVE: 99%			
100.00%			
The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.			
FORMULA			
Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors			
Total Quotes (TQ) = Total Number of Quotes $QAC = \{(TQ - QE)/TQ\} * 100$			
DATA SETS Measured			
		Total Quotes Processed or Resubmitted for QTR	Annual Total Quotes Processed or Resubmitted
1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period		0	QE
2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date			0
3. Total number of quotes processed per reporting period			TQ
			8
   			

Commonwealth of Pennsylvania				
Quote Delivery for Catalog Items (QDCI)				
OBJECTIVE 100%		100%		
The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.				
FORMULA				
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed $OD = (ODOT / TOP) * 100$				
DATA SETS Measured				
	Total Quotes Processed in Catalog	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time
On-Time Catalog Item Quote Delivery (CIQDOT) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day	6	QE		
Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items		6	TQ	
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period			6	
4. Annual cumulative totals for QDCI that are not delivered on time				0



	Commonwealth of Pennsylvania			
AM-4	Order Delivery (OD)			
	QD Actual %			
	OBJECTIVE 100%	100%		
	The Contractor must make delivery within ten (10) business days after receipt of an order.			
	FORMULA			
	On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed $OD = (ODOT / TOP) * 100$			
	DATA SETS Measured			
	Total Orders Processed in Reporting Period	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time 10 Days
	8	ODOT		
	TOP	8	TQ	
			0	
				8



0 Commonwealth of Pennsylvania

AM-4.2

Order Delivery (OD)				
				QD Actual %
OBJECTIVE 100%				100%
The Contractor must make delivery within ten (10) business days after receipt of an order.				
FORMULA				
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date; Total Orders Processed (TOP) = Total Number of orders processed; OD = (ODOT/ TOP)*100				
DATA SETS Measured				
	Total Orders Processed in Reporting Period	Total # of Quotes delivered on time: 1 Day	Total Orders Not Delivered On Time: 2 or More days	Annual Cumulative total not delivered on time 1Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period	TOP	8	TQ	
3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period			0	
4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date				0

AM.5

Commonwealth of Pennsylvania

Invoice Receipt (IR)				
OBJECTIVE 100%				QD Actual %
The Contractor must provide invoices for all orders within sixty (60) days from the order date.				#REF!
FORMULA				
On-Time Invoice Receipt (OROT) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period; Total Orders Processed (TOP) = Total Number of orders processed; IR = (OROT/ TOP)*100				
DATA SETS Measured				
	Total Qrds Processed in Reporting Period	Total # of Invoices delivered on time 60 Days	Total Invoice Not Delivered On Time: 60 Days	Annual Cumulative total Invoices not delivered on time 60 Days
1. Total number of orders processed within the reporting period	#REF!	ODOT		
2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period	TOP	0	TQ	
3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period			0	
4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date				0

AM-6 DHR

Commonwealth of Pennsylvania

DEFECTIVE HARDWARE PROCESS		
OBJECTIVE 100%		DHR Actual %
The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.		#DIV/0!
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time; DHR = (THIR/THIRC)*100		
DATA SETS Measured		
	Total Qrds Processed Replacement Claims	THIRC-Total # of Hardware Replacement Claims Required
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals	0	ODOT
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals	TOP	0

Defective Hardware Replacement (DHR) DATE



Women's B

DHR Actual %
100%

OBJECTIVE 100%

The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.

FORMULA

Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time





DATA SETS Measured

Total Qrders Processed Replacement Claims	THIRC-Total # of Hardware Replacement Claims Required
1	ODOT
TOP	1


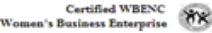


1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals

2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals

SM-01

Commonwealth of Pennsylvania				
Data Set Delivery (DSD) SERVICE				
				
Certified WBENC Women's Business Enterprise  Gold Partner Hewlett Packard Enterprise  ISO 9001:2008 Certified 				
OBJECTIVE 99%		DDOT% 88%		
The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth				
FORMULA				
On-Time Data Delivery (DDOT) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth; Total Orders Processed (TOP) = Total Number of orders processed; $DSD = (DDOT / TOP) * 100$				
DATA SETS Measured				
	Total DATA FILES submitted with dates	Total Equipment Delivery Date	DDOT-Total Orders Files Delivered in 2 days or less	TOP- Total Orders Processed During Period
1. Equipment data file delivery date for each order for the reporting period	8	ODOT		
2. Equipment delivery date for each order during the reporting period	TOP	8		
3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period			7	
4. Total Orders Processed for the reporting period				8

SM-02

Commonwealth of Pennsylvania					
Data Set Integrity (DSI) Service					
   					
		DDOT%			
OBJECTIVE 99%		88%			
The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth					
FORMULA					
Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance; Total Data Submissions (TDS) = Total number of data submission attempts to the customer; $DSI = \{(TDS - DER)/TDS\} * 100$					
DATA SETS Measured		DER- Total DATA ERROR Resubmissions due to errors	TDS-Total DATA SUBMISSION	TDS-Total DATA SUBMISSION ATTEMPS	TDS - TotalDATA Submissions Processed During Period
1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period		1	ODOT		
2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance		TOP	1		
3. Total number of data submission attempts during the reporting period				1	8

SM3

Commonwealth of Pennsylvania	
Customer Satisfaction Rating (CSR)	
CSR Rating	
OBJECTIVE 15 or greater	
25	
The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	
FORMULA	
Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5). SCALE: 1=Poor, 2= Fair, 3 = Good, 4=Very Good, 5= Excellent; $CSR = C1(\text{Score}) + C2(\text{Score}) + C3(\text{Score}) + C4(\text{Score}) + C5(\text{Score})$	
DATA SETS Measured; Annual Customer Survey administered by OA will consist of the following categories:	
Rating 1-5	
C1: Staff Professionalism and Courteousness	5
C2: Responsiveness to customer inquiries, requests, and/or problems	5
C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices	5
C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery	5
C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems	5

Commonwealth of Pennsylvania

Customer Inquiry Response Time (CIRT)

OBJECTIVE: 95%

The Contractor must return phone calls or respond to emails regarding initial request, queries, and problems within a maximum of four (4) business hours after a phone call is placed or an email is received.

FORMULA

Response Times (RT) = Total Number of responses to inquiries that are <= 4 Business hours by Total Inquiries (TI) = Total Number of Inquiries;

$$\text{CIRT} = (\text{RT}/\text{TI}) * 100$$

DATA SETS Measured

1. Response Times for all call by type /reporting period
 2. Annual Cumulative Average reponse times by type to date
 3. Total Number of Inquires by Type
 Technical; Support; Sales;

CIRT Actual %

100%



Formulas needed in yellow

	Technical	Support Premier	Sales Premier	MFG Support	Quote Request
1. Response Times for all call by type /reporting period					
2. Annual Cumulative Average reponse times by type to date					
3. Total Number of Inquires by Type					
Technical; Support; Sales;					

DATE	Call Type	Describe Issue/Queries/Problems	Form Requested	Contact Name	Phone ###-###-####	Email	Response Time
1/2/2017	Support Premier	requested meeting	Email	Jim Smith		jsmith@xxx.gov	<4 HRS
1/15/2017	Technical	Techniccal question	Phone Call	Bill jones	555-555-1212		<4 HRS
1/23/2017	Sales Premier	requested meeting	Email	Bob Hughes		bhughes@xxx.gov	<4 HRS
1/23/2017	MFG Support	Refer to Manufacturer support	Phone Call	Bob Boyes	555-555-1234		<4 HRS
1/30/2017	Quote Request	quote for 10 servers	Email	Jim Smith		jsmith@xxx.gov	<4 HRS
5	TI						RT 5

Commonwealth of Pennsylvania



Quote Accuracy Consistency (QAC)		QAC Actual %		
OBJECTIVE: 99%		100.00%		
The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.				
FORMULA				
Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors Total Quotes (TQ) = Total Number of Quotes QAC = $\{(TQ - QE)/TQ\} * 100$				
DATA SETS Measured				
		Total Quotes Processed or Resubmitted for QTR	Annual Total Quotes Processed or Resubmitted	Total Quotes Processed
1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period		0	QE	
2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date			0	TQ
3. Total number of quotes processed per reporting period				8

Inquiry Date	Customer RFQ #	Describe Requirements to Quote	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	# Times Quote resubmitted
1/2/2017	a103	Products and services	1/5/2017	\$ 25,000.00	YES	
8-Jan	a106	hardware	1/9/2017	\$ 50,000.00	YES	
1/6/2017	a107	consulting	1/7/2017	\$ 10,000.00	YES	
2/1/2017	a234	software	2/2/2017	\$ 40,000.00	YES	
2/4/2017	w345	hardware	2/5/2017	\$ 5,000.00	YES	
3/6/2017	235w	software	3/8/2017	\$ 16,000.00	YES	
4/1/2017	456y	consulting	4/6/2017	\$ 20,000.00	YES	
4/5/2017	erty	hardware				

8

0

Commonwealth of Pennsylvania

Quote Delivery for Catalog Items (QDCI)

OBJECTIVE 100%

100%



The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.

FORMULA

On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed OD = (ODOT/ TOP)*100

DATA SETS Measured

DATA SETS Measured	Total Quotes Processed in Catalog	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time
On-Time Catalog Item Quote Delivery (CIQDOT) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day	6	QE		
Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items		6	TQ	
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period			6	
4. Annual cumulative totals for QDCI that are not delivered on time				0

DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<1 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	<1 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<1 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	<2 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<1 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<1 Day	
6	TQ					TQ	6	0

Commonwealth of Pennsylvania

AM-4

Order Delivery (OD)
OBJECTIVE 100%
The Contractor must make delivery within ten (10) business days after receipt of an order.
FORMULA
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed OD = (ODOT/ TOP)*100
DATA SETS Measured
1. Total number of orders processed within the reporting period
2. Total number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order during the reporting period
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period
4. Annual cumulative total for orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order

QD Actual %	100%
-------------	------



Total Orders Processed in Reporting Period	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time 10 Days
8	ODOT		
TOP	8	TQ	
		0	
			8

DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<10 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	yes	<10 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<10 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	>11 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<10 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<10 Day	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	<10 Day	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	<10 Day	

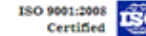
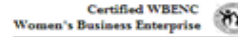
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8

0

Commonwealth of Pennsylvania

AM-4.2



Order Delivery (OD)		QD Actual %		
OBJECTIVE 100%		100%		
The Contractor must make delivery within ten (10) business days after receipt of an order.				
FORMULA				
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date; Total Orders Processed (TOP) = Total Number of orders processed; OD = (ODOT/ TOP)*100				
DATA SETS Measured				
	Total Qrdrs Processed in Reporting Period	Total # of Quotes delivered on time: 1 Day	Total Orders Not Delivered On Time: 2 or More days	Annual Cumulative total not delivered on time 1Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period	TOP	8	TQ	
3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period			0	
4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date				0

Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Order Delivered 1 Day Y/N	Late Delivery Dates >2 Days
a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	0
w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	YES	0
235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	0
456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	yes	0
erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	0
8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	0
w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	0
e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	0
						0
						0

8

8

0

Commonwealth of Pennsylvania

AM-5

Invoice Receipt (IR)

QD Actual %
100%

OBJECTIVE 100%

The Contractor must provide invoices for all orders within sixty (60) days from the order date.

FORMULA
 On-Time Invoice Receipt (OROT) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period; Total Orders Processed (TOP) = Total Number of orders processed; IR = (OROT / TOP)*100

DATA SETS Measured

	Total Orders Processed in Reporting Period	Total # of Invoices delivered on time 60 Days	Total Invoice Not Delivered On Time: 60 Days	Annual Cumulative total Invoices not delivered on time 60 Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period	TOP	8	TQ	
3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period			0	
4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date				8



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Invoice Submitted before 60 days Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<10 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	YES	<10 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<10 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	>11 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<10 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<10 Day	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	<10 Day	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	<10 Day	

Commonwealth of Pennsylvania

AM-6 DHR

Defective Hardware Replacement (DHR)		DHR Actual %
OBJECTIVE 100%		100%
The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.		
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time; DHR = (THIR/THIRC)*100		
DATA SETS Measured		Total Qrdrs Processed Replacement Claims
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals		THIRC-Total # of Hardware Replacement Claims Required
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals		1
TOP		ODOT
TOP		1



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Replacment Required	THIRC
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	Replacment Required	1
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	

Commonwealth of Pennsylvania

AM-6.2 DHR



Defective Hardware Replacement (DHR) DATE		DHR Actual %
OBJECTIVE 100%		100%
The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.		
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time		
DATA SETS Measured		THIRC-Total # of Hardware Replacement Claims Required
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals		1
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals		ODOT
		1
		TOP

DATE	Customer RFQ #	DHR - Describe Issue/Queries/Problems	Form Requested	Replacement Date	Quote Total Price	Replacment Required	THIRC	Replacement on time
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	Replacment Required	1	YES
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		

Commonwealth of Pennsylvania

SM-01

Data Set Delivery (DSD) SERVICE

DDOT%
88%

OBJECTIVE 99%
The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth

FORMULA
On-Time Data Delivery (DDOT) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth; Total Orders Processed (TOP) = Total Number of orders processed; $DSD = (DDOT / TOP) * 100$

DATA SETS Measured

1. Equipment data file delivery date for each order for the reporting period
2. Equipment delivery date for each order during the reporting period
3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period
4. Total Orders Processed for the reporting period

Total DATA FILES submitted with dates	Total Equipment Delivery Date	DDOT-Total Orders Files Delivered in 2 days or less	TOP- Total Orders Processed During Period
8	ODOT		
TOP	8		
		7	
			8



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Equipment Delivery Date	Quote Total Price	Data File in 2 Days or Less		File Delivery Date
			Email			YES		
			Phone Call			NO		
			Fax			YES		
						YES		
						YES		
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		2/2/2017
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	1	2/8/2017
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		3/8/2017
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		4/6/2017
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		2/20/2017
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		3/1/2017
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		3/12/2017
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		3/15/2017

8

7

1

8

Commonwealth of Pennsylvania

SM-02



Data Set Integrity (DSI) Service				
				DDOT%
OBJECTIVE 99%				88%
The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth				
FORMULA				
Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance; Total Data Submissions (TDS) = Total number of data submission attempts to the customer; DSI = {(TDS – DER)/TDS}*100				
DATA SETS Measured				
	DER- Total DATA ERROR Resubmissions due to errors	TDS-Total DATA SUBMISSION	TDS-Total DATA SUBMISSION ATTEMPS	TDS - TotalDATA Submissions Processed During Period
1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period	1	ODOT		
2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance	TOP	1		
3. Total number of data submission attempts during the reporting period			1	8

DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Equipment Delivery Date	Quote Total Price	Data File in 2 Days or Less	# Resubmissions	File Delivery Date
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		2/2/2017
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	1	2/8/2017
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		3/8/2017
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		4/6/2017
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		2/20/2017
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		3/1/2017
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		3/12/2017
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		3/15/2017

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Commonwealth of Pennsylvania

Customer Satisfaction Rating (CSR)	
CSR Rating	
OBJECTIVE 15 or greater	25
The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	
FORMULA	
Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5). SCALE: 1=Poor, 2= Fair, 3 = Good, 4=Very Good, 5= Excellent; $CSR = C1(\text{Score}) + C2(\text{Score}) + C3(\text{Score}) + C4(\text{Score}) + C5(\text{Score})$	
DATA SETS Measured; Annual Customer Survey administered by OA will consist of the following categories:	
	Rating 1-5
C1: Staff Professionalism and Courteousness	5
C2: Responsiveness to customer inquiries, requests, and/or problems	5
C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices	5
C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery	5
C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems	5



APPENDIX B
Domestic Workforce Utilization Certification

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

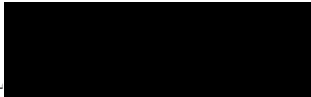
I, Vice President of Premier Systems Sales Ltd a Pennsylvania corporation or other legal entity, ("Contractor") located at 149 Inverness Drive, Blue Bell, PA 19422, having a Social Security or Federal Identification Number of 743078873, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

Attest or Witness:

Eileen Zaro 2/2/2017

Premier Systems Sales Ltd
Corporate or Legal Entity's Name

Authorized Signatory: 
Name/Title: Stephen Reese, Vice President, Solutions

Signature/Date

Eileen Zaro, President
Printed Name/Title

Signature/Date

Stephen Reese, VP Solutions
Printed Name/Title

APPENDIX F

COSTARS PROGRAM ELECTION FORM

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500 or \$500 for a Department of General Services Certified Small Business) at the beginning of each contract year and upon each contract renewal date.

Indicate below which Lot(s) the Bidder elects to sell the awarded items/services to COSTARS members, if awarded a contract:

- Lot 1, Desktops, Laptops and Ultra-Portable Laptops
- Lot 2, Tablets, Rugged Devices and Non-Traditional Desktops
- Lot 3, General IT Peripherals
- Lot 4, Apple Devices
- Lot 5, Server Hardware
- Lot 6, Storage Hardware

If you are a Department of General Services Certified Small Business, you must submit a copy of your active certification with your bid response.

Premier Systems Sales Ltd

Corporate or Legal Entity Name

Stephen Reese

Authorized Signature
Name/Title: Stephen



7/2/17

Signature/Date

Stephen Reese, VP Solutions

Printed Name/Title

APPENDIX I, LOBBYING CERTIFICATION FORM

**Certification for Contracts, Grants, Loans, and
Cooperative Agreements**

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

(1) No federal appropriated funds have been paid or will be paid, by or 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 any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any 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 contract, grant, loan, 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 subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

Authorized Signatory
Name (Print Last, First, Middle)


SIGNATURE: Stephen Reese

TITLE: VP Solutions

DATE: January 6, 2017

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application b. initial award c. post-award	3. Report Type: a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____				
4. Name and Address of Reporting Entity: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">Prime</td> <td style="width: 50%; border: none;">Subawardee</td> </tr> <tr> <td style="border: none;">NA</td> <td style="border: none;">Tier _____, if known :</td> </tr> </table> Congressional District, if known :	Prime	Subawardee	NA	Tier _____, if known :	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: NA Congressional District, if known :	
Prime	Subawardee					
NA	Tier _____, if known :					
6. Federal Department/Agency: NA	7. Federal Program Name/Description: NA CFDA Number, if applicable: _____					
8. Federal Action Number, if known : <input type="checkbox"/> <input type="checkbox"/>	9. Award Amount, if known : \$					
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): NA	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI): NA					
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature <small>Authorized Signature Name/Title/ Street</small> Print Name: <u>Stephen Reese VP</u> Title: _____ Telephone No.: <u>610-306-3175</u> Date: <u>2/6/17</u>					
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)				

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity 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 a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

Appendix K, Service Level Agreements

Service Performance Category		Account Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
AM-01	Customer Inquiry Response Time (CIRT)	The Contractor must return phone calls or respond to emails regarding initial request, queries, and problems within a maximum of four (4) business hours after a phone call is placed or an email is received.	95%	<p>Response Times (RT) = Total Number of responses to inquiries that are <= 4 Business hours by</p> <p>Total Inquiries (TI) = Total Number of Inquiries</p> <p>$CIRT = (RT/TI)*100$</p>	<ol style="list-style-type: none"> 1. Response times for all calls by type per reporting period 2. Annual cumulative average response times by type to date 3. Total number of inquiries by type 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-02	Quote Accuracy Consistency (QAC)	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.	99%	<p>Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors</p> <p>Total Quotes (TQ) = Total Number of Quotes</p> <p>$QAC = \{(TQ - QE)/TQ\}*100$</p>	<ol style="list-style-type: none"> 1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period 2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date 3. Total number of quotes processed per reporting period 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-03	Quote Delivery for Catalog Items (QDCI)	The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.	100%	<p>On-Time Catalog Item Quote Delivery (CIQD_{OT}) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day</p> <p>Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items</p> <p>$QDCI = (CIQD_{OT}/TCIQ)*100$</p>	<ol style="list-style-type: none"> 1. Total Number of quotes that consist of contractor catalog items 2. Total Number of quotes with contractor catalog items that are delivered on or before one (1) Business day per reporting period 3. Total Number of quotes with contractor catalog items that were not delivered on or before one (1) Business day per reporting period 4. Annual cumulative totals for QDCI that are not delivered on time 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All

Appendix K, Service Level Agreements

<p>AM-04.1</p>	<p>Order Delivery (OD)</p>	<p>The Contractor must make delivery within ten (10) business days after receipt of an order.</p>	<p>100%</p>	<p>On-Time Order Delivery (OD_{OT}) = Total Number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>OD = (OD_{OT}/ TOP)*100</p>	<ol style="list-style-type: none"> 1. Total number of orders processed within the reporting period 2. Total number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order during the reporting period 3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period 4. Annual cumulative total for orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order 	<p>Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator</p>	<p>2% Initial Credit. 1% additional per week. Capped at 10% total.</p>	<p>1,2,3,4</p>
<p>AM-04.2</p>	<p>Order Delivery (OD)</p>	<p>The Contractor must make delivery within one (1) business day of original promised delivery date.</p>	<p>100%</p>	<p>On-Time Order Delivery (OD_{OT}) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>OD = (OD_{OT}/ TOP)*100</p>	<ol style="list-style-type: none"> 1. Total number of orders processed within the reporting period 2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period 3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period 4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date 	<p>Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator</p>	<p>2% Initial Credit. 1% additional per week. Capped at 10% total.</p>	<p>5,6</p>

Appendix K, Service Level Agreements

AM-05	Invoice Receipt (IR)	The Contractor must provide invoices for all orders within sixty (60) days from the order date.	100%	<p>On-Time Invoice Receipt (OR_{OT}) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>IR = (OR_{OT}/ TOP)*100</p>	<ol style="list-style-type: none"> Total number of orders processed within the reporting period Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-06.1	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.	100%	<p>Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware</p> <p>Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time</p> <p>DHR = (THIR/THIRC)*100</p>	<ol style="list-style-type: none"> Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	1,2,3,4
AM-06.2	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.	100%	<p>Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware</p> <p>Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time</p> <p>DHR = (THIR/THIRC)*100</p>	<ol style="list-style-type: none"> Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	5,6

Appendix K, Service Level Agreements


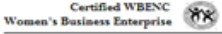

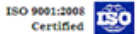
Service Performance Category		Service Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
SM-01	Data Set Delivery (DSD)	The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth	99%	<p>On-Time Data Delivery (DD_{OT}) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>$DSD = (DD_{OT} / TOP) * 100$</p>	<ol style="list-style-type: none"> 1. Equipment data file delivery date for each order for the reporting period 2. Equipment delivery date for each order during the reporting period 3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period 4. Total Orders Processed for the reporting period 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
SM-02	Data Set Integrity (DSI)	The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth	99%	<p>Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance</p> <p>Total Data Submissions (TDS) = Total number of data submission attempts to the customer</p> <p>$DSI = \{(TDS - DER) / TDS\} * 100$</p>	<ol style="list-style-type: none"> 1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period 2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance 3. Total number of data submission attempts during the reporting period 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All

Appendix K, Service Level Agreements

SM-03	Customer Satisfaction Rating (CSR)	The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	15	<p>Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5).</p> <p><u>Scale</u></p> <p>1 - Poor</p> <p>2 - Fair</p> <p>3 - Good</p> <p>4 - Very Good</p> <p>5 - Excellent</p> <p>CSR = C1(Score) + C2(Score) + C3(Score) + C4(Score) + C5(Score)</p>	<p>Annual Customer Survey administered by OA will consist of the following categories:</p> <p>C1: Staff Professionalism and Courteousness</p> <p>C2: Responsiveness to customer inquiries, requests, and/or problems</p> <p>C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices</p> <p>C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery</p> <p>C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems</p>	Annual Report or as directed by the OA Contract Administrator	N/A	All
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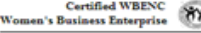

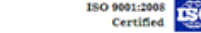
DASHBOARD SUMMARY PAGE: SAMPLE REPORT: Appendix K

AM-1

Commonwealth of Pennsylvania								
Customer Inquiry Response Time (CIRT)								
OBJECTIVE: 95%				CIRT Actual %				
				100%				
   								
DATA SETS Measured				Technical	Support Premier	Sales Premier	MFG Support	Quote Request
1. Response Times for all call by type /reporting period								
2. Annual Cumulative Average reponse times by type to date								
3. Total Number of Inquires by Type								

AM-2

Commonwealth of Pennsylvania			
Quote Accuracy Consistency (QAC)			
OBJECTIVE: 99%		QAC Actual %	
		100.00%	
The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.			
FORMULA			
Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors			
Total Quotes (TQ) = Total Number of Quotes QAC = $\{(TQ - QE)/TQ\} * 100$			
DATA SETS Measured			
	Total Quotes Processed or Resubmitted for QTR	Annual Total Quotes Processed or Resubmitted	Total Quotes Processed
1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period	0	QE	
2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date		0	TQ
3. Total number of quotes processed per reporting period			8

Commonwealth of Pennsylvania				
Quote Delivery for Catalog Items (QDCI)				
OBJECTIVE 100%	100%			
The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.				
   				
FORMULA				
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed $OD = (ODOT / TOP) * 100$				
DATA SETS Measured				
	Total Quotes Processed in Catalog	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time
On-Time Catalog Item Quote Delivery (CIQDOT) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day	6	QE		
Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items		6	TQ	
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period			6	
4. Annual cumulative totals for QDCI that are not delivered on time				0

	Commonwealth of Pennsylvania			
AM-4	Order Delivery (OD)			
	QD Actual %			
	OBJECTIVE 100%	100%		
	The Contractor must make delivery within ten (10) business days after receipt of an order.			
	FORMULA			
	On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed $OD = (ODOT / TOP) * 100$			
	DATA SETS Measured			
	Total Orders Processed in Reporting Period	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time 10 Days
	8	ODOT		
	TOP	8	TQ	
			0	
				8



0 Commonwealth of Pennsylvania

AM-4.2

Order Delivery (OD)				
				QD Actual %
OBJECTIVE 100%				100%
The Contractor must make delivery within ten (10) business days after receipt of an order.				
FORMULA				
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date; Total Orders Processed (TOP) = Total Number of orders processed; OD = (ODOT/ TOP)*100				
DATA SETS Measured				
	Total Orders Processed in Reporting Period	Total # of Quotes delivered on time: 1 Day	Total Orders Not Delivered On Time: 2 or More days	Annual Cumulative total not delivered on time 1Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period	TOP	8	TQ	
3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period			0	
4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date				0

Commonwealth of Pennsylvania

Invoice Receipt (IR)				
				QD Actual %
OBJECTIVE 100%				#REF!
The Contractor must provide invoices for all orders within sixty (60) days from the order date.				
FORMULA				
On-Time Invoice Receipt (OROT) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period; Total Orders Processed (TOP) = Total Number of orders processed; IR = (OROT/ TOP)*100				
DATA SETS Measured				
	Total Qrds Processed in Reporting Period	Total # of Invoices delivered on time 60 Days	Total Invoice Not Delivered On Time: 60 Days	Annual Cumulative total Invoices not delivered on time 60 Days
1. Total number of orders processed within the reporting period	#REF!	ODOT		
2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period	TOP	0	TQ	
3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period			0	
4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date				0

Commonwealth of Pennsylvania

DEFECTIVE HARDWARE PROCESS		
		DHR Actual %
OBJECTIVE 100%		#DIV/0!
The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.		
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time; DHR = (THIR/THIRC)*100		
DATA SETS Measured		
	Total Qrds Processed Replacement Claims	THIRC-Total # of Hardware Replacement Claims Required
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals	0	ODOT
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals	TOP	0



Defective Hardware Replacement (DHR) DATE

DHR Actual %

Women's B

OBJECTIVE 100%

100%

The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.

FORMULA

Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time

DATA SETS Measured

Total Qrders Processed Replacement Claims	THIRC-Total # of Hardware Replacement Claims Required
1	ODOT
TOP	1

1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals


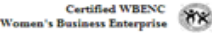


2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals

SM-01

Commonwealth of Pennsylvania				
Data Set Delivery (DSD) SERVICE				
	DDOT%			
OBJECTIVE 99%	88%			
The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth				
FORMULA				
On-Time Data Delivery (DDOT) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth; Total Orders Processed (TOP) = Total Number of orders processed; $DSD = (DDOT / TOP) * 100$				
DATA SETS Measured				
	Total DATA FILES submitted with dates	Total Equipment Delivery Date	DDOT-Total Orders Files Delivered in 2 days or less	TOP- Total Orders Processed During Period
1. Equipment data file delivery date for each order for the reporting period	8	ODOT		
2. Equipment delivery date for each order during the reporting period	TOP	8		
3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period			7	
4. Total Orders Processed for the reporting period				8



SM-02

Commonwealth of Pennsylvania					
Data Set Integrity (DSI) Service					
   					
		DDOT%			
OBJECTIVE 99%		88%			
The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth					
FORMULA					
Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance; Total Data Submissions (TDS) = Total number of data submission attempts to the customer; $DSI = \{(TDS - DER)/TDS\} * 100$					
DATA SETS Measured		DER- Total DATA ERROR Resubmissions due to errors	TDS-Total DATA SUBMISSION	TDS-Total DATA SUBMISSION ATTEMPS	TDS - TotalDATA Submissions Processed During Period
1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period		1	ODOT		
2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance		TOP	1		
3. Total number of data submission attempts during the reporting period				1	8

SM3

Commonwealth of Pennsylvania	
Customer Satisfaction Rating (CSR)	
CSR Rating	
OBJECTIVE 15 or greater	
The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	
FORMULA	
Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5). SCALE: 1=Poor, 2= Fair, 3 = Good, 4=Very Good, 5= Excellent; $CSR = C1(\text{Score}) + C2(\text{Score}) + C3(\text{Score}) + C4(\text{Score}) + C5(\text{Score})$	
DATA SETS Measured; Annual Customer Survey administered by OA will consist of the following categories:	
Rating 1-5	
C1: Staff Professionalism and Courteousness	5
C2: Responsiveness to customer inquiries, requests, and/or problems	5
C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices	5
C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery	5
C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems	5

Commonwealth of Pennsylvania

Customer Inquiry Response Time (CIRT)
OBJECTIVE: 95%
The Contractor must return phone calls or respond to emails regarding initial request, queries, and problems within a maximum of four (4) business hours after a phone call is placed or an email is received.
FORMULA
Response Times (RT) = Total Number of responses to inquiries that are <= 4 Business hours by Total Inquiries (TI) = Total Number of Inquiries; CIRT=(RT/TI)*100
DATA SETS Measured
1. Response Times for all call by type /reporting period 2. Annual Cumulative Average reponse times by type to date 3. Total Number of Inquires by Type Technical; Support; Sales;

CIRT Actual %

100%



Formulas needed in yellow

DATA SETS Measured	Technical	Support Premier	Sales Premier	MFG Support	Quote Request
1. Response Times for all call by type /reporting period					
2. Annual Cumulative Average reponse times by type to date					
3. Total Number of Inquires by Type					
Technical; Support; Sales;					

DATE	Call Type	Describe Issue/Queries/Problems	Form Requested	Contact Name	Phone ###-###-####	Email	Response Time
1/2/2017	Support Premier	requested meeting	Email	Jim Smith		jsmith@xxx.gov	<4 HRS
1/15/2017	Technical	Techniccal question	Phone Call	Bill jones	555-555-1212		<4 HRS
1/23/2017	Sales Premier	requested meeting	Email	Bob Hughes		bhughes@xxx.gov	<4 HRS
1/23/2017	MFG Support	Refer to Manufacturer support	Phone Call	Bob Boyes	555-555-1234		<4 HRS
1/30/2017	Quote Request	quote for 10 servers	Email	Jim Smith		jsmith@xxx.gov	<4 HRS
5	TI						5

Commonwealth of Pennsylvania



Quote Accuracy Consistency (QAC)		QAC Actual %	
OBJECTIVE: 99%		100.00%	
The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.			
FORMULA			
Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors Total Quotes (TQ) = Total Number of Quotes QAC = $\{(TQ - QE)/TQ\} * 100$			
DATA SETS Measured			
	Total Quotes Processed or Resubmitted for QTR	Annual Total Quotes Processed or Resubmitted	Total Quotes Processed
1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period	0	QE	
2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date		0	TQ
3. Total number of quotes processed per reporting period			8

Inquiry Date	Customer RFQ #	Describe Requirements to Quote	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	# Times Quote resubmitted
1/2/2017	a103	Products and services	1/5/2017	\$ 25,000.00	YES	
8-Jan	a106	hardware	1/9/2017	\$ 50,000.00	YES	
1/6/2017	a107	consulting	1/7/2017	\$ 10,000.00	YES	
2/1/2017	a234	software	2/2/2017	\$ 40,000.00	YES	
2/4/2017	w345	hardware	2/5/2017	\$ 5,000.00	YES	
3/6/2017	235w	software	3/8/2017	\$ 16,000.00	YES	
4/1/2017	456y	consulting	4/6/2017	\$ 20,000.00	YES	
4/5/2017	erty	hardware				

8

0

Commonwealth of Pennsylvania

Quote Delivery for Catalog Items (QDCI)



OBJECTIVE 100%

100%

The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.

FORMULA

On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed $OD = (ODOT / TOP) * 100$

DATA SETS Measured

	Total Quotes Processed in Catalog	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time
On-Time Catalog Item Quote Delivery (CIQDOT) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day	6	QE		
Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items		6	TQ	
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period			6	
4. Annual cumulative totals for QDCI that are not delivered on time				0

DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<1 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	<1 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<1 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	<2 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<1 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<1 Day	
6	TQ					TQ	6	0

Commonwealth of Pennsylvania

AM-4

Order Delivery (OD)		QD Actual %			
OBJECTIVE 100%		100%			
The Contractor must make delivery within ten (10) business days after receipt of an order.					
FORMULA					
On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on; or within ten (10) business days after receipt of an order; Total Orders Processed (TOP) = Total Number of orders processed OD = (ODOT/ TOP)*100					
DATA SETS Measured					
		Total Orders Processed in Reporting Period	Total # of Quotes delivered on time	Total Orders Not Delivered On Time	Annual Cumulative total not delivered on time 10 Days
1. Total number of orders processed within the reporting period		8	ODOT		
2. Total number of orders in which the contractor makes delivery on or within ten (10) business days after receipt of an order during the reporting period		TOP	8	TQ	
3. Total number of orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order during the reporting period			0		
4. Annual cumulative total for orders in which the contractor did not make delivery on or within ten (10) business days after receipt of an order					8



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Quote Submitted Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<10 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	yes	<10 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<10 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	>11 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<10 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<10 Day	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	<10 Day	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	<10 Day	

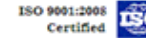
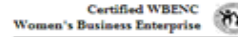
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8

0

Commonwealth of Pennsylvania

AM-4.2



Order Delivery (OD)

QD Actual %

OBJECTIVE 100%

100%

The Contractor must make delivery within ten (10) business days after receipt of an order.

FORMULA

On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date; Total Orders Processed (TOP) = Total Number of orders processed; OD = (ODOT/ TOP)*100

DATA SETS Measured

	Total Qrdrs Processed in Reporting Period	Total # of Quotes delivered on time: 1 Day	Total Orders Not Delivered On Time: 2 or More days	Annual Cumulative total not delivered on time 1Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period	TOP	8	TQ	
3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period			0	
4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date				0

Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Order Delivered 1 Day Y/N	Late Delivery Dates >2 Days
a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	0
w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	YES	0
235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	0
456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	yes	0
erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	0
8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	0
w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	0
e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	0
						0
						0

8

8

0

Commonwealth of Pennsylvania

AM-5

Invoice Receipt (IR)

QD Actual %
100%

OBJECTIVE 100%

The Contractor must provide invoices for all orders within sixty (60) days from the order date.

FORMULA
 On-Time Invoice Receipt (OROT) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period; Total Orders Processed (TOP) = Total Number of orders processed; IR = (OROT / TOP)*100

DATA SETS Measured

	Total Orders Processed in Reporting Period	Total # of Invoices delivered on time 60 Days	Total Invoice Not Delivered On Time: 60 Days	Annual Cumulative total Invoices not delivered on time 60 Days
1. Total number of orders processed within the reporting period	8	ODOT		
2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period	TOP	8	TQ	
3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period			0	
4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date				8



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Invoice Submitted before 60 days Y/N	Delivery Response Time	Late Delivery Dates
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	<10 Day	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	YES	<10 Day	
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	<10 Day	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	>11 Days	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	<10 Day	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	<10 Day	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	<10 Day	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	<10 Day	

Commonwealth of Pennsylvania

AM-6 DHR

Defective Hardware Replacement (DHR)		DHR Actual %
OBJECTIVE 100%		100%
The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.		
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time; $DHR = (THIR/THIRC)*100$		
DATA SETS Measured		Total Qrders Processed Replacement Claims
THIRC-Total # of Hardware Replacement Claims Required		THIRC-Total # of Hardware Replacement Claims Required
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals		1
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals		ODOT
		TOP
		1



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Date Quote Submitted	Quote Total Price	Replacment Required	THIRC
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES	
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	Replacment Required	1
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES	
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES	
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES	
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES	
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES	
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES	

8

1

Commonwealth of Pennsylvania

AM-6.2 DHR



Defective Hardware Replacement (DHR) DATE		DHR Actual %
OBJECTIVE 100%		100%
The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.		
FORMULA		
Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware; Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time		
DATA SETS Measured		THIRC-Total # of Hardware Replacement Claims Required
1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals		1
2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals		ODOT
		1
		TOP

DATE	Customer RFQ #	DHR - Describe Issue/Queries/Problems	Form Requested	Replacement Date	Quote Total Price	Replacment Required	THIRC	Replacement on time
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	Replacment Required	1	YES
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		

Commonwealth of Pennsylvania

SM-01

Data Set Delivery (DSD) SERVICE

DDOT%
88%

OBJECTIVE 99%
The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth

FORMULA
On-Time Data Delivery (DDOT) = Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth; Total Orders Processed (TOP) = Total Number of orders processed; $DSD = (DDOT / TOP) * 100$

DATA SETS Measured

1. Equipment data file delivery date for each order for the reporting period
2. Equipment delivery date for each order during the reporting period
3. Total number of orders in which the equipment data was provided within two (2) business days after actual equipment delivery for each order during the reporting period
4. Total Orders Processed for the reporting period

Total DATA FILES submitted with dates	Total Equipment Delivery Date	DDOT-Total Orders Files Delivered in 2 days or less	TOP- Total Orders Processed During Period
8	ODOT		
TOP	8		
		7	
			8



DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Equipment Delivery Date	Quote Total Price	Data File in 2 Days or Less		File Delivery Date
			Email			YES		
			Phone Call			NO		
			Fax			YES		
						YES		
						YES		
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		2/2/2017
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	1	2/8/2017
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		3/8/2017
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		4/6/2017
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		2/20/2017
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		3/1/2017
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		3/12/2017
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		3/15/2017

8

7

1

8

Commonwealth of Pennsylvania

SM-02



Data Set Integrity (DSI) Service				
				DDOT%
OBJECTIVE 99%				88%
The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth				
FORMULA				
Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance; Total Data Submissions (TDS) = Total number of data submission attempts to the customer; DSI = {(TDS - DER)/TDS}*100				
DATA SETS Measured				
	DER- Total DATA ERROR Resubmissions due to errors	TDS-Total DATA SUBMISSION	TDS-Total DATA SUBMISSION ATTEMPS	TDS - TotalDATA Submissions Processed During Period
1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period	1	ODOT		
2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance	TOP	1		
3. Total number of data submission attempts during the reporting period			1	8

DATE	Customer RFQ #	Describe Issue/Queries/Problems	Form Requested	Equipment Delivery Date	Quote Total Price	Data File in 2 Days or Less	# Resubmissions	File Delivery Date
1/2/2017	a234	4 servers	Email	2/2/2017	\$ 40,000.00	YES		2/2/2017
1/15/2017	w345	2 servers	Phone Call	2/5/2017	\$ 5,000.00	NO	1	2/8/2017
1/23/2017	235w	4servers	Email	3/8/2017	\$ 16,000.00	YES		3/8/2017
1/23/2017	456y	7servers	Phone Call	4/6/2017	\$ 20,000.00	YES		4/6/2017
1/30/2017	erty	quote for 10 servers	Email	2/20/2017	\$ 50,000.00	YES		2/20/2017
3/1/2017	8765	4 servers	Email	3/1/2017	\$ 20,000.00	YES		3/1/2017
3/12/2017	w2345	2 servers	Email	3/12/2017	\$ 40,000.00	YES		3/12/2017
3/15/2017	e3456	3 servers	Email	3/15/2017	\$ 60,000.00	YES		3/15/2017

8

7

1

8

Commonwealth of Pennsylvania

Customer Satisfaction Rating (CSR)	
CSR Rating	
OBJECTIVE 15 or greater	25
The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	
FORMULA	
Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5). SCALE: 1=Poor, 2= Fair, 3 = Good, 4=Very Good, 5= Excellent; $CSR = C1(\text{Score}) + C2(\text{Score}) + C3(\text{Score}) + C4(\text{Score}) + C5(\text{Score})$	
DATA SETS Measured; Annual Customer Survey administered by OA will consist of the following categories:	
	Rating 1-5
C1: Staff Professionalism and Courteousness	5
C2: Responsiveness to customer inquiries, requests, and/or problems	5
C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices	5
C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery	5
C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems	5



Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Premier Systems Sales Ltd

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
5 - Server Hardware		\$ 4,562,172
6 - Storage Hardware		\$ 10,776,899

Commonwealth of Pennsylvania
 IT Hardware RFP
 Cost Proposal Response Template
 Lot 5: Servers and Associated Services, Options, & Upgrades

Please note cells below will be automatically populated based on pricing entered further down on this tab. Please be sure to scroll all the way down.

Device	Total Cost
Best Value Configuration Low End Server	\$ 146,240.36
Best Value Configuration Medium End Server	\$ 512,990.46
Best Value Configuration High End Server 1A	\$ 1,874,362.39
Best Value Configuration High End Server 1B	\$ 1,399,896.55
Non-Best Value Low End Server	\$ 23,438.14
Non-Best Value Medium End Server	\$ 69,106.32
Non-Best Value High End Server	\$ 214,075.16
Products - Total	\$ 4,240,109.37
Services - Total	\$ 322,062.41
Product & Services - Grand Total	\$ 4,562,171.78

Offeror Name: Premier Systems Sales Ltd

Instructions: Please provide the Manufacturer's published list price and your proposed discount for each of the Best Value Configurations listed below. The Commonwealth will also need access to pricing for items outside these best value configurations. Therefore, please also provide a discount off list for non-best value configurations, and for evaluation purposes, apply that discount to the list prices for the sample "non-best value configurations" provided below. **This non-best value discount will apply to all server products outside of the best value configurations.**

Service Level Definitions: See Section IV-2, E-4 of the RFP for Service Level Definitions

- Basic - 99.9% Availability, 2 Day On-site parts and/or labor dispatch — standard response - provision of parts and/or labor on-site support within 48 hours after completion of phone-based troubleshooting
- Enhanced - 99.99% Availability, Next Business Day On-site parts and/or labor dispatch — accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting
- Critical - 99.999% Availability, Mission-critical response with 4-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

Lot 5 - Servers - Best Value Configurations

Best Value Low End Server									
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)	
Manufacturer	Hewlett-Packard Enterprise			\$ 5,427.00	Basic	25	57%	\$ 2,330.82	
Model Number	HPE Proliant DL20				Enhanced	25	57%	\$ 2,336.76	
Processor (CPU) Type	1 x Intel Xeon E3-1220 3.1 GHz	x			Critical	25	51%	\$ 2,644.44	
Operating System (OS)	None Installed	x							
	8 GB Memory	x							
Storage	2 x 2 TB 7.2k SATA G25S HDD	x							
RAID	RAID w/ 1 GB Flash RAID 1 Capable	x	HPE Smart Array P440/2G Controller						
Optical Drive	DVD ROM	x							
Network	1 x 1GbE BaseT	x							
HBA (Host Bus Adapter)									
Self Cleansing Capabilities	Required	x							
Redundant Power	Optional	x							
Management Module	Required	x							
Warranty	4 years; Keep Your Hard Drive	x							
Hard Drive									
Flash									
Total Cost							5		182,800.45



Best Value Medium End Server								
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, If Higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett-Packard Enterprise			\$ 20,334.00	Basic	25	60%	\$ 8,036.15
Model Number	HPE ProLiant DL380				Enhanced	25	60%	\$ 8,062.04
Processor (CPU) Type	2 x Intel Xeon E5-2630 2.4 GHz	x	2xintel Xeon E5-2640v4		Critical	25	53%	\$ 9,551.33
Operating System	None Installed	x						
(RAM)	256 GB Memory	x						
Storage	3 x 200 GB SSD	x						
RAID	RAID w/ 1 GB Flash RAID 5 Capable	x	HPE Smart Array P440ar/2G Controller					
Optical Drive	DVD ROM	x						
Network	4 x 1GbE BaseT	x						
HBA (Host Bus Adapter)	2 x Qlogic 8Gb Single-port HBA	x						
Self Cleansing Capabilities	Required	x						
Redundant Power	Required	x						
Management Module	Required	x						
Warranty	4 years; Keep Your Hard Drive	x						
Hard Drive								
Flash								
Total Cost							5	641,238.08



Best Value High End Server 1A									
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)	
Manufacturer	Hewlett-Packard Enterprise			\$ 66,487.00	Basic	25	54%	\$	30,407.20
Model Number	HPE Proliant DL580				Enhanced	25	54%	\$	30,446.24
Processor (CPU) Type	4 x Intel Xeon E7-4850 2.2GHz	x			Critical	25	51%	\$	32,864.68
Operating System	None Installed	x							
(RAM)	1 TB Memory	x							
Storage	8 GB USB or better Memory Key For VMware ESXI 6	x							
Raid									
Optical Drive									
Network	4 x 10GbE BaseT adapters	x							
HBA (Host Bus Adapter)	2 x Qlogic 8Gb Dual-port HBA	x							
Self Cleansing Capabilities	Required	x							
Redundant Power	Required	x							
Management Module	Required	x							
Warranty	4 years; Keep Your Hard Drive	x							
Hard Drive									
Flash									
Total Cost								\$	2,342,952.99

Best Value High End Server 1B								
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett-Packard Enterprise			\$ 58,765.00	Basic	25	63%	\$ 21,934.44
Model Number	HPE ProLiant DL580				Enhanced	25	63%	\$ 22,019.35
Processor (CPU) Type	4 x Intel Xeon E7-4809 2.0GHz	x			Critical	25	56%	\$ 26,041.04
Operating System	None Installed	x						
(RAM)	512 GB RAM	x						
Storage								
RAID	RAID w/ 1 GB Flash RAID 1 Capable	x						
Optical Drive								
Network	2 x 10Gb BaseT	x						
HBA (Host Bus Adapter)	2 x Ologic 8Gb Dual-port HBA	x						
Self Cleansing Capabilities	Required	x						
Redundant Power	Required	x						
Management Module	Required	x						
Warranty	4 years, Keep Your Hard Drive	x						
Hard Drive	2 x 800GB SSD	x						
Flash	2 x 1.6 Tb Flash Adapter	x						
Total Cost								\$ 1,749,870.69

Lot 5 - Servers - Non Best Value Configurations

Discount Off List for All Other Low End Servers 20%

Non-Best Value Low End Server									
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)	
Manufacturer	Hewlett-Packard Enterprise			\$ 3,093.00	Basic	25	53%	\$ 1,447.13	
Model Number	HPE ProLiant DL20				Enhanced	25	53%	\$ 1,458.47	
Processor (CPU) Type	Intel Xeon ES-1200v2 3.10GHz	x			Critical	25	42%	\$ 1,782.02	
Operating System (RAM)	None Installed	x							
	8GB Memory	x							
Hard Drive	100 GB Hard Drive, Onboard SATA	x							
Optical Drive 1	DVD Writer	x							
Self Cleansing Capabilities	Required	x							
Warranty	4 years; Keep Your Hard Drive	x							
Total Cost								\$	117,190.69

Discount Off List for All Other Medium End Servers 20%

Non-Best Value Medium End Server

Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett-Packard Enterprise			\$ 9,818.00	Basic	25	56%	\$ 4,304.68
Model Number	HPE Proliant DL180				Enhanced	25	56%	\$ 4,341.29
Processor (CPU) Type	Intel Xeon E5-2407 2.2GHz	x	Intel Xeon E5-223v4		Critical	25	47%	\$ 5,175.30
Operating System (RAM)	None Installed 128GB Memory	x x						
Hard Drive	100 GB Hard Drive, Onboard SATA	x						
Optical Drive 1	DVD Writer	x						
Self Cleansing Capabilities	Required	x						
Warranty	4 years; Keep Your Hard Drive	x						
Total Cost								\$ 345,531.58



Discount Off List for All Other High End Servers 20%

Non-Best Value High End Server									
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)	
Manufacturer	Hewlett-Packard Enterprise			\$ 31,085.00	Basic	25	57%	\$	13,413.70
Model Number	HPE Proliant DL580				Enhanced	25	57%	\$	13,452.74
Processor (CPU) Type	4 x Intel Xeon E7-4809 2.0GHz	x			Critical	25	49%	\$	15,948.59
Operating System	None Installed	x							
(RAM)	256GB Memory	x							
Hard Drive	100 GB Hard Drive, Onboard SATA	x	200GB 6G SATA MU-2 5FF 3C S50						
Optical Drive 1	DVD Writer	x							
Self Cleansing Capabilities	Required	x							
Warranty	4 years; Keep Your Hard Drive	x							
Total Cost								\$	1,070,375.78

Lot 5 - Accessibility Needs

Instructions for Offerors: Please describe the accessibility options you have available that are applicable to Lot 5. Please provide Lot-specific services and options available and the corresponding description and cost per service and / or option.

Accessibility Needs		
Accessibility Services / Options	Description	Cost

Lot 5 - Consumption Based Pricing

Instructions for Offerors: Please describe the consumption based pricing model you have available that is applicable to Lot 5. Please provide Lot-specific detail on your ability to accommodate this model.

Consumption Based Pricing Model		
Consumption Based Pricing Model Proposed	Description	Cost
HPE Global Flexible Capacity	Pay per use converged infrastructure (storage, servers, & networking). Pricing varies based upon configurations.	TBD

Commonwealth of Pennsylvania
 IT Hardware RFP
 Cost Proposal Response Template
 Lot 6: Storage and Associated Services, Options, & Upgrades

Please note cells below will be automatically populated based on pricing entered further down on this tab. Please be sure to scroll all the way down.

Device	Total Cost
Best Value Storage	\$ 2,791,074.00
Best Value Object Based Storage	\$ 2,791,074.00
Best Value Block Storage	\$ 2,791,074.00
Non-Best Value Storage	\$ 617,209.24
Non-Best Value Object Based Storage	\$ 617,209.24
Non-Best Value Block Storage	\$ 617,209.24
Products - Total	\$ 10,255,119.70
Services - Total	\$ 621,779.34
Product & Services - Grand Total	\$ 10,776,899.04

Offeror Name: Premier Systems Sales Ltd

Instructions: Please provide the Manufacturer's published list price and your proposed discount for each of the Best Value Configurations listed below. The Commonwealth will also need access to pricing for items outside these best value configurations. Therefore, please also provide a discount off list for non-best value configurations, and for evaluation purposes, apply that discount to the list prices for the sample "non-best value configurations" provided below. **This non-best value discount will apply to all storage products outside of the best value configurations.**

Service Level Definitions: See Section IV-2, F.4 of the RFP for Service Level Definitions

- Basic - 99.9% Availability, 2 Day On-site parts and/or labor dispatch - standard response - provision of parts and/or labor on-site support within 48 hours after completion of phone-based troubleshooting.
- Enhanced - 99.99% Availability, Next Business Day On-site parts and/or labor dispatch - accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- Critical - 99.999% Availability, Mission-critical response with 4-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

Lot 6 - Storage - Best Value Configurations

Best Value Storage						
Component	Minimum Requirements	Confirmation that your spec meets the minimum requirement (Y/N)	Actual Spec Proposed, if Higher	Unit Price	Service Level	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett Packard Enterprise			\$ 67,592.00	Basic	
Model Number	HPE 87400-0000				Enhanced	
Hard Drive	146 GB 5.25" 9MM Hot-Swap Fiber Channel	x	600 GB 5.25" 9MM		21	53.30%
Configured Disk Space	4 TB (RAID 5) with at least 1 hot spare	x	4.05 TB (RAID5) with distributed spare space		21	52.70%
Storage Controller Interface	Fiber (0) Port 8 Gb/sec Fiber Channel Interface	x	4" 16 Gb/sec Fiber Channel		21	51.60%
Fiber Channel Switch	Switch(es) to support Twenty (20) 4 Gb/sec ports	x	96" 16 Gb/sec ports (on 2 SAN switches)			
Fiber Cables	Twenty (20) - 5 Meter Fiber Channel Cables	x				
Software	Base operating software included or no charge	x				
Functional	Switch Port Count Scale - scalability from 20 to 64 ports without any performance impact	x	96" 16 Gb/sec ports (on 2 SAN switches)			
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standard based) hardware (drive / disk) will be supported within the fabric switches	x				
Functional	Redundant hardware architecture	x				
Functional	Ability to support 146 GB, 300 GB, and larger drives as they become available of both 10,000 RPM or 15,000 RPM speeds	x				
Functional	Hard drive size interim capability within the storage subsystem	x				
Functional	Write cache backup integrity and dual copy (battery backed cache)	x				
Functional	Support for RAID 3, 5, and 6	x				
Warranty	4 years, Keep Your Drive Drive	x				
				Total Cost	5	3,488,842.50

Best Value Object Based Storage								
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett-Packard Enterprise			\$ 57,550.00	Basic	25	5.50%	\$ 54,374.51
Model Number	HPE 8740L x35600000				Enhanced	25	5.20%	\$ 46,160.67
Hard Drive	3.6L GB 15,000 RPM and dual fiber channel	X	600 GB 15k rpm		Critical	25	5.10%	\$ 47,818.11
Configured Disk Space	4 TB (RAID 5) with at least 1 hot spare	X	4.05 TB (RAID5) with distributed spare space					
Storage Controller Interface	Four (4) Port 8 Gb/sec Fiber Channel Interface	X						
Fiber Channel Switch	Switches to support Twenty (20) x 8Gb/sec ports	X	4 x 16 Gb/sec Fiber Channel					
Fiber Cables	Twenty (20) - 5 Meter Fiber Channel Cables	X	96" 16 Gb/sec ports (or 4 SDR switches)					
Software	Fibre operations software included at no charge	X						
Functional	Switch Port Count Scale - scalability from 20 to 64 ports without any performance impact	X	96" 16 Gb/sec ports (or 2 SAN switches)					
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standards based) hardware (tape / disk) will be supported within the fabric switches	X						
Functional	Redundant hardware architecture	X						
Functional	Ability to support 16k GB, 30k GB, and larger drives as they become available of both 10,000 RPM or 15,000 RPM speeds	X						
Functional	Hard drive size interim capability within the storage subsystem	X						
Functional	Write cache backup integrity and dual copy (battery backed cache)	X						
Functional	Support for RAID 3, 5, and 10	X						
Warranty	4 years, Keep Your Hard Drive	X						
				Total Cost				\$ 3,488,842.52

Best Value Block Storage

Best Value Block Storage								
Component	Minimum Requirements	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher	List Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)
Manufacturer	Hewlett Packard Enterprise			\$ 97,950.00	Basic			
Model Number	HP 8740L 8740L + 2740000				Enhanced	25	12.70%	\$ 85,574.53
Hard Drive	146 GB 15,000 RPM hot-swap 3.5-inch	X	600 GB 15k rpm		Global	25	15.10%	\$ 74,819.13
Configured Disk Space	4 TB (RAID-5) with at least 1 hot spare	X	4.05 TB (RAID5) with distributed spare space					
Storage Controller Interface	Four 24 Port 8 Gb/sec Fiber Channel interface	X	4 24 Port 8 Gb/sec Fiber Channel					
Fiber Channel Switch	Switches to support Twenty (20) 4 Gb/sec ports	X	8 4 Gb/sec Fiber Channel					
Fiber Cables	Twenty (20) - 5 Meter Fiber Channel Cables	X	80 4 Gb/sec ports (on 2 SAN switches)					
Software	Four-year license software included at no charge	X						
Functional	Switch Port Count Scale - scalability from 20 to 64 ports without any performance impact	X	96 4 Gb/sec ports (on 2 SAN switches)					
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standards based) hardware (tape / disk) will be supported within the fabric switches	X						
Functional	Redundant hardware architecture	X						
Functional	Ability to support 1.46 GB, 300 GB, and larger drives as they become available (up to 11,000 RPM or 11,000 RPM speeds)	X						
Functional	Hard drive size increase capability within the storage subsystem	X						
Functional	Write cache backup integrity and dual-copy (battery backed cache)	X						
Functional	Support for RAID 3, 5, and 10	X						
Warranty	4 years, Keep Your Hard Drive	X						
				Total Cost				\$ 1,488,843.50

Lot 6 - Storage - Non Best Value Configurations

Discount Off List for All Other Storage		20%		Non-Best Value Storage						
Component	Minimum Requirements	Confirmation that your spec meets the minimum requirement ("X")	Actual Spec Proposed, if higher	Unit Price	Service Level	Volume	Discount %	Discounted Unit Price (automatically calculated)		
Manufacturer	Hewlett-Packard Enterprise			\$ 15,870.00	Basic	21	11.80%	\$ 14,107.54		
Model Number	HPE SPAR 8200 - 5N00000				Enhanced	21	11.88%	\$ 14,214.09		
Hard Drive	146 GB, 10,000 RPM, Hot-Swap Fiber Channel	x	600 GB, 15K rpm		Critical	21	10.02%	\$ 49,937.83		
Configured Disk Spare	2 TB (RAID 5) with at least 1 hot spare	x	2.41 TB (RAID5) with distributed spare space							
Storage Controller Interface	Four (4) Port 8 Gbps Fiber Channel Interface	x	4 x 16 Gbps Fiber Channel							
Fiber Channel Switch	Switch(es) to support Twenty (20) 4 GB/sec ports	x	96 " 16 GB/sec ports (on 2 SAN switches)							
Fiber Cables	Twenty (20) - 5 Meter Fiber Channel Cables	x								
Software	All proprietary software required to operate and manage the SAN in a Microsoft Windows or Linux server environment	x								
Functional	Switch Port Count Scale - scalability from 30 to 64 ports without any performance impact	x	96 " 16 GB/sec ports (on 2 SAN switches)							
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standard based) hardware (tape / disk) will be supported within the fabric switches	x								
Functional	Redundant hardware architecture	x								
Functional	Ability to support 146 GB, 300 GB, and larger drives as they become available of both 10,000 RPM or 15,000 RPM speeds	x								
Functional	Hard drive slip-in/insert capability within the storage subsystem	x								
Functional	Write cache backup integrity and dual copy (battery backed cache)	x								
Functional	Support for RAID 1, 5, and 10	x								
Functional	Base operating software included at no charge	x								
Volume	4 years, Next-Year Hard Drive									
					Total Cost	3		3,436,406.21		

Discount Off List for All Other Object Based Storage

Non-Best Value Object Based Storage									
Component	Minimum Requirements	Confirmation that your quote meets this Minimum Requirement ("X")	Actual Spec. Provided, if Higher	List Price	Trade Level	Volume	Discount %	Discounted Price (Automatically calculated)	
Manufacturer	Hewlett-Packard Enterprise			\$	Basic	25	51.89%	\$	45,907.51
Model Number	HPE 8P481200 + 5100008			\$	Enhanced	25	51.89%	\$	45,234.09
Hard Drive	146 GB 10,000 RPM Hot-Swap Fiber channel	x	600 GB 10K rpm		Critical	25	50.02%	\$	42,917.81
Configured Disk Space	2 TB (RAID 5) with at least 1 hot spare	x	2.45 TB (RAID5) with distributed spare space						
Storage Controller Interface	Four 64 Port 8 Gbps Fiber Channel Interface	x	4 x 16 Gbps Fiber Channel						
SCSI	Switched to support Twenty (20) 4 Gbps ports	x	96 * 16 Gbps ports (on 2 SAN switches)						
Fiber Cables	Twenty (20) 5 Meter Fiber Channel Cables	x							
Software	All proprietary software required to operate and manage the SAN in a Microsoft Windows or Linux server environment	x							
Functional	Switch Port Count Scale - scalability from 20 to 64 ports without any performance impact	x	96 * 16 Gbps ports (on 2 SAN switches)						
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standards based) hardware (tape / disk) will be supported within the fabric switches	x							
Functional	Redundant hardware architecture	x							
Functional	Ability to support 146 GB, 300 GB, and larger drives as they become available of both 10,000 RPM or 15,000 RPM speeds	x							
Functional	Hard drive size interim capability within the storage subsystem	x							
Functional	Write cache backup integrity and dual copy (battery backed cache)	x							
Functional	Support for RAID 1, 3, and 10	x							
Functional	Base operating software included at no charge	x							
Warranty	4 years, Next Business Day	x							
				Total Cost				\$	3,135,495.59



Discount Off List for All Other Block Storage 20%

Non-Best Value Block Storage									
Component	Minimum Requirements	Confirmation that your spec meets the minimum requirement ("X")	Actual Spec Proposed, if Higher	List Price	Service Level	Volume	Discount %	Discounted Price (Automatically calculated)	
Manufacturer	Hewlett Packard Enterprise			\$ 35,870.00	Basic	25	51.83%	\$	41,557.81
Model Number	HPE 3PAR 8200 + S76000B				Enhanced	35	51.98%	\$	41,234.00
Hard Drive	146 GB, 10,000 RPM Hot-Swap Fiber Channel	X	600 GB, 15K rpm		Critical	35	60.02%	\$	49,617.81
Configured Disk Space	2 TB (RAID 5) with at least 1 hot spare	X	2.45 TB (RAID5) with distributed spare space						
Storage Controller Interface	Four (4) Port 8 Gbps Fiber Channel interface	X	4 * 16 Gbps Fiber Channel						
Fiber Channel Switch	Switch(es) to support Twenty (20) 4 Gb/sec ports	X	96 * 16 Gbps ports (on 2 SAN switches)						
Fiber Cables	Twenty (20) - 5 Meter Fiber Channel Cables	X							
Software	All proprietary software required to operate and manage the SAN in a Microsoft Windows or Linux server environment	X							
Functional	Switch Port Count Scale - scalability from 20 to 64 ports without any performance impact	X	96 * 16 Gbps ports (on 2 SAN switches)						
Functional	OPEN device attachment - Vendor should provide assurance that all major vendor (standards based) hardware (tape / disk) will be supported within the fabric switches	X							
Functional	Redundant hardware architecture	X							
Functional	Ability to support 1.46 GB, 300 GB, and larger drives as they become available (from 10,000 RPM or 15,000 RPM speeds)	X							
Functional	Hard drive size interim capability within the storage subsystem	X							
Functional	Write cache backup integrity and dual-copy (battery backed cache)	X							
Functional	Support for RAID 3, 4, and 10	X							
Functional	Base operating software included at no charge	X							
Warranty	4 years, Next Business Day	X							
Total Cost								\$	5,136,496.21

Lot 6 - Services - Options - Upgrades

Instructions for Offerors: Please provide your proposed cost for each of the following services or options. Under additional options, please provide any other options you feel the Commonwealth may benefit from. You should propose a cost for all services / options / upgrades, but these services / options / upgrades will be purchased at the Commonwealth's discretion. If you cannot provide a particular option / upgrade cost, please provide a detailed comment for your reasoning in the corresponding "Notes" section. Please note all services / options / upgrades should be priced at a cost per device.

Universal Options	Unit of Measure	Historical Annual Volume	Notes, if Any	Cost per Unit (Purchase)	Total Service Cost
Installation	Per Machine	16	See ROW	\$4,800.00	\$ 77,114.71
Onsite Asset Tagging	Per Machine	10	Must be ordered in blocks of 10	\$20.00	\$ 400.00
Onsite Asset Tagging	Per Machine	170	Requirement of factory stored Asset	\$30.00	\$ 5,130.00
Onsite Image Deployment	Per Machine	18	N/A - SPAR OS is always factory-installed		\$
Onsite Image Deployment	Per Machine	71	N/A - SPAR OS is always factory-installed		\$
Bundled - Install, Image Deployment, Tag	Per Machine	53	See ROW	\$4,800.00	\$ 252,840.00
Data Transfer	Per 10 GB	18	See ROW	\$800.00	\$ 14,400.00
Preparation for Shipment	Per Machine	64		\$360.00	\$ 23,040.00
Hard Drive Removal	Per Machine	16		\$303.88	\$ 4,862.16
On-Premise Data Wipe	Per Machine	47	Must be ordered in blocks of 500 disks	\$16.00	\$ 752.00
Off-Premise Data Wipe	Per Machine	10	Must be ordered in blocks of 500 disks	\$16.50	\$ 165.00
Relocation within 25 Miles	Per Machine	20		\$4,754.00	\$ 95,080.00
Relocation Outside 25 Miles	Per Machine	2		\$6,372.00	\$ 12,744.00
Device Return to DHS Support Warehouse (2221 Forster Street, Harrisburg, PA 17125)	Per Machine	16	This is based on SPAR R200 relocation costs	\$2,763.81	\$ 44,223.00
Total		500			\$2,179,340.00
Options / Upgrades					
Post Warranty Service - Basic	Per year / per Machine			\$4,333.20	
Post Warranty Service - Enhanced	Per year / per Machine			\$4,625.25	
Post Warranty Service - Critical	Per year / per Machine			\$9,287.25	
Accidental Damage Protection	Per year / per Machine		Not available	N/A	
RAM Upgrade - Additional 4 GB	Per Unit		N/A - Not Separately Priced, SPAR nodes include maximum memory	N/A	
RAM Upgrade - Additional 8 GB	Per Unit		N/A - Not Separately Priced, SPAR nodes include maximum memory	N/A	
RAM Upgrade - Additional 16 GB	Per Unit		N/A - Not Separately Priced, SPAR nodes include maximum memory	N/A	
Storage Controller/Fiber Channel Interface Upgrade - Additional 8 GB	Per Unit		16 GB host ports support 8 GB. Must be purchased in pairs	\$3,885.75	
Storage Controller/Fiber Channel Interface Upgrade - Additional 16 GB	Per Unit		Must be purchased in pairs	\$3,885.75	
FCoE Component Network Interface Card	Per Unit		Must be purchased in pairs	\$2,496.30	
IP Based Storage Virtualization Options	Per Unit		Must be purchased in pairs	\$2,496.30	
Encryption Options	Per Unit		Encryption license for original factory-ordered encrypted SPAR array with unencrypted data drives or HDD	\$5,420.25	
Data Deduplication Options	Per Unit		Included in SPAR OS	\$0	
Compression Alternatives	Per Unit		Scheduled 2017 SPAR software release		
Node Alternatives	Per Unit		Node upgrade from SPAR R200 2 node to SPAR R200 4 node	\$23,165.35	
Hourly Rate Per Training	Per Hour Rate			\$180.00	
Contracted Support - Server, Storage, & Network	Discount Off List			30%	
				40%	

Lot 6 - Accessibility Needs

Instructions for Offerors: Please describe the accessibility options you have available that are applicable to Lot 6. Please provide Lot-specific services and options available and the corresponding description and cost per service and/or option.

Accessibility Needs		
Accessibility Services / Options	Description	Cost

Lot 6 - Consumption Based Pricing

Instructions for Offerors: Please describe the consumption based pricing model you have available that is applicable to Lot 6. Please provide lot-specific detail on your ability to accommodate this model.

Consumption Based Pricing Model Proposed	Consumption Based Pricing Model Description	Cost
1PB Global Flexible Capacity	Pay per use covered infrastructure storage, servers, and networking. Pricing varies based upon configuration.	TBD

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

Project: [RFQ 6100039046] **BAFO LOT 5**

Proposer Firm: **Premier Systems Sales LTD**

PROPOSER INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

(Proposer must include its "Notice of Small Business Self-Certification and Small Diverse Business Verification" indicating its diverse status to receive credit for proposing as a Small Diverse Business)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

(Proposer must include its "Notice of Small Self-Certification" to receive credit for proposing as a Small Business)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

NOTE: Premier Systems Sales LTD is SDB certified by Commonwealth of PA and will be acting as a PRIME Contractor for LOT 5

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Proposer commits to the following percentages of the actual contract spend for the initial term of the contract for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

__%
(Figure) (Written)

Small Business Subcontracting percentage commitment:

_____%
(Figure) (Written)

Listing SDB and SB Subcontractors

The proposer must list in the chart below potential SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB company name, designation of SDB or SB, SDB/SB Primary Contact Information, and the description service or supplies the SDB/SB will provide, percent of contract value committed, dollar value of total contract value committed, and an indication as to the Proposer’s intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Section II-9 for each SDB/SB listed.**

NOTE: PREMIER SYSTEMS SALES LTD is SDB Certified and will be acting at a PRIME CONTRACTOR for Lot

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of actual Contract Spend Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)
Premier Systems Sales LTD	SDB	Stephen.reese@pscltd.com	LOT 5 for servers, and consulting to support the sales in LOT 5	100%	LOT 5 = \$4.56M BAFO Per RFP	YES

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

Project: [RFQ 6100039046] **BAFO LOT 6**

Proposer Firm: **Premier Systems Sales LTD**

PROPOSER INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

(Proposer must include its "Notice of Small Business Self-Certification and Small Diverse Business Verification" indicating its diverse status to receive credit for proposing as a Small Diverse Business)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

(Proposer must include its "Notice of Small Self-Certification" to receive credit for proposing as a Small Business)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

NOTE: Premier Systems Sales LTD is SDB certified by Commonwealth of PA and will be acting as a PRIME Contractor for LOT 6

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Proposer commits to the following percentages of the actual contract spend for the initial term of the contract for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

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(Figure) (Written)

Small Business Subcontracting percentage commitment:

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NOTE: PREMIER SYSTEMS SALES LTD is SDB Certified and will be acting at a PRIME CONTRACTOR for Lot 6

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of actual Contract Spend Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)
Premier Systems Sales LTD	SDB	Stephen.reese@pscltd.com	LOT 5 for servers, and consulting to support the sales in LOT 6	100%	LOT 5 = \$10.77M BAFO Per RFP	YES

NOTICE OF SMALL BUSINESS SELF-CERTIFICATION
AND SMALL DIVERSE BUSINESS VERIFICATION



The Department is pleased to announce that

PREMIER SYSTEM SALES LTD

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Contracting Program, and is verified as a Small Diverse Business with the following designation(s):

BUSINESS TYPE(s): Procurement Services, Procurement Goods, Information Technology

CERTIFICATION NUMBER: 312788-2012-12-SB-W

CERTIFICATION TYPE: Woman Business Enterprise

ISSUE DATE: 12/06/2012

EXPIRATION DATE: 12/06/2017

RECERTIFIED DATE: 12/19/2016



Curtis M. Topper, Secretary
Department of General Services
Commonwealth of Pennsylvania

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AND SMALL DIVERSE BUSINESS VERIFICATION



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Curtis M. Topper, Secretary
Department of General Services
Commonwealth of Pennsylvania

Women's Business Enterprise
National Council
WBENC

**HEREBY GRANTS
WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO**
Premier Systems Sales, Ltd. DBA Premier Systems, LTD

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at www.sba.gov/wosb.

The WOSB Certification expires on the date herein unless there is a change in the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its agencies, departments, or officials.

NAICS: 518210, 541511, 541512, 541519, 541613, 611420 UNSPSC: 43211500, 73171512
Certification Number: 253045
Expiration Date: December 17, 2017



[Redacted Signature]
Geri Swift, Women's Business Enterprise Council - PA, DE, sNJ
President

[Redacted Signature]
Pamela Prince-Iason, WBENC President & CEO

[Redacted Signature]
Cynthia W. Smith, WBENC Chief of Staff,
Certification & Program Operations

WBENC Women's Business Enterprise
National Council
hereby grants
National Women's Business Enterprise Certification
to
Premier Systems Sales, Ltd. DBA Premier Systems, LTD

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled; and is valid through the date herein.

WBENC National WBE Certification was processed and validated by
Women's Business Enterprise Council - PA, DE, sNJ, a WBENC Regional Partner
Organization.

Certification Granted: December 17, 2003
Expiration Date: December 17, 2017
WBENC National Certification Number: 253045

[Redacted Signature]
Authorized by Geri Swift, President
Women's Business Enterprise Council - PA, DE, sNJ



NAICS: 518210, 541511, 541512, 541519, 541613, 611420
UNSPSC: 43211500, 73171512



Women's Business Enterprise
National Council
WBENC

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Premier Systems Sales, Ltd. DBA Premier Systems, LTD**

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**NOTICE OF SELECTION FOR CONTRACT NEGOTIATIONS
SELECTED OFFEROR**

August 31, 2017

Stephen Reese
Premier Systems Sales, Ltd d/b/a Premier Systems Ltd
PO Box 1730,
Blue Bell, PA 19422
stephen_reese@pscltd.com

RE: Department of General Services RFP #6100039046, Information Technology Hardware

Dear Mr. Reese:

The Commonwealth has evaluated the proposal that your company submitted in response to the Department of General Services, Bureau of Procurement RFP Number 6100039046, Information Technology Hardware, along with the other submitted proposals. It is my pleasure to inform you that Premier Systems Sales, Ltd d/b/a Premier Systems Ltd (“Premier”) been selected for contract negotiations for Lot 5, Server Hardware and Lot 6, Storage Hardware.

Premier should provide any requested documentation and clarify the following areas, of the proposal listed below.

Please send this information to the Issuing Officer via email at rjaime@pa.gov by 3:00 PM, Wednesday September 6, 2017.

- 1. Staffing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 7, *Staffing*.**

Please provide Organizational Chart as required by Section 7 with names included.

- 2. Implementation Plan: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 8, *Implementation Plan*.**

The RFP specifically asked, “Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.” Please provide the requested implementation plan for contract implementation.

- 3. Just-In-Time-Purchasing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 9, *Just-in-Time Purchasing*.**

In light of Premier’s response:

When the Commonwealth can provide advanced timetables and purchase orders for new equipment, Premier, HPE and Ingram Micro will schedule orders to facilitate “just in time” delivery of equipment.

Please clarify whether Premier has previously worked with state governments to facilitate a facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware.

- 4. Service Integration: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 10, *Service Integration*.**

In light of Premier’s response:

The configuration and physical layouts of each new environment will be documented at the beginning of each project, and will be updated during the implementation phase(s). At the end of each project, “as built” documentation will be provided to the Commonwealth IT staff.

The RFP specifically asked, “Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.” Please provide a more detailed response, taking into account the requirements of **Appendix L, Service Management Integration Requirements**.

- 5. Self-Cleansing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 16, *Self-Cleansing*.**

Address keeping hard drive.

- 6. Objections and or Additions to Standard Terms and Conditions and or Other Specified Appendices: RFP Part II, Section II-1, and Appendix H, Technical Submittal Response Template, General Questions and Supplier Stability, Section 8, *Objections and/or additions to standard Terms and Conditions and/or SLAs*.**

As defined in Part IV, Section IV-2. E (3), *Lot 5–Server Hardware*, your company is being awarded as the HP supplier for this lot. Also, as defined in Part IV, Section IV-2. F (3), *Lot 6–Storage Hardware*, your company is being awarded as the HP supplier for this lot. To ensure consistency with the terms and conditions of the contracts awarded for this lot, In accordance with Part II, Section II-1 *Objections and Additions to Standard*

Notice of Selection for Contract Negotiations

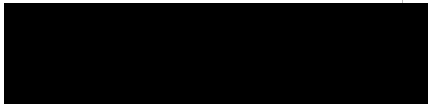
RFP # 6100039046

Page 3 of 3

Contract Terms and Conditions and Other Specified Appendices, the Commonwealth rejects the requested changes to **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**.

This letter is not intended to be a binding commitment to contract, nor will the Commonwealth be obligated in any manner until a formal written contract has been executed by all necessary Commonwealth officials.

Sincerely,



Raymond A. Jaime
Issuing Officer

The enclosed document
is a formal response
to the questions by
the Commonwealth of Pa
dated August 31, 2017
to Premier Systems
Sales LTD concerning
RFP #6100039046

Department of General Services
RFP #6100039046, Information
Technology Hardware
Questions & Answers



Stephen Reese, VP Solutions
Tricia Sambrano, Sr Consultant
Rene Feitelson, Sr Consultant

Premier Systems Sales Ltd
PO Box 1730
Blue Bell, PA 19422
610-306-3175
DATE: September 6, 2017

**NOTICE OF SELECTION FOR CONTRACT NEGOTIATIONS
SELECTED OFFEROR**

August 31, 2017

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Premier Systems Sales, Ltd d/b/a Premier Systems Ltd
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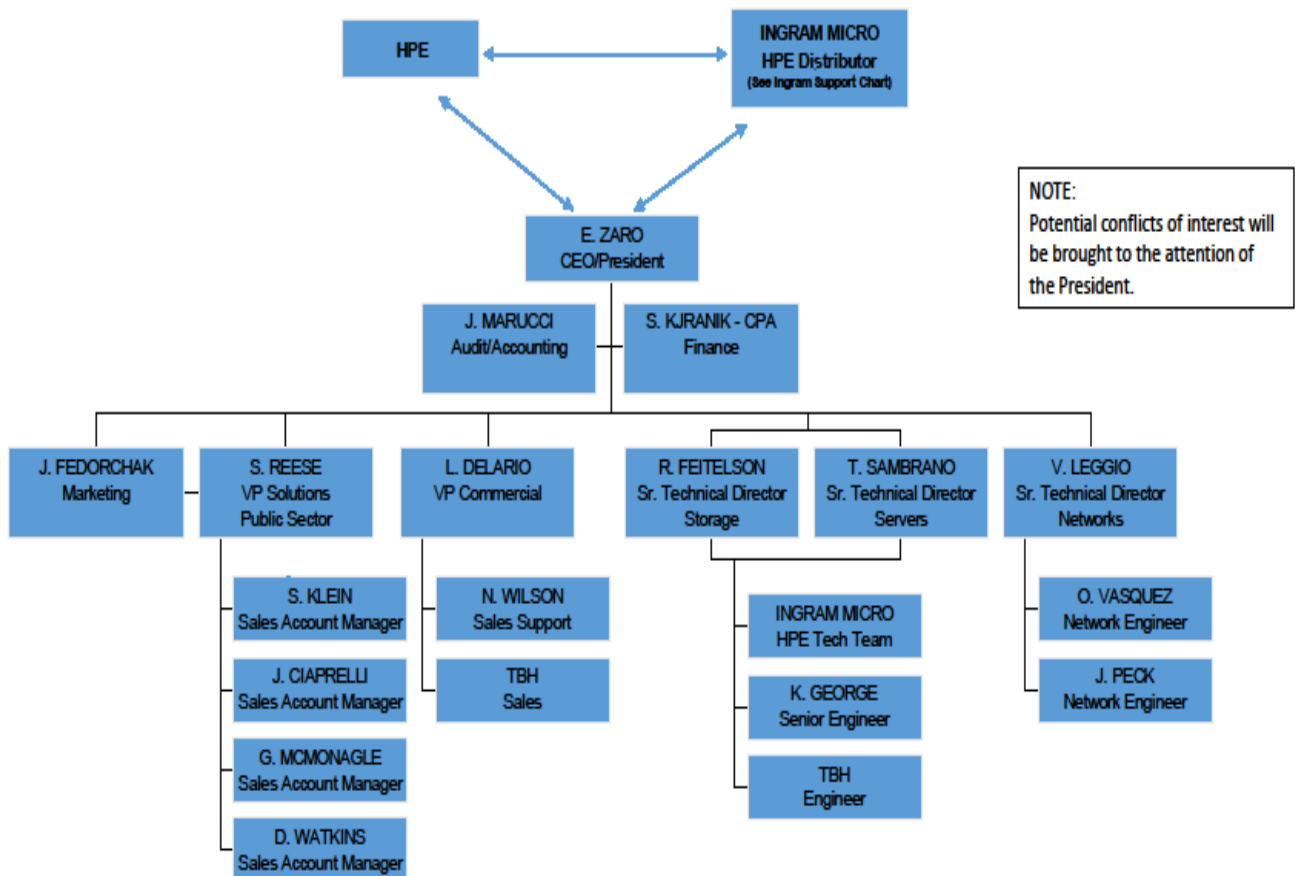
1. Staffing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 7, Staffing.

Please provide Organizational Chart as required by Section 7 with names included.

ANSWER BY PREMIER SYSTEMS

Premier Systems Sales Ltd Organization Chart

September 1, 2017



2017 Contact List INGRAM MICRO



Storage, Software , Security

Evan Campbell
Sr. Market Development Specialist
(716) 633-3600 ext. 67201
Evan.Campbell@IngramMicro.com

Veronika Bogdanets
Market Development Specialist
HPE Storage
716-633-3600 ext. 67395
Veronika.bogdanets@ingrammicro.com

Servers

Ed Meister
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Kelly Shoemaker
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Doug Stoklosa
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HPE Mailboxes

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Servers
HPEServers@IngramMicro.com

Storage
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Networking
HPENetworking@IngramMicro.com

Premier Systems Team HPE Contacts:

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Brad Carbaugh
Sr. Channel Account Executive
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Robb Macomber
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Robb.Macomber@IngramMicro.com

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HPEDayOne@IngramMicro.com
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(716) 633-3600 ext. 77440

HPE IM Sales
HPEgsales@IngramMicro.com
1-800-456-8000

Hewlett Packard Enterprise

Networking / Aruba

Stephanie Finucane
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Stephanie.Finucane@IngramMicro.com

Mike Herb
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Chris McDonald
Market Development Specialist II
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Christopher.McDonald@IngramMicro.com

Kelly Murphy
Sr. Vendor Business Manager
(716) 633-3600 ext. 67646
Kelly.Murphy@IngramMicro.com

Services

Brian Koch
Sr. Market Development Specialist
(716) 633-3600 ext. 66051
Brian.Koch@IngramMicro.com

Laura Lalomia
Market Development Specialist
(716) 633-3600 ext. 65048
Laura.Lalomia@IngramMicro.com

2. Implementation Plan: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 8, *Implementation Plan*.

The RFP specifically asked, “Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.” Please provide the requested implementation plan for contract implementation.

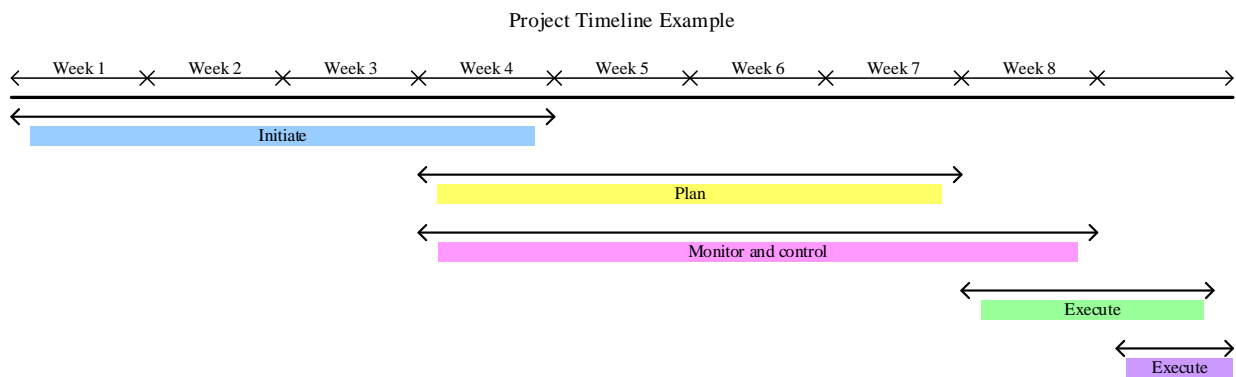
ANSWER BY PREMIER SYSTEMS

Premier Systems has standard processes for all contracts assisting clients with maintaining and achieving a standardized environment. Premier Systems applies a blended PBOK/ITIL approach to all contracted services in keeping within our ISO 9001/2015 procedures.

The blended approach is documented as such (PBOK -> ITIL):

- Initiate/Plan -> Service Strategy
- Execute -> Service Design/Service Transition/Service Operations
- Monitor/Control -> Continual Service Improvement
- Close -> (Service Retirement)

These steps, as specifically applied to this bid, with their associated timing and roles are detailed below.



COPA Project Timeline Example Chart

Task #	Role	Details	Timeline
Initiate			
1	COPA	Identify issue/need. Obtain approval to involve Premier Systems.	Week 1
2	Premier COPA	(Pre-sales) Conduct meeting with stakeholders to discuss current environment, issues and pain points, current workarounds, if any, and requirements for a solution, wants vs needs, budgets, and timeframes.	Week 1
3	Premier	(Pre-sales) Research and document short and longer term solutions to address needs and requirements, including benefits and compromises of each. Build preliminary configurations and estimate costs. Forward proposal to stakeholders.	Week 1 – Week 2
4	COPA	Select and approve funding for desired solution.	Week 3

Notice of Selection for Contract Negotiations

RFP # 6100039046

Page 5 of 10

Task #	Role	Details	Timeline
5	Premier Ingram	(Pre-sales) Finalize configurations, and prepare quote(s).	Week 3
6	COPA	Issue PO(s).	Week 4
Plan			
7	Premier Ingram, HPE	(Pre-sales) Upon receipt of PO, place order(s) with HPE.	Week 4
8	Premier COPA	(Consulting) Conduct kick-off meeting with all project participants, stake holders, and representatives from end user communities, as pertinent. Review the approved project, timelines, assign/develop roles and responsibilities. Document kick-off meeting.	Week 5
9	COPA	Prepare environment for new equipment, updates, etc. Notify infrastructure support of requirements from their teams and required timelines. Ex: Electricians, network support.	Week 6 – Week 7
10	Premier COPA	(Consulting) Gather information and prepare detailed documentation that could include: equipment racking, physical and logical hardware and software configurations and layouts, serial numbers, cabling, power connections, network addresses. NOTE: Some information may not be known at this time, and will be added later.	Week 6 – Week 7
Monitor and control			
11	Premier	(Pre-sales) Track orders. Notify HPE Installation Services personnel of preliminary on-site scheduling, based upon anticipated order deliveries.	Week 4 – Week 8
12	Premier	(Pre-sales) On-going: Update project participants and stakeholders on order delivery timelines.	Week 4 – Week 8
13	Premier	(Pre-sales) Upon final destination notification from COPA, notify HPE Installation Services to schedule on-site installations per customer requested dates.	Week 8
Execute			
14	COPA	Upon receipt of equipment, coordinate transportation of equipment to desired installation destination(s). Notify Premier that hardware is ready for installation, and indicate desired installation date(s).	Week 8
15	HPE, COPA Premier	(Consulting) Installation, configuration, deployment, migration and testing.	Week 8 – end of testing
Close			
16	Premier	(Consulting) Update detailed documentation with “as built” changes from the pre-installation documentation. Add information that was unknown prior to equipment installation. Ex: Serial numbers, Support IDs, HPE account support personnel, etc. Distribute final documentation to customer team.	Following end of testing
17	Premier COPA	(Consulting) Project wrap-up meeting to review final documentation and obtain sign off of project completion.	End of project
18	Premier COPA	(Pre-sales) Distribute and complete Project Quality Survey to solicit feedback.	End of project
19	Premier	(Pre-sales / consulting) Complete ISO 9001/2015 Corrective & Preventive Action Plan form, as necessary, and incorporate improvements and recommendations into standard procedures for the next projects.	End of project

3. Just-In-Time-Purchasing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 9, *Just-in-Time Purchasing*.

In light of Premier’s response:

When the Commonwealth can provide advanced timetables and purchase orders for new equipment, Premier, HPE and Ingram Micro will schedule orders to facilitate “just in time” delivery of equipment.

Please clarify whether Premier has previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware.

ANSWER BY PREMIER SYSTEMS

Definition: Just-in-time (JIT) is an inventory strategy companies employ to increase efficiency and decrease waste by receiving goods only as they are needed in the production process, thereby reducing inventory costs.

Premier Systems leverages JIT concepts for installation and implementation of end users in commercial and Public-Sector clients. The solutions are built and delivered based on an implementation plan to insure the assets (Servers/Storage) are not shipped to the end customer until the customer is ready to implement the asset.

Where common hardware is appropriate for multiple installations and deployments, Premier and Ingram Micro will maintain template configurations, to facilitate rapid turnaround times for quotes and order processing. Where product customization is required, Ingram Micro has a staging and integration center, where equipment will be received, customized, and then shipped to the end-user sites.

Build to Order (BTO) standards can be established for the Commonwealth with a 72-hour build schedule (based on business days) and delivered accordingly to support JIT Purchasing. The goal will be to reduce inventory on site until needed, reducing costs of assets not in production until needed, thereby saving the Commonwealth Money. Cooperation between Premier/Commonwealth/Ingram Micro to forecast for BTO is required.

4. Service Integration: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 10, *Service Integration*.

In light of Premier’s response:

The configuration and physical layouts of each new environment will be documented at the beginning of each project, and will be updated during the implementation phase(s). At the end of each project, “as built” documentation will be provided to the Commonwealth IT staff.

The RFP specifically asked, “Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.” Please provide a more detailed response, taking into account the requirements of Appendix L, Service Management Integration Requirements.

ANSWER BY PREMIER SYSTEMS

It is Premier Systems understanding the Commonwealth uses Information Technology Infrastructure Library (ITIL) aligned processes and supporting procedures for IT Service Management which includes IT Service Asset and Configuration Management (SACM), an IT Service Management (ITSM) tool (currently ServiceNow), a standard integration model, data model, and error handling methodology.

It is Premier Systems intention is to meet the components listed below by the Commonwealth.

The components are in a state of continual improvement and may be modified by the Commonwealth, at which time the Offeror(s) must work cooperatively with Commonwealth staff to accommodate needed changes. *

- A. The selected Offeror(s) must describe its approach to integration with the Commonwealth’s IT Service Management (ITSM) system.
 - a. Offeror must use the Commonwealth’s current integration model, data model, and error handling methodology, which are subject to change*.
 - b. Offeror must be able to integrate with the Commonwealth’s current ITSM tool.
 - c. Offeror(s) must provide an asset (inventory) record and any supporting data to the Commonwealth at the time of asset/equipment shipment and/or delivery via the web service integration:
 - d. The selected Offeror(s) will supply the mandatory data fields in the format provided by the Commonwealth and defined in the ITSM data model.
 - e. The selected Offeror(s) may provide optional data fields, in a format provided by the Commonwealth and defined in the ITSM data model
- B. The selected Offeror must work cooperatively with Commonwealth staff, including but not limited to the ITSM Process Owners and the Commonwealth’s ITSM Automation team to establish and modify integration as needed.
- C. The selected Offeror(s) will coordinate with Commonwealth staff to establish, test, and validate the asset/equipment data exchange via web service integration within the first month of contract execution and prior to any scheduled asset/equipment deliveries
- D. Specific OEM vendors’ equipment will be required to integrate with the Commonwealth’s monitoring tools via a standard interface using Simple Network Management Protocol (SNMP).

Premier Systems will execute the requirements within the first 30 days of a signed contract with the Commonwealth.

5. Self-Cleansing: Appendix H, Technical Submittal Response Template, Lot 5—Server Hardware and Lot 6—Storage Hardware, Section 16, *Self-Cleansing*.

Address keeping hard drive.

ANSWER BY PREMIER SYSTEMS

Below are the DMR (Defective Media Retention) and CDMR (Comprehensive Media Retention) descriptions for HPE support contracts. These options are commonly called “keep your hard drive”. All HPE support levels have the option to include DMR and/or CDMR. If the Commonwealth of PA chooses DMR and/or CDMR on their HPE support contracts, Premier Systems and HPE can insure that sensitive data on failed media and devices is properly and completely destroyed via the HPE Data Sanitization Services, which are described in Appendix H of our bid documentation.

The HPE support portfolio also offers hardware defective media retention (DMR) and comprehensive defective material retention (CDMR) as additional optional service features that the Customer may elect to purchase based upon their requirements. For eligible products, the DMR service feature option, if purchased, allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish due to sensitive data contained within the disk (‘Disk or SSD/Flash Drive’) covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the DMR service option.

In addition to DMR, the CDMR service feature option, if purchased, allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the CDMR service option. See table 5 for more information. The components that can be retained under this service feature are outlined in the document located at <http://www.hpe.com/h20195/v2/getpdf.aspx/4aa4-7557enw>.

Limitations to the defective media retention and comprehensive defective material retention service feature options:

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by Hewlett Packard Enterprise as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer’s operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by Hewlett Packard Enterprise as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and Hewlett Packard Enterprise reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

Retain covered data retentive components that are replaced during support delivery by Hewlett Packard Enterprise

Ensure that any Customer sensitive data on the retained covered data retentive component is destroyed or remains secure

Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide Hewlett Packard Enterprise with identification information such as the serial number for each data retentive component retained hereunder, and, upon HPE request, execute a document provided by Hewlett Packard Enterprise acknowledging the retention of the data retentive component

Destroy the retained data retentive component and/or ensure that is not put into use again
Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by Hewlett Packard Enterprise to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

6. Objections and or Additions to Standard Terms and Conditions and or Other Specified Appendices: RFP Part II, Section II-1, and **Appendix H, Technical Submittal Response Template**, General Questions and Supplier Stability, Section 8, *Objections and/or additions to standard Terms and Conditions and/or SLAs.*

As defined in Part IV, Section IV-2. E (3), *Lot 5–Server Hardware*, your company is being awarded as the HP supplier for this lot. Also, as defined in Part IV, Section IV-2. F (3), *Lot 6–Storage Hardware*, your company is being awarded as the HP supplier for this lot. To ensure consistency with the terms and conditions of the contracts awarded for this lot, In accordance with Part II, Section II-1 *Objections and Additions to Standard Contract*

Terms and Conditions and Other Specified Appendices, the Commonwealth rejects the requested changes to **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.**

ANSWER BY PREMIER SYSTEMS

Premier accepts the Commonwealth request to NO CHANGES to Appendix A, Standard Contract Term and Conditions for IT Supplies and Related Services.

This letter is not intended to be a binding commitment to contract, nor will the Commonwealth be obligated in any manner until a formal written contract has been executed by all necessary Commonwealth officials.

Sincerely,

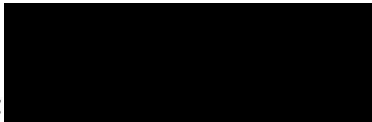


Raymond A. Jaime
Issuing Officer

BY PREMIER SYSTEMS SALES LTD

Authorized Signatory:

Name/Title: Stephen Reese, Vice President, Solutions



**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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APPENDIX U, IRAN FREE PROCUREMENT CERTIFICATION FORM

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Thursday , February 16, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Template (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for each Lot on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope);
- (8) **One (1) paper copy** of the Offeror's **Iran Free Procurement Certification Form (Appendix U)** (Technical Submittal envelope);
- (9) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope); and
- (10) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each Original Equipment Manufacturer (OEM) the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal

receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must

additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101—67.3104. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
 - (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The

selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest

may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror that is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror that submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law (Section 1711.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1711.1) to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.

- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.

- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members’ participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A “local public procurement unit” is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any

State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the [Commonwealth Procurement Code](#). However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the proposal submittal.
 - (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor

as a COSTARS vendor, and only so long as the required Contract fee is kept current.

- (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
- (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:
 - (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
 - (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
 - (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

- B. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”
- C. General. A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.
- D. Additional Terms.
- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
 - (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
 - (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
 - (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.
- E. Prices.
- (1) *Price adjustment*. For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers’ compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30**.
 - (2) The Contractor’s pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor’s pricing may be adjusted up or down based on market conditions only with the

mutual agreement of both the Contractor and any external procurement activity.

- F. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

- G. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on **Appendix Q, Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal** (attached as **Appendix Q**).
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form (attached as **Appendix Q**). At minimum, the Letter of Intent must include the following:

- (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business (Offerors may use the historical data to establish an estimated dollar value);
 - (2) A description of the services or supplies the Small Diverse Business or Small Business will provide;
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies;
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the Contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

II-8. Iran Free Procurement Certification and Disclosure. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix U** of this RFP. Offerors, pursuant to **Part III, Section III-4.E**) must submit in hardcopy the signed **Iran Free Procurement Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Products and Services Required, Proposal Summary, Product Descriptions, References, Past Public Sector Experience, Reporting, Staffing, Implementation Plan, Coverage (Lot Applicable), Just-In-Time Purchasing (Lot Applicable), Inventory/Asset Management (Lot Applicable), Emerging Technology, Asset Flexibility (Lot Applicable), Supply Chain Management/Managed Logistics (Lot Applicable), Punch-out Site (Lot Applicable), Service Integration (Lot Applicable), Information Technology Policies (ITP), Self-Cleansing (Lot Applicable), Continuous Improvement, Accessibility Plan, Required Contract Services Plan (Lot Applicable), and Consumption Based Pricing Model (Lot Applicable)** . Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. **Small Diverse Business Participation:**

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than **one percent (1%)** of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. **Two-thirds (2/3)** of the total points are allocated to Small Diverse Business participation (SDB%).
4. **One third (1/3)** of the total points is allocated to Small Business participation (SB%).
5. Based on a maximum total of **200** available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

<p style="text-align: center;">Small Diverse Business and Small Business Raw Score =</p> <p style="text-align: center;">200 (SDB% + (1/3 * SB %))</p>

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the Contract is executed.

- E. **Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, an offeror must: **a) certify it is not on the current list of persons engaged in investment activities in Iran** created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the [Commonwealth Procurement Code](#) and is eligible to contract with the Commonwealth under Sections 3501—3506 of the [Commonwealth Procurement Code](#); or **b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).** All offerors must complete and return the Iran Free Procurement Certification form, (**Appendix U, Iran Free Procurement Certification Form**), which is attached hereto and made part of this RFP. The completed and signed Iran Free Procurement Certification form must be submitted in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

See the following web page for current Iran Free Procurement list:

<http://www.dgs.pa.gov/businesses/materials%20and%20services%20procurement/procurement-resources/pages/default.aspx#>

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the Contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the Contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M).** The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single OEM for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500 K), Rugged Devices (\$1 M) and Non-Traditional Desktops (\$150 K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.

C. **Lot 3—General IT Peripherals** (\$16M historical annual spend). IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.

- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the Contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
 - (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking.
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.

D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:

- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

E. **Lot 5—Server Hardware** (\$13M in historical annual spend). Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) **Each Offeror shall propose a single OEM for this Lot.**

- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend). IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” **A waiver** from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.

- (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMS listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks—November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **Appendix L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the OEMs listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only the OEM or certified resellers of the OEM will be considered for this lot.
- (ii) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers—May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.
 - (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM’s full server product line.

- (iii) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the Contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Offerors shall describe their ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **General:** Information relating to key personnel is as follows:
 - (a) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (b) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (c) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate Commonwealth agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all Commonwealth agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
- (ii) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis, within **one (1) week** of the availability change; and
 - 2) on a permanent basis, no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. If a staff person is removed from the Contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

(6) **Secure E-procurement Portal (Lot applicable):**

- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure e-procurement portal personalized for the Commonwealth which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T, OCI Supplier Punch Out Overview**, more information.
- (ii) The secure e-procurement portal must have the capability to generate daily reports that reflect all the items ordered by Commonwealth agency/bureau for any given time frame throughout the term of the Contract. The secure e-procurement site must also allow for ad hoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to: Manufacturer; Product Name; Part Number or SKU; Purchase Order Number; and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement portal must allow Commonwealth users to print a quote directly from the shopping cart to attach to the Commonwealth agency's purchase order.

C. Optional Services.

- (1) Contractors should provide a quote for warranties and Services, when requested by a Commonwealth agency, at any time during the term of the Contract. Standalone orders for warranties and maintenance made during the term of the Contract may extend up to **four (4) years** past the expiration date of the Contract.
- (2) The Commonwealth agency will develop a statement of work ("SOW") for each Service order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth's discretion. Offeror's must provide separate pricing for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.**
 - (a) The Contractor must, at a minimum:
 - 1) Assign a project manager to every installation;

- 2) Provide status reports of installations completed, installations outstanding, and issues;
 - 3) Unpack equipment;
 - 4) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external equipment to computer;
 - 5) Power on the device or system;
 - 6) If pre-imaged system, verify that the system comes up to the login screen and run Commonwealth agency-provided restore script(s) after login; and
 - 7) If non-imaged system, verify that OS boots.
- (b) As part of the SOW, the Commonwealth agency will specify whether Contractor must remove all packing materials and boxes from the site within **one (1)** week after the installation has been completed.
- (c) The Contractor and the Commonwealth agency will develop a schedule to deliver equipment at the employees' desks or other location specified by the Commonwealth agency.
- (ii) **Asset Tagging (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Affix an Identification Tag Number and Commonwealth agency inventory asset tag to all new equipment procured;
 - 2) Ensure that the Identification Tag Number is readable from WMI (Windows Management Instrumentation), if applicable.
 - 3) Ensure that each Identification Tag is located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls;
 - 4) Provide identification numbers, serial numbers, Commonwealth agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth in an electronic format, which can be incorporated into existing Equipment databases. The Commonwealth agency will provide database formats to be used by the Contractor; and
- (b) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Deploy the image specified by the Commonwealth agency on each computing device;

- 2) If a Commonwealth agency requires images, the Contractor must accept and store the images provided;
- 3) Certify the images for use with the proposed hardware and provide test unit to Commonwealth agency for final verification; and
- (b) The format of the delivered image will be specified in the SOW.
- (c) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iv) **Bundle—Installation, Image Deployment and Asset Tagging.**
 - (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.**
 - (a) The Contractor must, at a minimum:
 - 1) Copy all local Outlook folders;
 - 2) Copy all specified data onto the new, pre-imaged system;
 - 3) Copy all local outlook folders;
 - 4) Disconnect all systems and
 - 5) Not retain any data associated with the data transfer.
 - (b) The Contractor may transfer data using the Commonwealth’s network, a crossover cable or Commonwealth-owned and provided external hard drive.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
 - (a) Verify the functionality and condition of the equipment with the agency
 - (b) Disconnect existing PC and peripheral equipment, and remove it from the desk area
 - (c) Fully prepare and pack the equipment ready for delivery and shipment. Including but not limited to; securely boxing and palletizing (if necessary) of the devices.
- (vii) **Hard Drive Removal.**
 - (a) The Contractor must, at a minimum:
 - 1) Arrive at the Commonwealth designated location at the time scheduled with the Commonwealth agency to uninstall and fully remove the hard drive in question;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Cleanse the hard drive as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf; and

- 4) Allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Commonwealth agency with no additional cost to the Commonwealth.
 - i) The Commonwealth agency may keep the defective or leased hard drive.
 - ii) Contractor must cleanse the hard drive as detailed in Commonwealth ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (b) The Commonwealth agency may choose to keep the removed hard drive and provide delivery location of removed hard drive.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall the equipment from the Commonwealth agency at the scheduled time;
 - (b) Arrive at the Commonwealth-designated location at the scheduled time; and
 - (c) Cleanse the device in the equipment as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at its current location and provide proof of the disk wipe to the Commonwealth agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall, pack, and pick up the equipment from the Commonwealth agency at the scheduled time;
 - (b) Cleanse the device as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at a location approved by the Commonwealth and provide proof of the disk wipe to the Commonwealth agency; and
 - (c) Return the equipment at the time and location specified by the Commonwealth agency.
- (x) **Relocation within 25 Miles.**
 - (a) The Contractor must, at a minimum:
 - 1) Provide relocation of equipment within the same building or within a 25-mile radius;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency; and
 - (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.**
 - (a) The Contractor must, at a minimum:

- 1) Provide relocation of equipment beyond a 25-mile radius; and
 - 2) Verify the functionality and condition of the equipment with the agency
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency.
- (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xii) **Equipment Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
- (a) Deliver the packed equipment to the DGS warehouse located at:

DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to purchase orders generated via the Commonwealth's SAP Supplier Relationship Management (SRM) system, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services*.

E. Quote Requirements.

- (1) All quotes must comply, at a minimum, with the following and be pre-approved by the Commonwealth at the outset of the Contract.
 - (i) Include: contract number, manufacturer contract number (if applicable); service period (if applicable); manufacturer product ID; manufacturer product title; line item descriptions; list price so the Commonwealth can verify discounts on quotes; expected delivery date; and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. **Volume Orders:**

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, Commonwealth agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. **Service Level Agreements.** The Contractor must meet the service level agreements (SLAs) as described in **Appendix K, Service Level Agreements.**

H. **Standard Configuration Reviews.**

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the Contractor will be kept confidential by the Commonwealth. The objective of this meeting is to reach a mutual agreement on product replacement during the life of the Contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template.**

- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the Commonwealth agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased, including the manufacturer; product description/base configuration details; manufacturer part number; any additional upgrades purchased; and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided; base configuration cost; and cost and quantity of any upgrades purchased. Include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information; Equipment Information; Maintenance/Services Information; and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information; and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities; achievements; challenges; and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology

in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.

- 4.** Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

1. TERM OF CONTRACT

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: (a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures) or (b) the “Valid from” date printed on the Contract, whichever is later.

2. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

3. COMMENCEMENT OF PERFORMANCE

(a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:

- (i) the Effective Date has occurred; and
- (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.

(b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. ELECTRONIC SIGNATURES

(a) The Contract and/or Purchase Order may be electronically signed by the Commonwealth.

- (i) Contract. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.

- (ii) Purchase Orders. The electronically-printed name of the Purchasing Agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) No handwritten signature shall be required in order for the Contract to be legally enforceable.
 - (ii) The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
 - (iii) Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

5. DEFINITIONS

As used in this Contract, these words shall have the following meanings:

- (a) Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this contract, that entity shall also be identified as “Agency “.
- (b) Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- (c) Days: Unless specifically indicated otherwise, days mean calendar days.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (d) **Developed Materials:** All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- (e) **Documentation:** All materials required to support and convey information about the Services required by this Contract. It includes, but is not necessarily restricted to, written reports and analyses, diagrams, maps, logical and physical designs, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- (f) **Expiration Date:** The last valid date of this Contract, as indicated in the Contract documents to which these Terms are attached.
- (g) **Services:** All Contractor activity necessary to satisfy the Contract.
- (h) **Statement of Work:** A document attached to a purchase order from the Contractor which details the Services which will be provided by the Contractor.
- (i) **Supplies:** All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.

6. PURCHASE ORDERS

- (a) The Agency may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.
- (b) Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (c) Purchase Orders under ten thousand dollars (\$10,000) in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number, and expiration date of the card. Contractors agree to accept payment through the use of the Commonwealth Purchasing Card.

7. INDEPENDENT PRIME CONTRACTOR

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all Services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

8. SUBCONTRACTS

The Contractor may subcontract any portion of the Services described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of Subcontractor(s) together with the scope of work to be subcontracted in its bid/proposal, award of the Contract is deemed approval of all named Subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon request of the Commonwealth, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor in accordance with the provisions of Section 22(c). The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

9. OTHER CONTRACTORS

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This section shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this section as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

10. DELIVERY

(a) Supplies Delivery: All Supplies shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other remedies, the Contract is subject to termination for failure to deliver as specified.

Unless otherwise stated in this Contract, delivery must be made within thirty (30) days after the Effective Date.

- (b) Delivery of Services: The Contractor shall proceed with all due diligence in the performance of the Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.

11. PRODUCT CONFORMANCE

The Commonwealth reserves the right to require any and all Contractors to:

- (a) Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
- (b) Supply published manufacturer product Documentation.
- (c) Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
- (d) Complete a survey/questionnaire relating to the bid requirements and specifications.
- (e) Provide customer references.
- (f) Provide a product demonstration at a location near Harrisburg or the using agency location.

12. ACCEPTANCE

- (a) Supplies: No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies. Any Supplies which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within thirty (30) days after notification. Rejected Supplies left longer than thirty (30) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies. Upon notice of rejection, the Contractor shall immediately replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such Supplies, and deduct from any monies due or that may thereafter become

due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

- (b) Services: Acceptance of Services, including Developed Works, will occur in accordance with an Approval Plan (Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Plan by the Commonwealth, the Plan becomes part of this Contract. For contracts where the development of software, the configuration of software or the modification of software is the deliverable, the Plan must include an Acceptance Test Plan. The Acceptance Test Plan will provide for a Final Acceptance Test, and may provide for Interim Milestone Acceptance Tests. Each Acceptance Test will be designed to demonstrate that the Developed Works conform with the functional specification for the Developed Works, if any, and/or the requirements of this Contract. Contractor shall notify the Commonwealth when the deliverable is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.

13. REJECTED MATERIAL NOT CONSIDERED ABANDONED

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

14. ESTIMATED QUANTITIES

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth.

15. MANUFACTURER'S PRICE REDUCTION

If, prior to the delivery of the awarded Supplies by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

16. SPECIAL REQUIREMENTS

The Commonwealth reserves the right to purchase Supplies and Services within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

17. WARRANTIES

- (a) The Contractor warrants that all Supplies furnished and all Services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials and conform in all material respects to the functional specifications and requirements of the Contract. Unless otherwise stated in the Contract, all Supplies are warranted for a period of one (1) year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered Supplies. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.
- (b) The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any action that may directly or indirectly cause a disruption of the Commonwealth's operations.
- (c) Contractor warrants that it has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Supplies and Developed Materials under this Contract.
- (d) THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- (e) All warranties shall survive final acceptance.

18. COMPENSATION

- (a) Compensation for Supplies: The Contractor shall be required to furnish the awarded Supplies at the price(s) quoted in the Purchase Order. All Supplies shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for Supplies that are delivered and accepted by the Commonwealth.
- (b) Compensation for Services: The Contractor shall be required to perform the specified Services at the price(s) quoted in the Contract. All Services shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for work performed to the satisfaction of the Commonwealth. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

19. BILLING REQUIREMENTS

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to “ address, including SAP Vendor number;
- (b) Bank routing information, if ACH;
- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the Supplies/Services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of Supplies or Services.

If an invoice does not contain the minimum information set forth in this section, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

20. PAYMENT

- (a) The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30) days after a proper invoice actually is received at the “Bill To “ address if a date on which payment

is due is not specified in the Contract (a “proper “ invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982, 72 P. S. § 1507, (relating to interest penalties on Commonwealth accounts) and accompanying regulations 4 Pa. Code §§ 2.31—2.40. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- (b) The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth’s purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.
- (c) The Commonwealth will make contract payments through Automated Clearing House (ACH).
 - (i) Within 10 days of award of the contract or purchase order, the Contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth’s procurement system (SRM).
 - (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania’s ACH remittance advice to enable the Contractor to properly apply the state agency’s payment to the invoice submitted.
 - (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

21. TAXES

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 237400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

22. CONFIDENTIALITY

- (a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the applicable document). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration or termination of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the period specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to subsection (c) of Section 27, DEFAULT, in addition to other remedies available to the non-breaching party.
- (b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this Section do not apply to information:

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (i) already known to the recipient at the time of disclosure other than through the contractual relationship and not otherwise subject to any obligation of non-disclosure or confidentiality;
- (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
- (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
- (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with Services provided to the Commonwealth under this Contract.

- (c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (i) Prepare an un-redacted version of the appropriate document, and
 - (ii) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (iii) Prepare a signed written statement that states:
 - (i) the attached document contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.

- (iv) Submit the two documents along with the signed written statement to the Commonwealth.

23. SENSITIVE INFORMATION

- (a) The Contractor shall not publish or otherwise disclose, except to the Commonwealth or the Contractor's subcontractors and except matters of public record (which is to be determined entirely in the discretion of the Commonwealth), any information or data obtained hereunder from private individuals, organizations, or public agencies.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under this Contract for any purpose not connected with the parties' Contract responsibilities except with consent pursuant to applicable state and federal law and regulations. All documents associated with direct disclosures of this kind must be announced to and open for inspection by the Commonwealth.
- (c) Rights and obligations of the parties under this Section 23 survive the expiration or termination of this Contract.

24. DATA BREACH OR LOSS

- (a) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the *Breach of Personal Information Notification Act*, 73 P.S. §§ 2301—2329.
- (b) For Data and Confidential Information in the possession, custody and control of the Contractor or its employees, agents, and/or subcontractors:
- (c) The Contractor shall report unauthorized access, use, release, loss, destruction or disclosure of Data or Confidential Information ("Incident") to the Commonwealth within two (2) hours of when the Contractor knows of or reasonably suspects such Incident, and the Contractor must immediately take all reasonable steps to mitigate any potential harm or further access, use, release, loss, destruction or disclosure of such Data or Confidential Information.
- (d) Contractor shall provide timely notice to all individuals that may require notice under any law or regulation as a result of an Incident. The notice must be pre-approved by the Commonwealth. At the Commonwealth's request, Contractor shall, at its sole expense, provide credit monitoring services to all individuals that may be impacted by any Incident requiring notice.
- (e) Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents.

- (f) As to Data and Confidential Information fully or partially in the possession, custody, or control of the Contractor and the Commonwealth, the Contractor shall diligently perform all of the duties required in this Section 24 in cooperation with the Commonwealth, until the time at which a determination of responsibility for the Incident, and for subsequent action regarding the Incident, is made final.

25. COMMONWEALTH HELD HARMLESS

- (a) The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act* (71 P.S. §§ 732-101—732-506), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

26. LIMITATION OF LIABILITY

- (a) The Contractor's liability to the Commonwealth under the Contract shall be limited to the greater of \$250,000 or the value of the Contract (including any amendments). This limitation will apply, except as otherwise stated in this Section, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to damages for:
 - (i) bodily injury;
 - (ii) death;
 - (iii) intentional injury;
 - (iv) damage to real property or tangible personal property for which the Contractor is legally liable; or

- (v) the Contractor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 34, Patent, Copyright, Trademark and Trade Secret Protection.
 - (vi) the Contractor's indemnity for an Incident as set forth in Section 24, Data Breach or Loss.
- (b) Except as set forth in Section 42, Virus, Malicious, Mischievous or Destructive Programming, the Contractor shall not be liable to the Commonwealth for indirect, consequential, special, incidental or punitive damages.

27. DEFAULT

- (a) The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:
- (i) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (ii) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract or Purchase Order terms;
 - (iii) Unsatisfactory performance of the work as detailed in the specifications referenced in the Contract or a Purchase Order;
 - (iv) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (v) Improper delivery;
 - (vi) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
 - (vii) Delivery of a defective item;
 - (viii) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
 - (ix) Discontinuance of work without approval;
 - (x) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;

- (xi) Insolvency or bankruptcy;
 - (xii) Assignment made for the benefit of creditors;
 - (xiii) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for equipment rentals, or for utility services rendered;
 - (xiv) Failure to protect, to repair, or to make good any damage or injury to property;
 - (xv) Breach of any provision of the Contract;
 - (xvi) Failure to comply with representations made in the Contractor's bid/proposal; or
 - (xvii) Failure to comply with applicable industry standards, customs, and practice.
- (b) In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in Subsection (a) above, the Commonwealth may procure, upon such terms and in such manner as it determines, Supplies and/or Services similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.
- (c) If the Contract or a Purchase Order is terminated as provided in subsection (a) above, the Commonwealth, in addition to any other rights provided in this section, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other Documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.

- (d) The rights and remedies of the Commonwealth provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this section shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in the Section 30, Contract Controversies, the Contractor's exclusive remedy shall be to seek damages in the Commonwealth Board of Claims.

28. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to: acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall: (i) describe fully such cause(s) and its effect on performance; (ii) state whether performance under the contract is prevented or delayed; and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting Documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

29. TERMINATION PROVISIONS

The Commonwealth has the right to terminate this Contract or any Purchase Order for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

- (a) **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor thirty (30) days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination to be in the best interest of the Commonwealth. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

In the event of termination hereunder, Contractor shall receive payment for the following:

- (i) all Services performed and all Supplies delivered consistent with the terms of the Contract prior to the effective date of termination;
- (ii) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract; and

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with Section 30, Contract Controversies, of this Contract.

- (b) **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order in whole or in part. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Supplies or Services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose
- (c) **TERMINATION FOR CAUSE:** The Commonwealth, in addition to its other rights under this Contract, shall have the right to terminate the Contract or a Purchase Order issued from the Contract, in whole or in part, by providing written notice of default if the Contractor materially fails to perform its obligations under the Contract and does not cure such failure within 30 days or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and

continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law.

- (i) Subject to Section 26, Limitation of Liability, in the event the Commonwealth terminates this Contract in whole or in part as provided in this subsection, the Commonwealth may procure Services or Supplies similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth for the difference between the Contract price for the terminated portion of the Services or Supplies and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services or Supplies, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Section.
- (ii) Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.
- (iii) Nothing in this subsection shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.
- (iv) If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under subsection (a).

30. CONTRACT CONTROVERSIES

- (a) In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within sixty (60) days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

- (b) If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

31. ASSIGNABILITY AND SUBCONTRACTING

- (a) Subject to the terms and conditions of this Section, this Contract shall be binding upon the parties and their respective successors and assigns.
- (b) The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (c) The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (d) Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.

- (e) For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (f) Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (g) A change of name by the Contractor, following which the Contractor’s federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

32. AUDIT PROVISIONS

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three (3) years from date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

33. ASSIGNMENT OF ANTITRUST CLAIMS

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor’s suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the Supplies and Services which are the subject of this Contract.

34. PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor,

and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P.S. § 732-10—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under the terms it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement which prevents the Commonwealth from continuing to use the Developed Materials as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth to provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor will, at its expense, provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.
- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.

- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (g) The obligations of the Contractor under this Section continue without time limit and survive the termination of this contract.
- (h) Notwithstanding the above, the Contractor shall have no obligation for:
 - (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or

- (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

35. OWNERSHIP RIGHTS

- (a) Product License. The Contractor grants the Commonwealth a non-exclusive license to use the software required to operate the Supplies.
- (b) Contractor Intellectual Property. The Commonwealth acknowledges that Contractor has previously developed software and related processes, instructions, methods, and techniques, and that the same shall remain the sole and exclusive property of Contractor. Contractor retains ownership of all Contractor Intellectual Property that Contractor delivers to the Commonwealth pursuant to this Contract.
- (c) Commonwealth Intellectual Property and Data. The Commonwealth owns all Data and Intellectual Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract. Commonwealth grants Contractor a non-exclusive, royalty-free, license to use, copy, display, and prepare derivative works of the Commonwealth's Intellectual Property and Data only to fulfill the purposes of this Contract. The Commonwealth's license to Contractor is limited by the terms of this Contract.
- (d) Click-Through Terms. The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions included in click-through agreements or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of this Contract and shall be disregarded by the parties. Any such terms shall be unenforceable by the Contractor and not binding on the Commonwealth.
- (e) No Transfer of Right, Title or Interest. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon Contractor, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Commonwealth or any third party. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon the Commonwealth, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Contractor.

36. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Small Business Opportunities (BSBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the "Initial Contract Compliance Data" form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the "Monthly Contract Compliance Report for Construction Contractors," each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the 15 days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.

- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

37. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the *Public Official and Employees Ethics Act*, 65 Pa.C.S. §§1101 *et seq.*; the *State Adverse Interest Act*, 71 P.S. §776.1 *et seq.*; and the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.*, or to breach any other state or federal law or regulation.
- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.* or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.

- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - (iv) Necessary for purposes of Contractor's internal assessment and review; or
 - (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or

- (vii) Otherwise required by law.
- (j) Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
 - (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.
 - (iii) Violation of federal or state antitrust statutes.
 - (iv) Violation of any federal or state law regulating campaign contributions.
 - (v) Violation of any federal or state environmental law.
 - (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.
 - (vii) Violation of the Act of June 2, 1915 (P.L.736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
 - (viii) Violation of any federal or state law prohibiting discrimination in employment.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially notified, charged, or convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by *Section 1641* of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or
 - (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the *Lobbying Disclosure Act, 65 Pa.C.S. § 13A01 et seq.*, and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.
- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the [*Governor's Code of Conduct*](#), or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refers to or concern this contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.
- (q) For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Subsection.
 - (i) “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.
 - (ii) “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.

- (iii) “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
- (iv) “Financial interest” means:
 - (1) Ownership of more than a five percent interest in any business; or
 - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- (v) “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the [Governor’s Code of Conduct, Executive Order 1980-18](#), the 4 Pa. Code §7.153(b), shall apply.
- (vi) “Immediate family” means a spouse and any unemancipated child.
- (vii) “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

38. CONTRACTOR RESPONSIBILITY PROVISIONS

For the purpose of these provisions, the term Contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term Contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- (a) The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are

under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.

- (b) The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

39. AMERICANS WITH DISABILITIES ACT

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the **basis** of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subsection (a) above.

40. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- (b) If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- (c) Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
- (d) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
- (e) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

- (f) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- (g) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- (h) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (i) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (j) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- (k) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

41. INFORMATION TECHNOLOGY POLICIES

Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT) (located at: <http://www.oa.pa.gov/Policies/Pages/itp.aspx#>), including the accessibility standards set out in IT Bulletin ACC001, *IT Accessibility Policy*. The Contractor shall ensure that Services procured under this Contract comply with the applicable standards. In the event such standards change during Contractor's performance, and the Commonwealth requests that Contractor comply with the changed standard, then any incremental costs incurred by Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.

42. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) Notwithstanding any other provision in this Contract to the contrary, if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards, and provided further that the Commonwealth can demonstrate that the virus or malicious, mischievous or destructive programming was introduced by the Contractor or any of its employees, subcontractors or consultants, the Contractor shall be liable for any damage to any data and/or software owned or licensed by the Commonwealth. The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that result from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor, its servants, agents or employees through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.). In the event of destruction or modification of software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages. The Contractor shall be responsible for reviewing Commonwealth software security standards in effect at the commencement of the Contract and complying with those standards. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall perform a security scan on any software or computer program developed by the Contractor or its subcontractors in a country other than the United States of America that may come in contact with the Commonwealth's software or computer networks. Contractor shall perform such security scan prior to introducing any such software or computer program into a Commonwealth development environment, test environment or production environment. The results of these security scans will be provided to the Commonwealth prior to installing into any Commonwealth development environment, test environment or production environment. The Commonwealth may perform, at its discretion,

additional security scans on any software or computer program prior to installing in a Commonwealth environment as listed above.

- (c) The Commonwealth may, at any time, audit, by a means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth that will be connected to a Commonwealth network for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made. The Commonwealth shall not install any software or monitoring tools on the Contractor's equipment without the Contractor's written consent to do so.
- (d) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing Services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide Services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (e) Neither the Commonwealth nor the Issuing Agency will be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

43. BACKGROUND CHECKS

- (a) The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx#>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given

to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this Section on more than one occasion or Contractor's failure to appropriately address any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS set forth in Enclosure 3 of [Commonwealth Management Directive 625.10](#) Amended (June 2, 2014) *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

44. ENVIRONMENTAL PROVISIONS

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the *Clean Streams Law*, Act of June 22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 *et seq.*; the *Pennsylvania Solid Waste Management Act*, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. § 6018.101 *et seq.*; and the *Dam Safety and Encroachment Act*, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

45. POST-CONSUMER RECYCLED CONTENT

- (a) Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified on the Department of General Services website at www.dgs.pa.gov on the date of submission of the bid, proposal or contract offer.
- (b) Recycled Content Enforcement: The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

46. HAZARDOUS SUBSTANCES

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the “Worker and Community Right to Know Act” (the “Act”) and the regulations promulgated pursuant thereto at 4 Pa. Code Section 301.1, *et seq.*

- (a) Labeling. The Contractor shall insure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Paragraph (i) through (iv):
 - (i) Hazardous substances:
 - (1) The chemical name or common name,
 - (2) A hazard warning, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (ii) Hazardous mixtures:
 - (1) The common name, but if none exists, then the trade name,
 - (2) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
 - (3) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
 - (4) A hazard warning, and
 - (5) The name, address, and telephone number of the manufacturer.
 - (iii) Single chemicals:
 - (1) The chemical name or the common name,
 - (2) A hazard warning, if appropriate, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (iv) Chemical Mixtures:
 - (1) The common name, but if none exists, then the trade name,

- (2) A hazard warning, if appropriate,
- (3) The name, address, and telephone number of the manufacturer, and
- (4) The chemical name or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

- (b) Material Safety Data Sheet. The Contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the Contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The Contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

47. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the 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 the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

48. APPLICABLE LAW

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

49. COMPLIANCE WITH LAW

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

50. INTEGRATION

This Contract, including all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

51. ORDER OF PRECEDENCE

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the solicitation; and the Contractor's response to the solicitation.

52. CHANGES

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: (1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; (2) to make changes to the Services within the scope of the Contract; (3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or (4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through Section 30, Contract Controversies.

53. NOTICE

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- (a) If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- (b) If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

54. LEASES

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any Supplies covered by the Contract, the Leasing Terms and Conditions, attached hereto as Appendix 1, shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor ("Lease PO"). By issuing a Lease PO, the Lessee explicitly agrees to the Leasing Terms and Conditions. Any items covered by a Lease shall be termed "Leased Property" in the Leasing Terms and Conditions. To the extent that there is a conflict between the Leasing Terms and Conditions and the other terms and conditions of the Contract, the Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

55. INSTALLMENT PURCHASES

- (a) Installment purchase options. To the extent that the Contractor offers the Commonwealth or any purchasing agency (“Purchaser”) the option to pay for any items covered by the Contract in installments over time, Appendix 2, Installment Purchase Terms and Conditions, in addition to the other terms and conditions of the Contract, shall govern the Installment Purchase. If a Purchaser desires to purchase items on an installment basis, the Purchaser shall indicate its Installment Purchase election on the Purchase Order issued to the Contractor (“Installment Purchase PO”). By issuing an Installment Purchase PO, the Purchaser explicitly agrees to these Installment Purchase Terms and Conditions. Any items covered by an Installment Purchase shall be called “Installment Items” in these Installment Purchase Terms and Conditions.
- (b) Assignments. The Contractor may assign, without DGS or Purchaser consent, any Installment Purchase PO to a third party (“Initial Assignee”) who will fund the purchase of the Installment Items. The Initial Assignee may take title to, and assume the right to receive all payments for, the Installment Items. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.

56. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. All quotations requested and received from the Contractor are for obtaining firm pricing only. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

57. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2 to this Contract's Appendix E, *Software License Requirements Agreement Template*. This sign-off document (a sample of which is

attached hereto as Attachment 3 to this Contract's AppendixE, *Software License Requirements Agreement Template*), will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This Section 57 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 57 are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Contractor shall conduct additional background checks, in addition to those required in Section 43, Background Checks, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

58. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. This sign-off document (a sample of which is attached as Attachment 3 to this Contract's Appendix E, *Software License Requirements Agreement Template*, in addition to any applicable requirements of Section 57, Agency-Specific Sensitive and Confidential Commonwealth Data, will include a description of the required federal provisions, along with the applicable forms necessary for the Contractor and/or Software Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the Purchase Order. The Commonwealth

agency will inform the Contractor whether they must execute the sign-off document as required by the federal government.

APPENDIX 1

LEASING TERMS AND CONDITIONS

A. TERM OF LEASE

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the specifications for the procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. PAYMENTS

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:
 - a. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
 - b. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
 - c. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations, the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. TITLE

Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
- b. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO LEASED PROPERTY

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the

Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. WARRANTIES

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.
2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this Subsection, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.
2. The Contractor may assign, without Lessee consent, any Lease PO to a third party ("Initial Assignee") who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.

3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and
 - b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.
5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED PROPERTY "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.
2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.
3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in Section B, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. REMEDIES FOR DEFAULT

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Lease.
 - b. Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased

Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.

- c. Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.
2. In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:
- a. If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.
 - b. The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.
 - c. If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. PURCHASE OPTION

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property "as is with no additional warranty" by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. EXTENSION

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. RETURN OF LEASED PROPERTY

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand pursuant to Section J, the Lessee shall promptly return the Leased Property, freight prepaid, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. As a matter of policy, the Commonwealth has determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.
2. Except in the event of a total loss of any or all Leased Property as described in Section E., and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.
3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease

term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. GOVERNING LAW

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. NOTICES

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

APPENDIX 2

INSTALLMENT PURCHASE TERMS AND CONDITIONS

A. TERM OF INSTALLMENT PURCHASE

The Contractor may provide any Installment Items under the Contract for any term up to 60 months. The Purchaser shall identify the term selected on the Installment Purchase PO. The Installment Purchase term shall commence on the date the Purchaser accepts the Installment Items by executing the Acceptance Certificate, and the term shall continue for the length specified on the Installment Purchase PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Installment Item in more than one delivery, unless otherwise specified in the Installment Purchase PO, the Purchaser will provide separate Acceptance Certificates for each delivery of the Installment Items, and the Purchaser will make periodic payments for the Installment Items corresponding to the amount of the Installment Items delivered and accepted 30 days prior to the payment due date.

To the extent that there is a conflict between the other terms and conditions of the Contract and these Installment Purchase Terms and Conditions, these Installment Purchase Terms and Conditions shall prevail to the extent that the Purchaser has elected an Installment Purchase option.

B. PAYMENTS

1. Full Term Intention. The Purchaser shall pay the applicable monthly or annual payment for the Installment Items. The Purchaser shall continue payment for the full Installment Purchase term, unless the Purchaser terminates the Installment Purchase, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Purchaser's obligation is payable only and solely from funds allotted for the purpose of the Installment Purchase. If sufficient funds are not appropriated for continuation of performance under any Installment Purchase for any fiscal year subsequent to the one in which the Purchaser issued the Installment Purchase PO, the Purchaser may return the Installment Items to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Purchaser of all further obligations under the Installment Purchase, provided:
 - a. The Purchaser delivers unencumbered title to the Installment Items to the Contractor or Initial Assignee (if applicable);
 - b. The Purchaser returns the Installment Items to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and

- c. The Purchaser gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Installment Items are not being replaced by similar items from another vendor. In the event the Purchaser returns the Installment Items for failure of appropriations, the Purchaser shall pay all amounts then due under the Installment Purchase through the end of the fiscal year for which sufficient funds were appropriated for the Installment Purchase.

C. TITLE

Title to the Installment Items shall pass to the Purchaser at the time and place of delivery to the Purchaser of each unit of equipment, except as otherwise set forth in the Contract or PO. The Contractor or Initial Assignee shall have a purchase money security interest in the Installment Items until payment of all installments as set forth in the payment schedule are made, or if the Purchaser prepays its installments, upon payment of the agreed amount between the Contractor and the Purchaser as set forth in Section I of this Appendix.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Installment Items.
- b. The Installment Items shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Purchaser will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Purchaser will keep the Installment Items free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO INSTALLMENT ITEM

The Purchaser shall keep the Installment Items within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Installment Items. The Purchaser, at its own cost and expense, shall maintain the Installment Items in good operating condition and will not use or deal with the Installment Items in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Purchaser agrees not to misuse, abuse or waste the Installment Items and the Purchaser will not allow the Installment Item to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes or modifications to the Installment Items shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

1. The Purchaser, after acceptance of the installment Items, shall assume and bear the risk of loss or damage to, or theft of, the Installment Items (including all component parts from

any cause other than action or inaction of the Contractor/assignee. The loss or damage of the Installment Items shall not impair any obligation of the Purchaser under these Installment Purchase Terms and Conditions, which shall continue in full force and effect. In the event that all or part of the Installment Items shall, as a result of the above-mentioned causes, become, in the Purchaser's reasonable determination, lost, stolen, destroyed, rendered unusable, or irreparably damaged, then the Purchaser shall notify the Contractor/assignee in writing. At its option, the Purchaser shall elect either:

- a. to replace the equipment with like equipment, or
 - b. to pay pro rata to the Contractor/assignee all payments then currently due according to the payment schedule, plus the pro rata principal portion of any remaining installments. The "pro rata principal portion of remaining installment payments" is that percentage of the principal portion of remaining installment payments as of the date of payment that the cost of the units of the equipment lost, stolen, destroyed, or rendered irreparably unusable or damaged bears to the total cost of the equipment determined by the amounts set forth in the Installment Purchase PO.
2. The Purchaser assumes all risks and liabilities for injury to or death of any person, or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Items, as more fully set forth in Paragraph 1 of Section G, below.
 3. The Purchaser agrees to insure the Installment Items as provided under Paragraph 2 of Subsection G, below.

F. WARRANTIES

1. The Purchaser shall have the benefit of any and all manufacturer or supplier warranties for the Installment Items during the Installment Purchase term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Purchaser's quiet enjoyment of the Installment Items so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Purchaser assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Item, whether such injury or death be of agents or employees of the Purchaser or of third parties, and whether such property damage be to the Purchaser's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Purchaser, its agents or employees, and provided that judgment has been obtained against the Purchaser, its agents or employees.

This provision shall not be construed to limit the governmental immunity of any Purchaser.

2. The Purchaser shall, during the Installment Purchase term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this section, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Purchaser shall not assign any Installment Purchase PO or other interest in the Installment Item without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Installment Purchase PO and Installment Item to an Initial Assignee, who in turn may further assign and/or grant a security interest in an Installment Purchase to a subsequent assignee without the Purchaser's consent. Any other Contractor assignment shall require the Purchaser's prior written consent. Upon written notice to the Purchaser, the Contractor may assign payments under any Installment Purchase to a third party.
2. The Contractor may assign, without Purchaser consent, any Installment Purchase PO to a third party ("Initial Assignee") who will fund the purchase of the Installment Item. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Installment Item. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.
3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants or obligations under the Contract Documents. By issuing an Installment Purchase PO, the Purchaser waives any claims it may have under the Installment Purchase against the Initial Assignee for any loss, damage or expense caused by, defect in, or use or maintenance of any Installment Item. The Purchaser acknowledges that the Initial Assignee is not the supplier of the Installment Item and is not responsible for their selection or installation. After the ordering Purchaser executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Installment Item is unsatisfactory for any reason, the ordering Purchaser shall, nevertheless, continue to make payments under the applicable Installment Purchase terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Purchaser executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Purchaser shall, regardless of whether any portion of the Installment Item is unsatisfactory for any reason, nevertheless, continue to make payments under the

applicable Installment Purchase and shall make any claim relating to the Installment Item against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and

- b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.

5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS AN INSTALLMENT PURCHASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE INSTALLMENT ITEM), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE PURCHASER TAKES THE INSTALLMENT ITEM "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE PURCHASER HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Installment Item, the Contractor will pay the charges for the Installment Items directly to the supplier. In the event the Contractor assigns the Installment Purchase to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Installment Purchase to an Initial Assignee, the Purchaser's obligation to make rental payments for the Installment Item for which the Purchaser has executed and delivered acceptance certificates shall not be affected by any discontinuance, return or destruction of any license or licensed program materials, or by any Purchaser dissatisfaction with any Installment Item.
2. The Purchaser may at any time elect to prepay its remaining Installment Purchase payments. The Purchaser shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Purchaser of the balance to be paid.
3. If the Purchaser purchases Contract items related to Installment Item prior to the expiration of the Installment Purchase terms, or if the Installment Purchase is terminated for any reason except non-appropriation as described in Section B of these Installment

Purchase Terms and Conditions, and if the Installment Item has been delivered and the Purchaser has executed and delivered to the Contractor an acceptance certificate, the Purchaser shall prepay such Installment Item.

J. REMEDIES FOR DEFAULT

1. If the Purchaser does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Purchaser is delinquent in payment, if the Purchaser breaches any other provision under these Installment Purchase Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Purchaser files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Installment Purchase.
 - b. Take possession of any or all Contract items in the Purchaser's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Contract items may be and remove and repossess the Contract items from the premises without being liable to the Purchaser in any action or legal proceedings. The Contractor/assignee, at its option, may, sell the repossessed Contract items at public or private sale for cash or credit. The Purchaser shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Contract items and placing the Contract items in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Contract items shall include only those items that were purchased under the Installment Purchase.
 - c. Recover from the Purchaser all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the Contractor's/assignee's termination of the applicable Installment Purchase. The Treasury Constant Maturities are published in Statistical Release H.15 and may be accessed via the Federal Reserve Board's Internet website at <http://www.federalreserve.gov/>.
2. In the event of Contractor default under the Default provision of the Contract, the Purchaser may pursue one or more of the following remedies:
 - a. If the payments under the Installment Purchase have been assigned to an Initial Assignee, the Purchaser shall continue to make payments for that Installment Item

which has been delivered and for which the Purchaser has provided acceptance certificates to the Contractor/Initial Assignee.

- b. The Purchaser may cancel, without liability for payment, its order for any Installment Item which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the Contract payments will be recalculated to take into consideration and pay for the actual amount of Installment Items which was delivered and accepted. If no Installment Items have been delivered and accepted, the Purchaser may terminate the Installment Purchase without liability for any payment.
- c. If payments have not been assigned, the Purchaser may set off or counterclaim any and all damages incurred by the Purchaser as a result of the Contractor's default against its obligation to make payments.

K. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Purchaser shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Purchaser shall also keep a copy of each notification of assignment with the Purchaser's counterpart of the order and shall not permit, during the Installment Purchase term, the Installment Item to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.
2. Governmental status. Eligible Purchasers include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Purchaser's status under the IRC shall constitute an event of default by the Purchaser. If the Internal Revenue Service rules that the Purchaser does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Purchaser fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Purchaser, upon demand, will pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

L. GOVERNING LAW

All Installment Purchases made under these Installment Purchase Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Installment Purchase Terms and Conditions.

M. NOTICES

Service of all notices under these Installment Purchase Terms and Conditions shall be sufficient if delivered to the Purchaser at the address set forth in the applicable Installment Purchase PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Installment Purchase PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

APPENDIX B

Domestic Workforce Utilization Certification

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, [title] of [name of Contractor] a [place of incorporation] corporation or other legal entity, (“Contractor”) located at [address], having a Social Security or Federal Identification Number of [number], do hereby certify and represent to the Commonwealth of Pennsylvania (“Commonwealth”) (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

[XX] percent (Contractor must specify the percentage) of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed: [Use additional sheets if necessary]

The Department of General Services [or other purchasing agency] shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

Corporate or Legal Entity's Name

Signature/Date

Signature/Date

Printed Name/Title

Printed Name/Title

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Commonwealth of Pennsylvania
IT Hardware RFP
Cost Proposal Response Template
Lot 1: Desktop PC, Laptops, Ultra Portable Laptops, & Associated Services, Options, and Upgrades

Please note cells below will be automatically populated based on pricing entered further down on this tab. Please be sure to scroll all the way down.
Note that the Commonwealth estimates that 80% of machines will be purchased and 20% will be leased, and our costs are being calculated based on this assumption.

Device	Historical Annual Volume	Purchase Cost	Lease Cost	Total Cost
Standard Desktop	1,433	\$	\$	\$
Mid-Range Desktop	850	\$	\$	\$
High-End Desktop	1,534	\$	\$	\$
Standard Laptop	113	\$	\$	\$
High-End Laptop	1,204	\$	\$	\$
Ultra Portable Laptop	78	\$	\$	\$
Ultra Portable Convertible Laptop / Tablet	61	\$	\$	\$
Products - Total	5,280	\$	\$	\$
Services - Total				
Product & Services - Grand Total				

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard Desktop PC, Laptop, and Ultra Portable Laptop configurations below. Please provide a cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product matches the specifications by marking an "X" in the indicated column. If the product exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Offeror Name: _____

Lot 1 - Desktop PCs

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard Desktop PC configurations below. Please provide a cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column. Please note that monitors are not included in the base configuration.

Item Requested	Proposed	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	1,433		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Comments	Standard Desktop Minimum Requirement		
Processor (CPU) Type	Intel Core i5-6400 (i5 or Intel) CPU or equal		
Operating System	Windows 10 64 Bit Pro		
RAM	8GB 1866 DDR4, Non-ECC, max capacity 32GB		
Hard Drive	500 GB 7200 RPM SATA Internal		
Display	Not Included		
Display/Graphics Technology	Integrated HD Graphics w/ Dual Monitor Support		
Sound	Analog stereo output		
Speakers	Integrated headphone and stereo speaker jacks		
Optical Drive 1	8X DVD-RW Super Drive		
Mouse	USB optical mouse with scroll		
Keyboard	USB keyboard		
Smart Card Reader	FIPS 201 Approved Transparent Smart Card Reader (Keyboard integrated or USB)		
Network Interface	10/100/1000 BASE-T Ethernet		
USB Ports	6		
Opt Ports	1		
VGA Ports	Optional		
Display Port	1		
HDMI	Optional		
Slots	2 PCI Slots available (PCI and/or PCIe)		
Platform Integrity	Trusted Platform Module (TPM) v1.2 or newer		
Energy Star	Gold		
Energy Star	Must Meet Current Energy Star		
Section 508 Compliant	Yes		
Form Factor	Mini Tower		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Item Requested	Proposed	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	850 (0)		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Comments	Mid-Range Desktop Minimum Requirement		
Processor (CPU) Type	Intel Core i7-6700 (i7 or Intel) or equal		
Operating System	Windows 10 64 Bit Pro		
RAM	16 GB DDR4 2133 DIMM		
Hard Drive	256 GB SSD		
Display	Not Included		
Display/Graphics Technology	Integrated HD Graphics w/ Dual Monitor Support		
Sound	Analog stereo output		
Speakers	Integrated headphone and stereo speaker jacks		
Optical Drive 1	8X DVD-RW Super Drive		
Mouse	USB optical mouse with scroll		
Keyboard	USB keyboard		
Smart Card Reader	FIPS 201 Approved Transparent Smart Card Reader (Keyboard integrated or USB)		
Network Interface	10/100/1000 BASE-T Ethernet		
USB Ports	6		
Opt Ports	1		
VGA Ports	Optional		
Display Port	1		
HDMI	Optional		
Slots	2 PCI Slots available (PCI and/or PCIe)		
Platform Integrity	Trusted Platform Module (TPM) v1.2 or newer		
Energy Star	Gold		
Energy Star	Must Meet Current Energy Star		
Section 508 Compliant	Yes		
Form Factor	Mini Tower		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Item Requested	Proposed	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	1,534		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Comments	High-End Desktop Minimum Requirement		
Processor (CPU) Type	Intel Core i7-6800K (i7 6th or equal)		
Operating System	Windows 10 64 Bit Pro		
RAM	32 GB DDR4 2400 DIMM		
Hard Drive	512 GB SSD		
Display	Not Included		
Display/Graphics Technology	Nvidia Quadro K620, 2GB equivalent or better		
Sound	Analog stereo output		
Speakers	Integrated headphone and stereo speaker jacks		
Optical Drive 1	10X DVD-R Super Multi SATA Drive		
Mouse	USB optical mouse with scroll		
Keyboard	USB keyboard		
Smart Card Reader	FIPS 201 Approved Transparent Smart Card Reader (Keyboard integrated or USB)		
Network Interface	10/100/1000 BASE-T Ethernet		
USB Ports	6		
Opt Ports	1		
VGA Ports	Optional		
DP or HDMI	Optional		
Slots	2 PCI Slots available (PCI and/or PCIe)		
Platform Integrity	Trusted Platform Module (TPM) v1.2 or newer		
Energy Star	Gold		
Energy Star	Must Meet Current Energy Star		
Section 508 Compliant	Yes		
Form Factor	Mini Tower		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Commonwealth of Pennsylvania
IT Hardware RFP
Cost Proposal Response Template
Lot 1: Desktop PC, Laptops, Ultra Portable Laptops, & Associated Services, Options, and Upgrades

Lot 1 - Laptops

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard laptop configurations below. Please provide a proposed cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Input Requested	Proposal	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	111		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Standard Laptop Minimum Requirements		
Processor (CPU) Type	Intel Core i5, i7, or i9 (or equal)		
Operating System	Windows 10 or 11 Pro		
RAM	8 GB DDR4 2133 MHz		
Hard Drive	256GB SSD		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Display	14 inch		
Display Resolution	1920x1080		
Speakers	Integrated Stereo (Built-in stereo speakers)		
Webcam	None		
Optical Drive	None		
Mouse	Optical USB w/ Scroll		
Keyboard	Integrated		
Webcam	Integrated		
Microphone	Integrated		
Network Interface	10/100/1000 Base-T Ethernet, Wireless: 802.11n with 11a/b/g compatibility		
Bluetooth	Bluetooth 3.0, integrated		
Ports	3 or more USB 2.0 or higher		
Slots	1 - 50/MMC Card Slot, 1 - Locking Cable Slot		
Smart Card Reader	FIPS 201 Approved Transparent Reader		
Platform Integrity	Trusted Platform Module 1.2 (or newer)		
EPFAT	Gold		
Energy Star	Must Meet Current Energy Star		
Section 508 Compliant	Yes		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Weight	Less than 6 pounds		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Input Requested	Proposal	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	1,204		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	High-End Laptop Minimum Requirements		
Processor (CPU) Type	Intel Core i7, i9 (or equal)		
Operating System	Windows 10 or 11 Pro		
RAM	16 GB DDR4 2133 MHz		
Hard Drive	512GB SSD		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Display	15 inch		
Display Resolution	1920x1080		
Speakers	Integrated Stereo (Built-in stereo speakers)		
Webcam	None		
Optical Drive	None		
Mouse	Optical USB w/ Scroll		
Keyboard	Integrated		
Webcam	Integrated		
Microphone	Integrated		
Network Interface	10/100/1000 Base-T Ethernet, Wireless: 802.11n with 11a/b/g compatibility		
Bluetooth	Bluetooth 3.0, integrated		
Ports	3 or more USB 2.0 or higher		
Slots	1 - 50/MMC Card Slot, 1 - Locking Cable Slot		
Smart Card Reader	FIPS 201 Approved Transparent Reader		
Platform Integrity	Trusted Platform Module 1.2 (or newer)		
EPFAT	Gold		
Energy Star	Must Meet Current Energy Star		
Section 508 Compliant	Yes		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Weight	Less than 6.5 pounds		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Lot 1 - Ultra Portable Laptops

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard ultra-portable device configurations below. Please provide a proposed cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Input Requested	Proposal	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	75		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Ultra-Portable Laptop Minimum Requirements		
Processor (CPU) Type	Intel Core i5, i7, or i9		
Operating System	Windows 10 or 11 Pro		
RAM	8 GB		
Hard Drive	256 GB SSD		
Minimum Display Size	11"		
Speakers	Internal		
Touchscreen	Included		
Touchscreen	Optional		
Keyboard	Integrated English		
Camera	Integrated		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Network Interface	Wireless: 802.11n with 11a/b/g compatibility		
Bluetooth	None		
Minimum USB Ports	2, with 1 USB 3.0		
DP or HDMI	Yes		
EPFAT	Gold		
Energy Star	Must Meet Current Energy Star		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Input Requested	Proposal	Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if Higher
Historical Annual Volume	60		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Convertible Laptop / Tablet Minimum Requirements		
Processor (CPU) Type	Intel Core i5, i7, or i9		
Operating System	Windows 10 or 11 Pro		
RAM	8 GB		
Hard Drive	256 GB SSD		
Minimum Display Size	11.6"		
Speakers	Internal		
Touchscreen	Included		
Touchscreen	Required		
Keyboard	Integrated English		
Camera	Integrated		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Network Interface	Wireless: 802.11n with 11a/b/g compatibility		
Bluetooth	None		
Minimum USB Ports	2, with 1 USB 3.0		
DP or HDMI	Yes		
EPFAT	Gold		
Energy Star	Must Meet Current Energy Star		
Warranty	4 years On Site Next Business Day Fix, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Commonwealth of Pennsylvania
 IT Hardware RFP
 Cost Proposal Response Template
 Lot 1: Desktop PC, Laptops, Ultra Portable Laptops, & Associated Services, Options, and Upgrades

Lot 1 - Services - Options - Upgrades

Instructions for Offerors: Please provide your proposed cost for each of the following services or options. Under additional options, please provide any other options you feel the Commonwealth may benefit from. You should propose a cost for all services / options / upgrades, but these services / options / upgrades will be purchased at the Commonwealth's discretion. If you cannot provide a particular option / upgrade cost, please provide a detailed comment for your reasoning in the corresponding "Notes" section. Please note all services / options / upgrades should be priced at a cost per device.

Universal Options	Description	Unit / Quantity	Historical Annual Volume	Notes, if Any	Cost per Unit (Purchase)	Total Service Cost
Installation		Per Machine	501		\$	\$
Onsite Asset Tagging		Per Machine	911		\$	\$
Office Asset Tagging		Per Machine	3,721		\$	\$
Onsite Image Deployment		Per Machine	561		\$	\$
Office Image Deployment		Per Machine	2,204		\$	\$
Bundle - onsite Image Deployment, Tag		Per Machine	1,627		\$	\$
Data Transfer		Per 10 GB	554		\$	\$
Preparation for Shipment		Per Machine	2,054		\$	\$
Hard Drive Removal		Per Machine	505		\$	\$
On-Premise Disk Wipe		Per Machine	1,447		\$	\$
Off-Premise Disk Wipe		Per Machine	311		\$	\$
Relocation within 25 Miles		Per Machine	627		\$	\$
Relocation Outside 25 Miles		Per Machine	40		\$	\$
Device Return to DGS Surplus Warehouse (221 Center Street, Harrisburg, PA 17125)		Per Machine	505		\$	\$
Total			15,545			\$
Monitoring / Accessories						
24" VGA / HDMI Monitor, Height Adjustable with 4 year warranty		Per Monitor				
24" Display Port (DP) Monitor, Height Adjustable with 4 year warranty		Per Monitor				
23" LCD VGA / HDMI Monitor, Height Adjustable with 4 year warranty		Per Monitor				
23" LCD Display/Port (DP) Monitor, Height Adjustable with 4 year warranty		Per Monitor				
Anti-theft device		Per year / per Machine				
Accidental Damage Protection		Per year / per Machine				
Cellular Data		Per Machine				
Docking Station with Port Replicator		Per Unit				
Docking Station with Port Replicator and 24 inch Monitor		Per Unit				
1TB SSD Upgrade		Per Machine				
256 SSD Upgrade		Per Machine				
512 SSD Upgrade		Per Machine				
1TB SSD Upgrade		Per Machine				
M.2 256 GB SSD Upgrade		Per Machine				
M.2 512 GB SSD Upgrade		Per Machine				
M.2 1TB SSD Upgrade		Per Machine				
I7 Processor Upgrade		Per Machine				
RAM Upgrade- Additional 8 GB		Per Unit				
RAM Upgrade- Additional 16 GB		Per Unit				
Web-Cam		Per Machine				
Touchscreen		Per Unit				
USB Number Pad		Per Unit				
Headset Per Training		Per Hour Rate				
Additional Options						

Lot 1 - Accessibility Needs

Instructions for Offerors: Please describe the accessibility options you have available that are applicable to Lot 1. Please provide lot-specific services and options available and the corresponding description and cost per service and / or option.

Accessibility Services / Options	Description	Cost

Commonwealth of Pennsylvania
IT Hardware RFP
Pricing Proposal Response Template

Lot 2: Tablet PCs, Rugged Devices, Non-Traditional Desktops, and Associated Services, Options, and Upgrades

Please note cells below will be automatically populated based on pricing entered further down on this tab. Please be sure to scroll all the way down.
Note that the Commonwealth estimates that 80% of machines will be purchased and 20% will be leased, and cost totals are being calculated based on this assumption.

Device	Historical Annual Volume	Purchase Cost	Lease Cost	Total Cost
Tablet	600	\$	\$	\$
Rugged Laptop	100	\$	\$	\$
Rugged Tablet	100	\$	\$	\$
Non-Traditional Desktops	144	\$	\$	\$
Products - Total	944	\$	\$	\$
Services - Total				\$
Product & Services - Grand Total				\$

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard Tablet, Rugged Devices, and Non-Traditional Desktops configurations below. Please provide a cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Offeror Name: _____

Lot 2 - Tablets

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard tablet configuration below. Please provide a proposed cost for both purchase and leasing. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Tablet			
Input Requested	Proposal	Confirmation that your spec meets this minimum Requirement ("X")	Actual Spec Proposed, if higher
Historical Annual Volume	600		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Tablet Minimum Requirements		
Processor (CPU) Type	Quad-Core		
Processor Speed	1.5 GHz		
Operating System	Windows or Android		
(RAM)	2 GB		
Storage	32GB		
Sound	Analog Stereo Output		
Camera	Front and Rear Camera		
Smart Card Reader	SD		
Platform Integrity	Trusted Platform Module 1.2 (or newer)		
Network Interface	802.11n/a/c integrated wireless		
Warranty	4 years		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Commonwealth of Pennsylvania
 IT Hardware RFP
 Pricing Proposal Response Template
 Lot 2: Tablet PCs, Rugged Devices, Non-Traditional Desktops, and Associated Services, Options, and Upgrades

Lot 2 - Rugged Devices

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard rugged device configurations below. Please provide a proposed cost for both purchase and leasing for each standard configuration listed below. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Rugged Laptop		Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher
Input Requested	Proposal		
Historical Annual Volume	100		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Rugged Laptop Minimum Requirements		
Processor (CPU) Type	Intel Core i5		
Processor Speed	2.4 GHz		
Operating System	Windows 10 64 Bit Pro with option to downgrade to 7		
RAM	8 GB		
Hard Drive	320 GB		
Screen Size	13.1 inch		
Camera	Integrated		
Optical Drive	18x DVD RW		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Certification	MIL-STD 810G Certified		
Platform Integrity	Trusted Platform Module 1.2 (or Newer)		
Network Interface	802.11n/6n Integrated wireless		
Warranty	4 years, Keep Your Hard Drive		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Rugged Tablet		Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher
Input Requested	Proposal		
Historical Annual Volume	100		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Rugged Tablet Minimum Requirements		
Processor (CPU) Type	Quad Core		
Processor Speed	1.5 GHz		
Operating System	Android / Windows		
RAM	2 GB		
Storage	16 GB		
Screen Size	7 inch		
Camera	Integrated		
Optical Drive	N/A		
Display/Graphics Technology	Integrated Graphics Supports Dual Display configuration with Docking Station		
Certification	MIL-STD 810G Certified		
Platform Integrity	Trusted Platform Module 1.2 (or Newer)		
Network Interface	802.11n/6n Integrated wireless		
Warranty	4 years		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Lot 2 - Non-Traditional Desktops

Instructions for Offerors: The Commonwealth of Pennsylvania has outlined its standard non-traditional desktop configuration below. Please provide a proposed cost for both purchase and leasing. Please indicate if the product proposed matches the specifications by marking an "X" in the indicated column. If the product proposed exceeds the minimum specifications, please list the actual specification in the Actual Spec Column.

Non-Traditional Desktop		Confirmation that your spec meets this minimum requirement ("X")	Actual Spec Proposed, if higher
Input Requested	Proposal		
Historical Annual Volume	144		
Cost per Unit (Purchase)			
Annual Cost per Unit (4 year lease)			
Manufacturer			
Model Number			
Component	Non-Traditional Desktops Minimum Requirements		
Processor (CPU) Type	Intel Core i5		
Processor Speed	2.4 GHz		
RAM	1 GB		
Hard Drive	16GB		
Mouse	USB optical mouse with scroll		
Keyboard	USB keyboard		
Platform Integrity	Trusted Platform Module 1.2 (or Newer)		
Network Interface	10/100/1000 BASE-T Ethernet		
USB Ports	7		
DVI Ports	1		
Warranty	4 years		
Purchase Cost	\$		
Lease Cost	\$		
Total Cost	\$		

Commonwealth of Pennsylvania
 IT Hardware RFP
 Cost Proposal Response Template
 Lot 3: General IT Peripherals & Small MPDs

Please note cells below will be automatically populated based on pricing entered further down on this tab. Please be sure to craft all the way down.

Device	Total Cost
General IT Peripherals	\$
System 1 MPD	\$
System 2 MPD	\$
System 3 MPD	\$
System 4 MPD	\$
System 5 MPD	\$

Offeror Name: _____

Lot 3 - General IT Peripherals

Markup by Manufacturer

Instructions: Please provide one markup on your cost basis for the Manufacturers listed below - this pricing will apply to all items. In the maximum markup box, please provide the highest potential markup for all other Manufacturers (not listed). Only Offerors capable of providing 90% of the manufacturers listed may submit a proposal for Lot 3.

Maximum Markup for all other Manufacturers: _____

Markup for Manufacturers Listed Below: _____

#	The Manufacturer	Historical Annual Revenue (\$)	Markup %
1	CHECKPOINT	\$ 2,824,305	0.00%
2	HP INC	\$ 1,482,661	0.00%
3	HP/HPD	\$ 847,018	0.00%
4	DELL	\$ 792,782	0.00%
5	CORRETO POWER	\$ 728,172	0.00%
6	IBM	\$ 502,661	0.00%
7	HP/HPD	\$ 451,472	0.00%
8	HP/HPD	\$ 420,118	0.00%
9	HP/HPD TECHNOLOGIES	\$ 381,472	0.00%
10	HP	\$ 420,301	0.00%
11	HP/HPD	\$ 272,001	0.00%
12	HP/HPD SYSTEMS	\$ 220,172	0.00%
13	HP PERIPHERALS	\$ 200,402	0.00%
14	HP/HPD/HPD	\$ 182,402	0.00%

Commonwealth of Pennsylvania
IT Hardware RFP
Cost Proposal Response Template
Lot 3: General IT Peripherals & Small MFDs

Lot 3 – Small MFDs

Instructions for Offerors: Small multifunctional devices (MFDs) are included in a part of Lot 3 - General IT Peripherals. The only fields within this MFD template that need to be filled out in are those in orange. The requirements listed below are minimum requirements for all MFDs possible. Please take this information into account when providing model types further below.

MFD Minimum Requirements	
Volume, Capacity, and Speed	
Level of finished technology	Mandatory
Printed pages able to be copied, scanned, faxed, or incorporated immediately with no damage to original	Mandatory
Black and White Capacity	Mandatory
Black and White Capacity	Mandatory
Color Capacity	Mandatory
Black and White Capacity	Mandatory
Fee option provides programmable distribution lists	Mandatory
Time between Family Mode to first page being being tone must be 45 seconds or less	Mandatory
30 Sheets Automatic Document Feeder Capacity	Mandatory
Automatic Duplex Printing	Mandatory
Auto-cancel	Mandatory
Auto-cancel/return	Mandatory
Media Size, Type, and Tray	
Standard 8.5 x 11 inch Media	Mandatory
Standard 8.5 x 14 inch Media	Mandatory
Legal size	Mandatory
One-tray paper input	Mandatory
Minimum of 20% recycled material in paper without adversely affecting functionality or uptime	Mandatory
Standard available media	Mandatory
Minimum Paper Input Capacity	500 Sheets
Memory and Storage	
Minimum Standard Memory	64MB
112 Pages Fax Memory	Mandatory
Compatibility and Connectivity	
Capacity page capacity (with each bit)	Mandatory
USB Architecture	Mandatory
Windows XP 32-bit operating system	Mandatory
Windows 7 32-bit operating system	Mandatory
Windows 8 32-bit operating system (upgradeability if not currently available)	Mandatory
Windows 10 32-bit operating system	Mandatory
Windows 2008 R2 server operating system	Mandatory
Windows 2008 R2 server operating system	Mandatory
Linux (Ubuntu) compatible with 64-bit	Mandatory
Linux (Ubuntu) compatible with 32-bit	Mandatory
Windows Server for Windows XP and Windows 2003 Server operating system	Mandatory
Ethernet 10/100 Full Duplex connectivity	Mandatory
802.11n wireless	Mandatory
Common NCP card	Mandatory
Make-On-Demand enabled NCP cards disabled or protected with hardware password	Mandatory
PDF of Product User Guide (PDF) available	Mandatory
Support of Auto-cancel	Mandatory
Cloud Connectivity	Mandatory
Print Quality	
Prints 600 dpi Minimum Print Quality Black	Mandatory
Prints 600 dpi Maximum Color Quality Black	Mandatory
Prints 600 dpi Maximum Color Quality Color	Mandatory
Color Resolution (Color) Range: 25-400%	Mandatory
Digital Output	
Output file format of choice	Mandatory
PDF format	Mandatory
PDF format	Mandatory
Output to email	Mandatory
Output to USB	Mandatory
Output to USB memory	Mandatory
Output to network file	Mandatory
Output to shared folders	Mandatory
Memory and Storage	
Minimum Memory, Expandable to	512MB
Equipment Requirements	
Energy Star compliant	Mandatory
Devices shall not emit noise in excess of 62 mg/h3	Mandatory
Devices shall not emit noise in excess of 0.21 mg/h3	Mandatory
Devices shall not emit chlorine in excess of 0.13 mg/h3	Mandatory
Printer Management Features	
Remote Management via Web Interface	Mandatory

Commonwealth of Pennsylvania
IT Hardware RFP
Cost Proposal Response Template
Lot 3: General IT Peripherals & Small MFDs

Instructions for Offerors: Please propose MFD models that match the specifications from the chart above and the model specific minimum specifications below. In addition, please fill in the actual specifications for each model and include the proposed cost per unit. Please note the cost proposed below should be inclusive of your markup and represent the total per unit cost for each MFD.

Model Details	Segment 1 (Standard B&W)	Specifications of Proposed Model	Segment 2 (Just B&W)	Specifications of Proposed Model	Segment 3 (Standard Color)	Specifications of Proposed Model	Segment 4 (Just Color)	Specifications of Proposed Model
Manufacturer Name								
Manufacturer Model Number								
Unit Price (MSRP)	20		25		25		25	
Minimum Annual Volume	0		0		0		0	
Price/Cost								
Volume, Capability, and Speed (Minimum Requirements)								
Pages Printed per Month (minimum including repeat if applicable)	1,000-1,000		3,000-12,000		1,000-1,000		1,000-12,000	
Color options					Mandatory		Mandatory	
Architectural color (most cost effective method for black and white or color)					Mandatory		Mandatory	
Color options					Mandatory		Mandatory	
Minimum Black and White Print Speed Page Per Minute (PPM)	15 PPM		25 PPM					
Minimum Color Print Speed Page Per Minute (PPM)					15 PPM		25 PPM	
Minimum Copy Speed Page Per Minute (PPM)	15 PPM		25 PPM		15 PPM		25 PPM	
Media & Paper, Toner, and Tray (Minimum Requirements)								
Minimum Paper Size of Sheets (Standard)	1		2		1		2	
Minimum Sheet Capacity	100 sheets		100 sheets		100 sheets		100 sheets	
Print Quality								
Minimum Resolution								
300 to 600 dpi Minimum True Quality Color					Mandatory		Mandatory	
600 to 600 dpi Minimum Copy Quality Color					Mandatory		Mandatory	

Lot 3 - Accessibility Needs

Instructions for Responders: Please describe the accessibility options you have available that are available in lot 3. Please provide lot specific version and option available and the corresponding description and unit per device and / or price.

Accessibility Options/Devices	Description	Cost

Item	Description	Unit	Quantity	Price

Lot 5 - Servers & PC/Thin Client Configurations				
Item	Description	Unit	Quantity	Price

Lot 5 - Servers - Non Best Value Configurations				
Item	Description	Unit	Quantity	Price

Lot 5 - Services - Options - Usage Rates				
Item	Description	Unit	Quantity	Price

Lot 5 - Accessibility Needs				
Item	Description	Unit	Quantity	Price

Lot 5 - Consumption Based Pricing				
Item	Description	Unit	Quantity	Price

Lot 6 - Streets - Allow Cost Value Configuration

Item	Description	Quantity	Unit	Allow Cost Value
1	Asphalt Paving	100	Sq Yd	15.00
2	Concrete Paving	50	Sq Yd	25.00
3	Gravel Paving	200	Sq Yd	10.00
4	Street Lighting	10	Fixture	200.00
5	Street Signs	50	Sign	5.00
6	Street Repairs	10	Hour	100.00
7	Street Sweeping	100	Hour	10.00
8	Street Maintenance	100	Hour	10.00
9	Street Construction	100	Hour	10.00
10	Street Inspection	100	Hour	10.00

Item	Description	Quantity	Unit	Allow Cost Value
1	Asphalt Paving	100	Sq Yd	15.00
2	Concrete Paving	50	Sq Yd	25.00
3	Gravel Paving	200	Sq Yd	10.00
4	Street Lighting	10	Fixture	200.00
5	Street Signs	50	Sign	5.00
6	Street Repairs	10	Hour	100.00
7	Street Sweeping	100	Hour	10.00
8	Street Maintenance	100	Hour	10.00
9	Street Construction	100	Hour	10.00
10	Street Inspection	100	Hour	10.00

Item	Description	Quantity	Unit	Allow Cost Value
1	Asphalt Paving	100	Sq Yd	15.00
2	Concrete Paving	50	Sq Yd	25.00
3	Gravel Paving	200	Sq Yd	10.00
4	Street Lighting	10	Fixture	200.00
5	Street Signs	50	Sign	5.00
6	Street Repairs	10	Hour	100.00
7	Street Sweeping	100	Hour	10.00
8	Street Maintenance	100	Hour	10.00
9	Street Construction	100	Hour	10.00
10	Street Inspection	100	Hour	10.00

Lot 6 - Services - Options - Upgrades

Item	Description	Quantity	Unit	Allow Cost Value
1	Street Lighting Upgrade	10	Fixture	200.00
2	Street Sign Upgrade	50	Sign	5.00
3	Street Repairs Upgrade	10	Hour	100.00
4	Street Sweeping Upgrade	100	Hour	10.00
5	Street Maintenance Upgrade	100	Hour	10.00
6	Street Construction Upgrade	100	Hour	10.00
7	Street Inspection Upgrade	100	Hour	10.00

Lot 6 - Accessibility Needs

Item	Description	Quantity	Unit	Allow Cost Value
1	Accessibility Audit	1	Project	1000.00
2	Accessibility Improvements	100	Hour	10.00

Lot 6 - Consumption Based Pricing

Item	Description	Quantity	Unit	Allow Cost Value
1	Consumption Based Pricing	100	Hour	10.00

**APPENDIX D - PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
OA – OFFICE OF INFORMATION TECHNOLOGY
RFP# 6100039046**

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	
Offeror Mailing Address	
Offeror Website	
Offeror Contact Person	
Contact Person's Phone Number	
Contact Person's Facsimile Number	
Contact Person's E-Mail Address	
Offeror Federal ID Number	
Offeror SAP/SRM Vendor Number	
Lot(s) You Are Proposing On:	
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops	<input type="checkbox"/>
2 - Tablets, Rugged Devices, and Non-Traditional Desktops	<input type="checkbox"/>
3 - General IT Peripherals	<input type="checkbox"/>
4 - Apple Devices	<input type="checkbox"/>
5 - Server Hardware	<input type="checkbox"/>
6 - Storage Hardware	<input type="checkbox"/>

Submittals Enclosed and Separately Sealed:	
<input type="checkbox"/>	Technical Submittal Response Template
<input type="checkbox"/>	Small Diverse Business Participation Submittal
<input type="checkbox"/>	Cost Submittal Response Template

Signature	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's submittal:	
Printed Name	
Title	

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

APPENDIX E

SOFTWARE LICENSE REQUIREMENTS AGREEMENT TEMPLATE

PA Supplier ID Number: _____

**AGREEMENT BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE GOVERNOR'S OFFICE OF ADMINISTRATION
AND**

This Agreement by and between _____ (Licensor) and the Commonwealth of Pennsylvania, acting by and through the Governor's Office of Administration (Commonwealth) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

RECITALS:

WHEREAS, this Agreement sets forth the Commonwealth's Software License Requirements; and,

WHEREAS, Licensor's Software License Agreement is attached hereto as Exhibit A, and made a material part hereof by this reference; and,

WHEREAS, this document, including the Software License Agreement attached as Exhibit A, constitutes the Agreement between the Licensor and the Commonwealth; and

WHEREAS, the terms and conditions set out below in these Software License Requirements, supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached Exhibit A, which is incorporated herein by reference.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

- 1. Recitals:** The above recitals are hereby incorporated as a material part of these Software License Requirements.
- 2. Enterprise Language:** The parties agree that more than one agency of the Commonwealth may license products under this Agreement, provided that any use of products by any agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each applicable agency seeking to use the Licensed Product.

Products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”

The parties agree that, if the licensee is a “Commonwealth Agency” as defined by Section 103 of the *Commonwealth Procurement Code*, 62 Pa. C. S. § 103, the terms and conditions of this Agreement apply to any purchase of Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase document without further need for execution. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products, including any products eligible for coverage under this Agreement where a legally executed agreement for the same covered product, regardless of version, was not in effect, even if procured by the Commonwealth prior to the effective date of the Agreement. This does not apply to Commonwealth agency agreements executed pursuant to the *Commonwealth Procurement Code*, 62 Pa. C. S. §§ 101—4102, and the *Commonwealth Attorneys’ Act*, 71 P.S. §§ 732-101—732-506.

3. **Choice of Law/Venue/Immunity:** This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in Section 23 of this Agreement, the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
4. **Indemnification:** The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth’s acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth’s rights, claims or defenses that arise as a matter of law or pursuant to any other provision of this Agreement. This provision shall not be construed to limit the sovereign immunity of the Commonwealth.
5. **Patent, Copyright, Trademark and Trade Secret Protection:**
 - (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights or trademarks, or for a misappropriation of a United States trade secret arising out of performance of this Agreement (“Claim”), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, “indemnify and hold harmless” shall mean the Licensor’s specific, exclusive, and limited obligation to (a) pay any judgments,

finances, and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney's fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give Licensor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion, delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. Licensor shall not, without the Commonwealth's consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. If OAG delegates such rights to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys' fees, if such are made necessary by the Licensor's request) incurred by the Commonwealth for such support. If OAG does not delegate to Licensor the authority to control the defense and settlement of a Claim, the Licensor's obligation under this Section 5 ceases. The Licensor, at its own expense, shall provide whatever cooperation OAG request in the defense of the suit.

- (b) The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties.
- (c) If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor's written request, it shall be at the Licensor's expense, but the responsibility for such expense shall be only that within the Licensor's written authorization.

- (d) If, in the Licensor's opinion, the Licensed Products furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor's obligation to satisfy any final award, the Licensor may, at its option and expense:
 - (1) substitute functional equivalents for the alleged infringing Licensed Products; or
 - (2) obtain the rights for the Commonwealth to continue the use of such Licensed Products.
- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option:
 - (1) procure the right to continue use of such infringing products;
 - (2) replace them with non-infringing items; or
 - (3) modify them so that they are no longer infringing.
- (f) If use of the Licensed Products is enjoined and the Licensor is unable to do any of the preceding set forth in Section 5(e) above, the Licensor agrees to, upon return of the Licensed Products, refund to the Commonwealth:
 - (1) the license fee paid for the infringing Licensed Products, less the amount for the period of usage of any software; and
 - (2) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.
- (g) The obligations of the Licensor under this Section 5 continue without time limit and survive the termination of this Agreement.
- (h) Notwithstanding the above, the Licensor shall have no obligation under this Section 5 for:
 - (1) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (2) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare the product;

- (3) use of the Software after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedy's under Section 5(e) or Section 5(f) above;
 - (4) use of the Licensed Products in other than its specified operating environment;
 - (5) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (6) infringement of a non-Licensor product alone;
 - (7) the Commonwealth's use of the Licensed Product beyond the scope contemplated by the Agreement; or
 - (8) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section 5, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

- 6. Virus, Malicious, Mischievous or Destructive Programming:** Licensor warrants that the Licensed Product as delivered by Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.

The Commonwealth's exclusive remedy, and Licensor's sole obligation, for any breach of the foregoing warranty shall be for Licensor to (a) replace the Licensed Products with a copy that does not contain Virus, and (b) if the Commonwealth, has suffered an interruption in the availability of its computer system caused by Virus contained in the Licensed Product, reimburse the Commonwealth for the actual reasonable cost to remove the Virus and restore the Commonwealth's most recent back up copy of data provided that:

- (a) the Licensed Products have been installed and used by the Commonwealth in accordance with the Documentation;
- (b) the Licensed Products has not been modified by any party other than Licensor;
- (c) the Commonwealth has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the Licensed Products and

has used a generally accepted antivirus software to screen the Licensed Products prior to installation in its production environment.

Under no circumstances shall Licensor be liable for damages to the Commonwealth for loss of the Commonwealth's data arising from the failure of the Licensed Products to conform to the warranty stated above.

7. **Limitation of Liability:** The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period prior to the event giving rise to the damage claim. This limitation does not apply to damages for:
- (a) bodily injury;
 - (b) death;
 - (c) intentional injury;
 - (d) damage to real property or tangible personal property for which the Licensor is legally liable;
 - (e) Licensor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 5; or
 - (f) damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach.

In no event will the Licensor be liable for consequential, indirect, special or punitive incidental damages unless otherwise specified in the Agreement.

8. **Payment:** The Commonwealth will make purchase through its software reseller as the Commonwealth's agent by way of a purchase order, which shall control with regard to payment amounts and provisions. The Commonwealth's reseller shall purchase Software and services from Licensor, on behalf of the Commonwealth, pursuant to purchase orders to Licensor. Upon acceptance by Licensor of such purchase orders, such purchase orders shall control as to pricing only; additional terms and conditions on such purchase orders are not applicable as the terms of this Agreement and its Exhibits shall control.

The Commonwealth's obligation is to pay its reseller in accordance with its purchase order with the Commonwealth's reseller and Licensor shall look to the Commonwealth's reseller for payment; however, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against the Commonwealth's reseller) Licensor shall notify the Commonwealth of such default and may exercise against

the Commonwealth such other remedies as Licensor may have for nonpayment under Exhibit A.

9. Termination:

- (a) Licensor may not terminate this Agreement, or an order from any Commonwealth agency issued pursuant to any of the Exhibits to this Agreement, for non-payment; however, as described under Section 8 above, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against such reseller) Licensor may exercise against the specific Commonwealth agency that issued a purchase order such other remedies as Licensor may have for nonpayment under Exhibit A solely as it pertains to the specific Commonwealth agency which issued the purchase order.
- (b) The Commonwealth may terminate this Agreement without cause by giving Licensor 30 calendar days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience).

10. Background Checks:

- (a) Upon prior written request by the Commonwealth, Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.
- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, Licensor must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of Licensor to comply with the terms of this paragraph may result in default of Licensor under its Agreement with the Commonwealth.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended, Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings](#). The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

11. Confidentiality:

- (a) For purposes of this Agreement, "Confidential Information" of a party shall mean (1) with respect to Commonwealth, all data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or Federal laws and regulations or pursuant to any policy adopted by Commonwealth or pursuant to the terms of any third party agreement to which Commonwealth is a party and (2) with respect to Licensor, all information identified in writing by Licensor as confidential or proprietary to Licensor or its subcontractors.
- (b) All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or

more stringent requirements for data privacy and security. The obligations in this Section 11(b) shall not restrict any disclosure by either party pursuant to any applicable law, or in accordance with the order of any court or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure) and, except to the extent provided otherwise by any applicable law, shall not apply with respect to information which:

- (1) is developed by the other party without violating the disclosing party's proprietary rights,
- (2) is or becomes publicly known (other than through unauthorized disclosure),
- (3) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
- (4) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between Commonwealth and Licensor, or
- (5) is rightfully received by the disclosing party free of any obligation of confidentiality.

(c) Each party shall:

- (1) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
- (2) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
- (3) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
- (4) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.

(d) Each party shall bear the cost it incurs as a result of compliance with this Section 11. The obligations in this Section 11 shall not restrict any disclosure by either

party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure).

- (e) The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (1) Prepare an un-redacted version of the appropriate document, and
 - (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (3) Prepare a signed written statement that states:
 - 1. the attached document contains confidential or proprietary information or trade secrets;
 - 2. the Licensor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - 3. the Licensor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.
 - (4) Submit the two documents with the signed written statement to the Commonwealth.
- (f) When the Agreement expires or terminates, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to Commonwealth's Confidential Information and/or Data, Licensor will comply with the requirements of Section 11(e), above.
- (g) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

12. Agency-specific Sensitive and Confidential Commonwealth Data (If applicable)

- (a) Licensor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of

the Licensed Products on any Commonwealth agency facilities, the Licensor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2. This sign-off document (a sample of which is attached hereto as Attachment 3), will include a description of the nature of the data which may be implicated based on the nature of the Licensor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Licensor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Licensed Products), the Licensor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory of the Licensor authorized to bind the Licensor is valid and is hereby integrated and incorporated by reference into this Agreement.
- (c) This Section 12 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Licensor's access, to refer the Licensor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 12 are in addition to and not in lieu of other requirements of this Agreement, its Exhibits and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Licensor comply with the Commonwealth's *Requirements for Non-Commonwealth Hosting Applications/Services*, and all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Licensor shall conduct additional background checks, in addition to those required in Section 10 of this Agreement, as may be required by a Commonwealth agency in its sign-off documents. The Licensor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Agreement. The Licensor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

13. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the

information or data furnished by or about any particular person or establishment to be identified.

- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.
- (c) Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (1) Maintaining a valid and up to date registrations and certifications; and
 - (2) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.
- (d) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

14. Publicity/Advertisement: The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.

15. Portability. The parties agree that a Commonwealth agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.

16. Taxes-Federal, State and Local: The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this Section 16 is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease

of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

- 17. Commonwealth Audit Responsibilities:** Commonwealth will maintain, and promptly provide to Reseller upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized use of all or any part of the Licensed Product, the Commonwealth will notify Reseller promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Product by more individuals than are permitted by the licensing terms applicable to the Licensed Product shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through the Commonwealth's software reseller.

Commonwealth will perform a self-audit upon the request of Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). Commonwealth shall notify Licensor of the True up number no later than 45 calendar days after the request that the Commonwealth perform a self-audit. If the user count has increased, Commonwealth will make an additional purchase of the Licensed Products through its reseller, which is equivalent to the additional users. This Section 17 sets out the sole software license audit right under this Agreement.

- 18. List of Licensed Products:** Attached hereto and made a part hereof by this reference is Attachment 1, which sets out a list of products that may be licensed under this Agreement. With the consent of Commonwealth, the list of products on Attachment 1 may be updated by Licensor providing Commonwealth with a revised Attachment 1 that adds the new product to the list. In Commonwealth's discretion, its consent may be provided either via written communication directly to the Licensor or by providing a copy of said notice to the Commonwealth's software reseller to update Attachment 1.

No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a Licensed Product to the list that requires different license terms, an amendment to this Agreement or a new agreement will be required.

- 19. Right-to-Know Law:**

- (a) The Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101—3104 ("RTKL"), applies to this Agreement. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.
- (b) If the Commonwealth needs the Licensor's assistance in any matter arising out of the RTKL related to this Agreement, it shall notify the Licensor using the legal contact information provided in this Agreement. The Licensor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

- (c) Upon written notification from the Commonwealth that it requires the Licensor's assistance in responding to a request under the RTKL for information related to this Agreement that may be in the Licensor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Licensor shall:
 - (1) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Licensor's possession arising out of this Agreement that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
 - (2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Agreement.
- (d) If the Licensor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Licensor considers exempt from production under the RTKL, the Licensor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Licensor explaining why the requested material is exempt from public disclosure under the RTKL.
- (e) The Commonwealth will rely upon the written statement from the Licensor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Licensor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- (f) If the Licensor fails to provide the Requested Information within the time period required by these provisions, the Licensor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Licensor's failure, including any statutory damages assessed against the Commonwealth.
- (g) The Commonwealth will reimburse the Licensor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (h) The Licensor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Licensor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall

hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Licensor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Licensor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

- (i) The Licensor's duties relating to the RTKL are continuing duties that survive the expiration of this Agreement and shall continue as long as the Licensor has Requested Information in its possession.

20. Third party software. If the software utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third party terms. The parties agree that the Commonwealth, by acknowledging third party software, does not agree to any terms and conditions of the third party software agreements that are inconsistent with or supplemental to this Agreement.

21. Attorneys' Fees: The Commonwealth will not pay attorneys' fees incurred by or paid by the Licensor.

22. Controversies.

- (a) In the event of a controversy arising from the Agreement or Purchase Order, the Licensor, within six (6) months after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send his/her written determination to the Licensor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.

- (c) Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement or Purchase Order.

23. Insurance: Licensor shall procure and maintain at its expense or cause to be maintained by any agents, contractors and subcontractors, as appropriate, the following types of insurance or maintain such self-insurance plans as shall be sufficient to insure against any claims, covering Licensor, its employees, agents, contractors and subcontractors:

- (1) Worker's Compensation Insurance for all of Licensor's employees and those of any subcontractor engaged in performing Services in accordance with the *Worker's Compensation Act* (77 P.S. § 101, *et seq.*).
- (2) Commercial general liability insurance providing coverage from claims for damages for personal injury, death and property of others. The limits of such insurance shall be in an amount not less than \$500,000 per person and \$2,000,000 per occurrence, personal injury and property damage combined. Such policies shall be occurrence based rather than claims-made policies and shall name the Commonwealth of Pennsylvania as an additional insured, as its interests may appear. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.
- (3) Professional and Technology-Based Services Liability Insurance (insuring against damages and claim expenses as a result of claims arising from any actual or alleged wrongful acts in performing cyber and technology activities) in the amount of \$5,000,000, per accident/occurrence/annual aggregate.
- (4) Technology Products Liability/Professional Liability/Errors & Omissions Insurance in the aggregate amount of not less than \$5,000,000.
- (5) Comprehensive crime insurance in an amount of not less than \$5,000,000 per claim.
- (6) Information Security and Privacy Liability Insurance including Privacy Notification Costs (including coverage for Technology Professional Liability if not covered under Licensor's Professional Liability/Errors and Omissions Insurance referenced above) in the amount of \$5,000,000, per occurrence.

- (b) Prior to the expiration of any then effective insurance policy, Contractor shall furnish to Commonwealth certificates of insurance or other appropriate documentation (including evidence of renewal of insurance) evidencing all coverage referenced in this Section 23, as applicable, and naming Commonwealth as an additional insured to the extent of Licensor's indemnities contained in this Agreement. Licensor shall have included in all policies of insurance required hereunder a waiver by the insurer of all right of subrogation against Commonwealth in connection with any loss or damage thereby insured against. Such certificates or other documentation will include a provision whereby 30 days' notice must be received by Commonwealth prior to coverage cancellation or alteration of the coverage by either Licensor or its Subcontractors or the applicable insurer. Such cancellation or alteration shall not relieve Licensor of its continuing obligation to maintain insurance coverage in accordance with this Section 23.
 - (c) Licensor agrees to maintain such insurance for the life of any applicable purchase order issued pursuant to the Agreement.
 - (d) Upon request to and approval by the Commonwealth, Licensor's self-insurance of the types and amounts of insurance set for above shall satisfy the requirements of this provision, provided the Commonwealth may request of Licensor evidence each year ,during the term of the purchase order issued under the Agreement, that Licensor has sufficient assets to cover such losses.
- 24. Federal Requirements:** If applicable, in addition to the requirements set forth in Section 12 of this Agreement, the Licensor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Licensed Products. This sign-off document (a sample of which is attached hereto as Attachment 3), in addition to any applicable requirements of Section 12 of this Agreement, will include a description of the required federal provisions, along with the applicable forms necessary for the Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the purchase order.
- 25. Signatures:** The fully executed Agreement shall not contain ink signatures by the Commonwealth. The Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- 26. Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer and Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

**COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION**

See paragraph 25

APPROVED:

See paragraph 25
Comptroller

APPROVED AS TO FORM AND LEGALITY:

See paragraph 25
Office of Chief Counsel

See paragraph 25
Office of General Counsel

See paragraph 25
Office of Attorney General

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, Licensor may add additional Licensed Products to this attachment by providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Attachment 2

Business Associate Agreements as provided by Agencies may differ:

COMMONWEALTH OF PENNSYLVANIA SAMPLE BUSINESS ASSOCIATE AGREEMENT

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164, as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the *Pennsylvania Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

1. Definitions.

- (a) **“Business Associate”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- (b) **“Covered Entity”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- (c) **“HIPAA”** shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- (d) **“HITECH Act”** shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- (e) **“Privacy Rule”** shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- (f) **“Protected Health Information”** or **“PHI”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- (g) **“Security Rule”** shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- (h) **“Unsecured PHI”** shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

2. Stated Purposes For Which Business Associate May Use or Disclose PHI. The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

3. BUSINESS ASSOCIATE OBLIGATIONS:

- (a) **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.

- (b) **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- (c) **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within two (2) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- (d) **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within two (2) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. Business Associate shall indemnify the Covered Entity for costs associated with any incident involving the acquisition, access, use or disclosure of Unsecured PHI in a manner not permitted under federal or state law and agency guidance. For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- (e) **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- (f) **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such

other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- (g) **Amendment and Incorporation of Amendments.** Within five (5) business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within five (5) business days.
- (h) **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within five (5) business days of a written request for an accounting of disclosures. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(h).
- (i) **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- (j) **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- (k) **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- (l) **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- (m) **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- (n) **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- (o) **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to immediately take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- (p) **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- (q) **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.
- (r) **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

4. OBLIGATIONS OF COVERED ENTITY:

- (a) **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.
- (b) **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.
- (c) **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- (d) **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

5. MISCELLANEOUS:

- (a) **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.
- (b) **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.
- (c) **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Attachment 3

**Sign-Off Document No. [redacted], under Agreement No. [redacted]
Between
[Licensor [redacted]]. and the Commonwealth of PA, [Agency]
[Licensor [redacted]] Agency-level Deployment**

This document becomes, upon its execution by the signatories named below, a legally valid, binding part of Software License Requirements Agreement No. [redacted] between the Commonwealth and [redacted] (Licensor)., and is subject to the terms of that Agreement.

1. Scope of Deployment (need not be entire agency):
2. Nature of Data implicated or potentially implicated:
3. Agency Policies to which Licensor. is subject (incorporated by reference):
4. Background checks (describe if necessary):
5. Additional requirements (describe with specificity):
6. Is Licensor. a Business Associate (yes or no)?

If yes, the attached Business Associates Agreement, as completed by the Agency, is applicable and is hereby incorporated into this Sign-Off Document by reference.

Agency Contact Person signature and Date: _____

**[Licensor [redacted]]
Authorized Signatory and Date:** _____

APPENDIX F

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500, or \$500 for a Department of General Services Self-Certified Small Business, or \$166 for a Department of General Services-verified Small Diverse Business) at the beginning of each contract year and upon each contract renewal date.

If you are a Department of General Services Self-Certified Small Business or Department of General Services-verified Small Diverse Business, you must submit a copy of your active Small Business Contracting Program certificate with your bid response.

Corporate or Legal Entity Name

Signature/Date

Printed Name/Title

Appendix H: Technical Submittal Response Template

Business Proposal

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated. This section contains questions related to general supplier information. The Commonwealth would like to understand your company's background and financial stability.

Offeror Name:

General Questions and Supplier Stability

1. Provide the name, title, street address, city, state, zip code, e-mail address, and telephone numbers (including mobile) of the primary contact person for this RFP.

Name of Primary Contact	
Title	
Address	
City	
State	
Zip Code	
Email Address	-
Telephone	
Mobile	

2. Please provide the following corporate information.

Primary Line of Business:	
Type of Business Organization (e.g. LLC)	
# of years in business:	
# of employees:	
Annual Revenue for 2015:	
Annual Revenue for each of the last 5 years:	
Annual Revenue from Public Sector Clients for 2015:	
Name of Parent Company, if any:	
Name of Subsidiaries, if any:	

3. *Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Attach your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.*

Offeror Response

4. *Is your firm's primary line of business in the area of Information Technology Hardware and Services? Indicate with an "X" below:*

Yes No

5. *Are there other related lines of business that your firm is engaged in? If so, please list and describe.*

Offeror Response

6. *Are major changes (acquisitions, re-structuring, alliances, joint ventures) taking place in your organization? Please provide your answer as succinctly as possible since we are only asking for very critical business changes that might significantly impact our evaluation of your company/proposal.*

Offeror Response

7. *Who are your five largest customers? Please state the % of your revenue derived from your top 5 customers. Please list the % for each of your top 5 customers separately. (e.g., customer 1 - X%, customer 2 - Y%, customer 3 - Z%).*

Customer Name	2015 Revenue from Customer (\$)	% of Revenue derived from Customer

8. Objections and/or additions to standard Terms and Conditions and / or SLAs. Please document any objections and/or requested additions to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix E, Software License Requirements Agreement Template, and Appendix K, Service Level Requirements** here. Please attach redlined versions for all Appendices A, E, and K that you take exception to.

Offeror Response

9. Emergency Preparedness. Referencing RFP Part IV, Section IV-3 I, Emergency Preparedness, please describe your company's emergency response continuity of operations plan specific to this Lot. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

- a) Employee training (describe Offeror's training plan, and how frequently it will be shared with employees)
- b) Identified essential business functions and key employees (of yours) necessary to carry them out
- c) Contingency plans for:
 - i.) How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - ii.) How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- d) How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e) How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.

Offeror Response

Technical Submittal Response Template

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.

Offeror Name:

Please indicate below with an “X” the Lots for which your company is submitting a proposal:

- a. Lot 1 – Desktops, Laptops, Tablets, Ultra-Portable Laptops
- b. Lot 2 – Tablets, Rugged Devices, Non-Traditional Desktops
- c. Lot 3 – General Information Technology Peripherals
- d. Lot 4 – Apple Devices
- e. Lot 5 – Server Hardware
- f. Lot 6 – Storage Hardware

Lot 1 – Desktops, Laptops and Ultra-Portable Laptops

All your answers in this section should be specific to Lot 1.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide for this Lot.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3 K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing and associated roles and responsibilities, and include a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company’s inventory management process including its ability to share asset data records with the

Commonwealth. Additionally, how has your company have helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how you will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

14. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

Offeror Response

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

17. SELF-CLEANSING. Referencing the Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.1.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent

sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

20. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops

All your answers in this section should be specific to Lot 2.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company’s inventory management process including its ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company can provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company’s supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

14. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.2.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 3 – General Information Technology (IT) Peripherals

All your answers in this section should be specific to Lot 3.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. COVERAGE. Please describe the manufacturers your company carries, and describe the extent of coverage across product types and manufacturers.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Please specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

Offeror Response

9. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

10. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

11. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

Offeror Response

12. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

13. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

14. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

Lot 4 – Apple Devices

All your answers in this section should be specific to Lot 4.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. **PRODUCT DESCRIPTIONS.** Please provide a detailed description of the items being proposed for this Lot. Please include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. **REFERENCES.** Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. **PAST PUBLIC SECTOR EXPERIENCE.** Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. **REPORTING.** Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. **STAFFING.** Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff your company will be assigning to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process including your company's ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into your product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

14. DEVICE ENROLLMENT PROGRAM. Does your company participate in Apple's Device Enrollment Program?

Offeror Response

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

17. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.4.ii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

20. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 5 – Server Hardware and Services

All your answers in this section should be specific to Lot 5.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and

responsibilities. Include an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.5.iii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

20. CONSUMPTION BASED PRICING MODEL: Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

Lot 6 – Storage Hardware and Services

All your answers in this section should be specific to Lot 6.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the products and services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**. Please also include your strategy to meet the Commonwealth’s Scalability and Reliability needs for these devices.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/ N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company's experience and provide detailed examples of your work specific to the references provided above for this Lot

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your company's proposed services (specific to this Lot), outlining key staff and relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.6.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any

additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

20. CONSUMPTION BASED PRICING MODEL: Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

APPENDIX I, LOBBYING CERTIFICATION FORM

**Certification for Contracts, Grants, Loans, and
Cooperative Agreements**

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

(1) No federal appropriated funds have been paid or will be paid, by or 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 any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any 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 contract, grant, loan, 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 subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

SIGNATURE: _____

TITLE: _____

DATE: _____

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application b. initial award c. post-award	3. Report Type: a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____				
4. Name and Address of Reporting Entity: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; border: none;">Prime</td> <td style="width: 50%; text-align: center; border: none;">Subawardee</td> </tr> <tr> <td style="border: none;"></td> <td style="border: none; text-align: center;">Tier _____, if known :</td> </tr> </table>	Prime	Subawardee		Tier _____, if known :	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known :	
Prime	Subawardee					
	Tier _____, if known :					
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____					
8. Federal Action Number, if known : <input type="checkbox"/> <input type="checkbox"/>	9. Award Amount, if known : \$					
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):					
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: Telephone No.: _____ Date:					
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)				

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity 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 a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

Appendix K, Service Level Agreements

Service Performance Category		Account Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
AM-01	Customer Inquiry Response Time (CIRT)	The Contractor must return phone calls or respond to emails regarding initial request, queries, and problems within a maximum of four (4) business hours after a phone call is placed or an email is received.	95%	Response Times (RT) = Total Number of responses to inquiries that are <= 4 Business hours by Total Inquiries (TI) = Total Number of Inquiries $CIRT = (RT/TI)*100$	1. Response times for all calls by type per reporting period 2. Annual cumulative average response times by type to date 3. Total number of inquiries by type	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-02	Quote Accuracy Consistency (QAC)	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.	99%	Quote Errors (QE) = Total Number of Quotes resubmitted or modified due to errors Total Quotes (TQ) = Total Number of Quotes $QAC = \{(TQ - QE)/TQ\}*100$	1. Total number of quotes that were reprocessed, modified, or resubmitted due to errors per reporting period 2. Annual cumulative number of quotes that were reprocessed, modified, or resubmitted due to errors to date 3. Total number of quotes processed per reporting period	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-03	Quote Delivery for Catalog Items (QDCI)	The Contractor must provide quotes within two (2) business day for Hardware currently in the Contractor's catalog to the requesting agency.	100%	On-Time Catalog Item Quote Delivery (CIQD _{OT}) = Total Number of quotes with contractor catalog items that are delivered <= 2 Business day Total Catalog Item Quotes (TCIQ) = Total Number of quotes that consist of contractor catalog items $QDCI = (CIQD_{OT}/TCIQ)*100$	1. Total Number of quotes that consist of contractor catalog items 2. Total Number of quotes with contractor catalog items that are delivered on or before one (1) Business day per reporting period 3. Total Number of quotes with contractor catalog items that were not delivered on or before one (1) Business day per reporting period 4. Annual cumulative totals for QDCI that are not delivered on time	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-04	Order Delivery (OD)	The Contractor must make delivery within fifteen (15) business days after receipt of	100%	On-Time Order Delivery (ODOT) = Total Number of orders in which the contractor makes delivery on or within fifteen (15) business days after receipt of an order Total Orders Processed (TOP) = Total Number of orders processed	1. Total number of orders processed within the reporting period 2. Total number of orders in which the contractor makes delivery on or within fifteen (15) business days after receipt of an order during the reporting period	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% Initial Credit. 1% additional credit	All

Appendix K, Service Level Agreements

AM-04.1	Order Delivery (OD)	an order. Dates will be agreed upon between the agency and Contractor.	100%	$OD = (OD_{OT} / TOP) * 100$	<p>3. Total number of orders in which the contractor did not make delivery on or within fifteen (15) business days after receipt of an order during the reporting period</p> <p>4. Annual cumulative total for orders in which the contractor did not make delivery on or within fifteen (15) business days after receipt of an order</p>	and/or as directed by the OA Contract Administrator	additional per week. Capped at 10% total.	1,2,3,4
AM-04.2	Order Delivery (OD)	The Contractor must make delivery within one (1) business day of original promised delivery date.	100%	<p>On-Time Order Delivery (OD_{OT}) = Total Number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> $OD = (OD_{OT} / TOP) * 100$	<p>1. Total number of orders processed within the reporting period</p> <p>2. Total number of orders in which the contractor makes delivery on or within one (1) business day of original promised delivery date during the reporting period</p> <p>3. Total number of orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date during the reporting period</p> <p>4. Annual cumulative total for orders in which the contractor did not make delivery on or within one (1) business day of original promised delivery date</p>	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% Initial Credit. 1% additional per week. Capped at 10% total.	5,6

Appendix K, Service Level Agreements

AM-05	Invoice Receipt (IR)	The Contractor must provide invoices for all orders within sixty (60) days from the order date.	100%	<p>On-Time Invoice Receipt (OR_{OT}) = Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>IR = (OR_{OT}/ TOP)*100</p>	<ol style="list-style-type: none"> 1. Total number of orders processed within the reporting period 2. Total number of invoices that were provided to the customer on or within sixty (60) days after order date during the reporting period 3. Total number of invoices that were not provided to the customer on or within sixty (60) days after order date during the reporting period 4. Annual cumulative total for the total number of invoices that were not provided to the customer on or within sixty (60) days after order date 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
AM-06.1	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware by overnight delivery at the Contractor's expense, upon request.	100%	<p>Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware</p> <p>Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time</p> <p>DHR = (THIR/THIRC)*100</p>	<ol style="list-style-type: none"> 1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals 2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	1,2,3,4
AM-06.2	Defective Hardware Replacement (DHR)	The Contractor must replace any defective or incorrectly delivered hardware at the Contractor's expense by the newly agreed upon delivery date.	100%	<p>Total Hardware Item Replacement Claims (THIRC) = Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware</p> <p>Total Hardware Items Replaced (THIR) = the total number of hardware items that were replaced due to defective or incorrect hardware, on time</p> <p>DHR = (THIR/THIRC)*100</p>	<ol style="list-style-type: none"> 1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative totals 2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative totals 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	2% of the defective order value initially. 1% additional per week. Capped at 10% total.	5,6

Appendix K, Service Level Agreements

Service Performance Category		Service Management						
SLA ID	Performance Metric	Description	Performance Threshold Level	Formula	Data Elements for Measurements Reporting	Report(s)	Credits	Lot No
SM-01	Data Set Delivery (DSD)	The Contractor must provide the required equipment data, description, and specifications details within five (5) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth	99%	<p>On-Time Data Delivery (DDOT) = Total number of orders in which the equipment data was provided within five (5) business days after actual equipment delivery using the integration standards and protocols defined by the Commonwealth</p> <p>Total Orders Processed (TOP) = Total Number of orders processed</p> <p>$DSD = (DDOT / TOP) * 100$</p>	<ol style="list-style-type: none"> 1. Equipment data file delivery date for each order for the reporting period 2. Equipment delivery date for each order during the reporting period 3. Total number of orders in which the equipment data was provided within five (5) business days after actual equipment delivery for each order during the reporting period 4. Total Orders Processed for the reporting period 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All
SM-02	Data Set Integrity (DSI)	The contractor must provide accurate and complete equipment data, description, and specifications details using the formats, standards, and protocols defined by the Commonwealth	99%	<p>Data Error Resubmissions (DER) = Total Number of data resubmissions to the customer due to errors related to format, accuracy, completeness, or noncompliance</p> <p>Total Data Submissions (TDS) = Total number of data submission attempts to the customer</p> <p>$DSI = \{(TDS - DER) / TDS\} * 100$</p>	<ol style="list-style-type: none"> 1. Total number of data resubmissions to the customer due to errors related to format, accuracy, or completeness during the reporting period 2. Annual cumulative number of data error resubmissions that occurred due to errors related to format, accuracy, completeness, or noncompliance 3. Total number of data submission attempts during the reporting period 	Quarterly SLA Dashboard Reports and/or as directed by the OA Contract Administrator	N/A	All

Appendix K, Service Level Agreements

SM-03	Customer Satisfaction Rating (CSR)	The contractor must maintain a score of three (3) or higher on a scale of five (5) for all categories in each lot during an annual customer survey	15	<p>Annual Customer Satisfaction Rating based on survey results for each category greater than or equal to a score of three (3) on a scale of five (5).</p> <p><u>Scale</u></p> <p>1 - Poor</p> <p>2 - Fair</p> <p>3 - Good</p> <p>4 - Very Good</p> <p>5 - Excellent</p> <p>CSR = C1(Score) + C2(Score) + C3(Score) + C4(Score) + C5(Score)</p>	<p>Annual Customer Survey administered by OA will consist of the following categories:</p> <p>C1: Staff Professionalism and Courteousness</p> <p>C2: Responsiveness to customer inquiries, requests, and/or problems</p> <p>C3: Timeliness, completeness, and accuracy of quotes, orders, and invoices</p> <p>C4: Contractor is engaged providing end-to-end guidance and support from initial quote to pre and post equipment delivery</p> <p>C5: Demonstrates through actions a commitment to satisfying customer expectations and resolve problems</p>	Annual Report or as directed by the OA Contract Administrator	N/A	All
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Appendix L, Service Management Integration Requirements

The Commonwealth uses Information Technology Infrastructure Library (ITIL) aligned processes and supporting procedures for IT Service Management which includes IT Service Asset and Configuration Management (SACM), an IT Service Management (ITSM) tool (currently ServiceNow), a standard integration model, data model, and error handling methodology.

The aforementioned components are in a state of continual improvement and may be modified by the Commonwealth, at which time the Offeror(s) must work cooperatively with Commonwealth staff to accommodate needed changes.*

- A. The selected Offeror(s) must describe its approach to integration with the Commonwealth's IT Service Management (ITSM) system.
 - a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*.
 - b. Offeror must be able to integrate with the Commonwealth's current ITSM tool.
 - c. Offeror(s) must provide an asset (inventory) record and any supporting data to the Commonwealth at the time of asset/equipment shipment and/or delivery via the web service integration:
 - d. The selected Offeror(s) will supply the mandatory data fields in the format provided by the Commonwealth and defined in the ITSM data model.
 - e. The selected Offeror(s) may provide optional data fields, in a format provided by the Commonwealth and defined in the ITSM data model
- B. The selected Offeror must work cooperatively with Commonwealth staff, including but not limited to the ITSM Process Owners and the Commonwealth's ITSM Automation team to establish and modify integration as needed.
- C. The selected Offeror(s) will coordinate with Commonwealth staff to establish, test, and validate the asset/equipment data exchange via web service integration within the first month of contract execution and prior to any scheduled asset/equipment deliveries
- D. Specific OEM vendors' equipment will be required to integrate with the Commonwealth's monitoring tools via a standard interface using Simple Network Management Protocol (SNMP).

APPENDIX M

CONTRACT #
Statement of Work

for

Commonwealth of PA – (Agency)

PO Number: _____

AGENCY CONTACT:
AGENCY ADDRESS:

PHONE:
FAX:
E-MAIL:

A. Introduction

This Statement of Work ("SOW") is made ("Effective Date"), by and between the Commonwealth of PA – ("Agency"), with its principal office located at (Address) (hereinafter referred to as "Customer") and Insert full Supplier name, with its principal place of business at Insert Address (hereinafter referred to as "Supplier"). Supplier and Customer may also be referred individually as "Party" or collectively as "Parties."

Customer is responsible for promptly obtaining all required consents necessary for the Supplier to provide the services described in this Statement of Work. A required consent means any consent or approval required to give the Supplier software, firmware and other products to enable Supplier and Supplier's approved subcontractors to perform the services set forth in this Statement of Work without infringing on the ownership or license rights (including patent and copyright) of the providers or owners of such products.

The terms and conditions of contract #XXXXXXXXXX shall govern this SOW.

B. Project Overview and Tasks

Supplier will perform the following tasks (the "Project"):

Supplier to insert exact description of work to be performed

Agency Requirements & Room Preparation:

Any requirements for the agency must be inserted here

C. Time Estimates / Delivery Schedule

The actual Project start date will depend on following:

(below are examples only, ensure dates are provided)

- 1.) Scheduled availability of a qualified systems engineer. 5/10/06
- 2.) Receipt of equipment. 5/20/06
- 3.) Completion necessary cabling, ISP connection, etc. by other vendors if applicable. 5/20/06
- 4.) Receipt of signed SOW from Customer prior to proposed start date. 5/5/06

D. Project Cost

Project Cost is: \$

All work associated with the Project is performed during Mondays through Fridays, between the hours of 8am and 5pm local time, excluding holidays.

(Ensure an exact costing breakdown is provided)

E. SOW Acceptance

This SOW is acceptable. I (We) hereby acknowledge and confirm that I (We) have read this SOW and accept and approve the scope of work and related terms. I (We) understand that if additional work is required that by its nature was not known or determined at the time this SOW was executed, a written change order describing the additional work and any related expenses is required.

Please sign and FAX/email to **Supplier** at **fax number/email address**

Supplier

Commonwealth of PA – “**Agency**”

Approved (date): _____

Print Name of Authorized Signatory

Authorized **Supplier** Signature

Authorized **Agency** Signature

Authorized **Supplier** Signature

Title

F. Project Completed and Accepted

The Project was completed in accordance with this SOW. I (We) hereby accept as completed all work indicated in this SOW. I (We) acknowledge at there is nothing that should prevent prompt payment in accordance with the terms indicated above.

Approved (date): _____

Print Name of Authorized Signatory

Authorized **Supplier** Signature

Authorized **Agency** Signature

Authorized **Supplier** Signature

Title

PLEASE ATTACH HARD COPY OF PURCHASE ORDER
REFERENCING THIS SOW

Department of Transportation
 Transportation Safety Board

Schedule Information	
Event Name:	2010-10-20
Event Date:	2010-10-20
Event Time:	14:00:00
Event Location:	1000-1000
Event Status:	Open
Event Type:	Open

Order	Quantity	Price	Product Name	Amount
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
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Appendix P

Commonwealth of PA
RFP Intent to Respond Form
RFP Number 6100039046, Information Technology Hardware

Please return this form by e-mail to (RA-OITPurchases@state.pa.us) by the date specified within the RFP Calendar of Events.

Company Name: _____

Contact Name: _____

Contact Title: _____

Address: _____

Contact Telephone: _____

Contact Email: _____

Please indicate your intent to respond:

_____ We **do** plan to respond to this RFP

_____ We **do not** plan to respond to this RFP

Reason if you are **not** planning to respond:

APPENDIX R
MODEL FORM OF SMALL DIVERSE AND SMALL BUSINESS
SUBCONTRACTOR AGREEMENT

This Subcontractor Agreement ("Subcontract") is made effective as of _____, 20__, by and between _____, ("Contractor") and _____, a Small Diverse Business or Small Business ("Subcontractor") (collectively referred to as the "Parties").

RECITALS

Contractor has entered into a contract dated _____ (the "Prime Contract") with the Department of _____ of the Commonwealth of Pennsylvania ("Commonwealth"). Under the Prime Contract, Contractor has agreed to provide certain supplies, services or construction ("Services") to the Commonwealth.

In connection with the Procurement leading to the Prime Contract, Contractor and Subcontractor entered into a letter agreement dated _____ ("Letter of Intent") whereby the Contractor committed a certain percentage of work ("Small Diverse Business or Small Business Commitment") under the Prime Contract to the Subcontractor.

As contemplated by the Letter of Intent and in accordance with the provisions of the Procurement and Prime Contract, the Parties have agreed to enter into this Subcontract to fulfill the Small Diverse Business or Small Business Commitment expressed in the Letter of Intent and as required by the Prime Contract.

DEFINITIONS

The following words and terms when used in this Subcontract shall have the following meanings:

Bureau – The Department's Bureau of Diversity, Inclusion and Small Business Opportunities.

Contracting Officer – The person authorized to administer and make written determinations for the Commonwealth with respect to the Prime Contract.

Department – The Department of General Services of the Commonwealth of Pennsylvania.

Issuing Office – The department, board, commission or other agency of the Commonwealth of Pennsylvania that issued the Procurement.

Procurement – The Invitation for Bids, Request for Quotes, Request for Proposals or other solicitation and all associated final procurement documentation issued by the Commonwealth to obtain proposals from firms for award of the Prime Contract.

Small Business – A business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual

revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.

Small Diverse Business – A Department-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, or disability-owned small business.

AGREEMENT

Now, therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and intending to be legally bound, the Parties hereby agree as follows:

1. Subcontractor Representations. Subcontractor represents and warrants to Contractor as follows:

(a) Subcontractor is self-certified as a Small Business in accordance with the requirements and procedures established by the Bureau of Diversity, Inclusion and Small Business Opportunities; [Subcontractor is also verified as a Small Diverse Business by the Bureau of Diversity, Inclusion and Small Business Opportunities in accordance with the requirements and procedures established by the Bureau;]

(b) Subcontractor possesses the necessary knowledge, experience, expertise, capital, resources and personnel required to perform the Services it will provide under this Subcontract;

(c) Subcontractor (i) is duly organized, validly existing and in good standing under the laws of its state of incorporation or organization, (ii) has the power and authority to own its properties and to carry on business as now being conducted, and (iii) has the power to execute and deliver this Subcontract;

(d) The execution and performance by Subcontractor of the terms and provisions of this Subcontract have been duly authorized by all requisite action, and neither the execution nor the performance of this Subcontract by Subcontractor will violate any provision of law, any order of any court or other agency of government, the organizational documents of Subcontractor or any indenture, agreement or other instrument to which Subcontractor is a party, or by which Subcontractor is bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under, or except as may be provided by this Subcontract, result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the property or assets of Subcontractor pursuant to, any such indenture agreement or instrument;

(e) Subcontractor has obtained all licenses, permits and approvals required to perform the Services it will provide under this Subcontract; and

(f) Subcontractor is not under suspension or debarment by the Commonwealth or any other governmental entity, instrumentality or authority.

2. Contractor Representations. Contractor represents and warrants to Subcontractor as follows:

(a) Contractor (i) is duly organized, validly existing and in good standing under the laws of its state of incorporation or organization, (ii) has the power and authority to own its properties and to carry on business as now being conducted, and (iii) has the power to execute and deliver this Subcontract;

(b) The execution and performance by Contractor of the terms and provisions of this Subcontract by Contractor have been duly authorized by all requisite action, and neither the execution nor the performance of this Subcontract will violate any provision of law, any order of any court or other agency of government, the organizational documents of Contractor or any indenture, agreement or other instrument to which Contractor is a party, or by which Contractor is bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under, or except as may be provided by this Subcontract, result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the property or assets of Contractor pursuant to, any such indenture agreement or instrument;

(c) Contractor has obtained all licenses, permits and approvals required to perform the Services to be provided by Contractor under the Prime Contract; and

(d) Contractor is not under suspension or debarment by the Commonwealth or any other governmental entity, instrumentality or authority.

3. Relationship of the Parties. The provisions of this Subcontract are not intended to create, nor shall be deemed or construed to create, any joint venture, partnership or other relationship between Contractor and Subcontractor, other than that of independent entities contracting with each other solely for the purpose of carrying out the provisions of this Subcontract. Neither of the Parties to this Subcontract, nor any of their respective employees, agents, or other representatives, shall be construed to be the agent, employee or representative of the other party. Neither party shall have the authority to bind the other party, nor shall a party be responsible for the acts or omissions of the other party, unless otherwise stated in this Subcontract. Similarly, the Parties expressly acknowledge that neither the Contractor nor the Subcontractor is an agent, employee or representative of the Commonwealth and each party covenants not to represent itself accordingly.

4. Prime Contract Flow-Down.

(a) General. This agreement is a subcontract under the Prime Contract and all provisions of the Prime Contract and any amendments thereto applicable to the Services being performed by the Subcontractor shall extend to and be binding upon the Parties as part of this Subcontract.

(b) Specific. The Parties agree to comply with the following provisions of the Prime Contract, which are incorporated herein by reference:

- (1) The Americans With Disabilities Act Provisions.
- (2) Nondiscrimination/Sexual Harassment Clause.
- (3) Contractor Integrity Provisions.
- (4) Contractor Responsibility Provisions.

(c) **Termination.** Should the Prime Contract be terminated pursuant to the terms and conditions provided in the Procurement, such termination shall have the same effect on this Subcontract. Payment for Services provided as of the date of termination must be made in accordance with the Section 13 of this Subcontract.

(d) **Audit Provisions.** The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents, and records of the Parties to the extent that the books, documents, and records relate to the Parties' compliance with the provisions set forth in subsection (b) above or to the Small Diverse Business or Small Business Commitment effectuated through this Subcontract. The Parties shall preserve such books, documents, and records for a period of three years from the date of final payment hereunder. The Parties shall give full and free access to all such records to the Commonwealth and/or its authorized representatives.

5. **Order of Precedence.** The Letter of Intent, Procurement and Prime Contract are incorporated herein by reference into this Subcontract. In the event of any conflict or inconsistency among the individual components of this Subcontract, such conflict or inconsistency shall be resolved by observing the following order of precedence:

- (a) This Subcontract;
- (b) The Letter of Intent;
- (c) The Prime Contract; and
- (d) The Procurement.

6. **Further Action.** The Parties shall take such actions and complete, execute and deliver any and all documents or instruments necessary to carry out the terms and provisions of this Subcontract, to effectuate the purpose of this Subcontract, and to fulfill the obligations of each party hereunder.

7. **Description of Services.** Subcontractor will perform the following Services for the Contractor which Contractor is obligated to provide to the Commonwealth under the Prime Contract:

[DESCRIBE IN DETAIL THE SPECIFIC SUPPLIES, SERVICES OR CONSTRUCTION THE SUBCONTRACTOR WILL PROVIDE OR PERFORM]

8. **Small Diverse Business or Small Business Commitment.** The above-referenced Services represent ___ % of the final negotiated total cost for the initial term of the Prime Contract. Any proposed change to the Small Diverse Business or Small Business Commitment must be submitted in writing to the Bureau which will make a recommendation to the Commonwealth Contracting Officer regarding a course of action.

9. Performance of Services. Subcontractor may not subcontract more than 50% of the work subcontracted to it hereunder without written permission from the Bureau. Subcontractor will perform the Services strictly in accordance with any applicable plans and specifications as contained in the Prime Contract and the reasonable deadlines set by Contractor in view of the requirements of the Prime Contract, and in a good workmanlike manner consistent with industry standards, meeting all applicable local, state and federal laws, regulations and policies.

10. Location of Services. Subcontractor will provide the Services at the following address(es):

_____.

11. Timeframe for Performance of Services. The Services will be provided by Subcontractor during the initial term of the Prime Contract, and during any extensions, options or renewal periods of the Prime Contract exercised by the Commonwealth, as more specifically set forth below:

[IDENTIFY THE SPECIFIC TIME PERIODS DURING THE INITIAL CONTRACT TERM AND EXTENSIONS, OPTIONS AND RENEWALS WHEN THE SUBCONTRACTOR WILL PERFORM COMPONENT SERVICES]

_____.

12. Pricing of Services. Subcontractor shall provide or perform the Services at the pricing specified in Exhibit ___ to this Subcontract. [ATTACH A BILL OF MATERIALS, RATE CARD OR OTHER APPROPRIATE COST SHEET COVERING THE SERVICES TO BE PROVIDED.]

13. Payment for Services. Contractor shall exert reasonable and diligent efforts to collect prompt payment from the Commonwealth. Contractor shall pay Subcontractor in proportion to amounts received from the Commonwealth which are attributable to the Services performed by Subcontractor. Contractor shall pay Subcontractor within fourteen (14) days after the Contractor receives such payment from the Commonwealth, unless the parties expressly agree upon a different payment schedule or structure as set forth below:

_____.

14. Utilization Reports. Both the Contractor and Subcontractor shall complete Quarterly Utilization Reports (or similar type documents containing the same information) and submit them to the Contracting Officer and to the Bureau within ten (10) business days at the end of each quarter. This information will be used to determine the actual dollar amount paid to Subcontractor and will also serve as a record of fulfillment of Contractor’s Small Diverse Business and Small Business Commitments. If there was no activity during the quarter, then the form must be completed by stating “No activity in this quarter.” A late fee of \$100.00 per day may be assessed against the Contractor if its Utilization Report is not submitted in accordance with the schedule above.

15. Change Orders. If the Commonwealth issues any change order or other formal contract instrument either expanding or limiting the work to be performed under the Prime Contract, the Parties shall accept such Change Orders. Contractor agrees to provide Subcontractor with written notice of any such change orders that affect the Services to be provided by the Subcontractor hereunder as soon as practical after Contractor receives such notice. Any resulting increase or decrease in the Services, Small Diverse Business or Small Business Commitment provided for in Paragraphs 7 or 8 above must be in writing, mutually agreed to, and signed by both Parties and communicated to the Bureau. If the Parties are unable to reach an agreement regarding any adjustment to the Services, Small Diverse Business or Small Business Commitment necessitated by a Commonwealth Change Order, the Parties must submit the matter in writing to the Bureau which will make a recommendation to the Contracting Officer regarding a course of action.

16. Force Majeur. Neither party will incur any liability to the other if its performance of any obligation under this Subcontract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemic and quarantines, general strikes throughout the trade, and freight embargoes. The existence of such causes beyond a party's control shall extend the period for performance to such extent as may be necessary to enable complete performance in the exercise of reasonable diligence after the causes have been removed.

17. Dispute Resolution.

(a) The Parties will attempt to resolve any dispute arising out of or relating to this Subcontract through friendly negotiations.

(1) The Parties expressly acknowledge and confer upon the Bureau and Contracting Officer the authority to adjudicate disputes that the Parties cannot resolve amicably concerning the Parties' compliance with their Small Diverse Business and Small Business Commitments as provided in the Prime Contract and this Subcontract.

(2) The Bureau may recommend to the Contracting Officer a range of sanctions it deems appropriate if the Bureau determines a party has failed to satisfy or perform its Small Diverse Business or Small Business commitment. Such sanctions include, but are not limited to, one or more of the following: a determination that the party is not responsible under the Contractor Responsibility Program; withholding of Prime Contract and/or Subcontract payments; suspension or termination of the Prime Contract and/or Subcontract together with consequential damages; revocation of the party's Small Business self-certification status and/or Small Diverse Business verification status; and/or suspension or debarment of one or both parties from future contracting opportunities with the Commonwealth.

(3) The Parties' acknowledge that their prior performance in meeting their Small Diverse Businesses and Small Businesses contractual obligations will be considered by the Bureau during future procurement scoring processes. To the extent a party has failed to meet prior contractual commitments, the Bureau may recommend to the

Issuing Office that the party be determined non-responsible for the limited purpose of eligibility to receive SDB/SB points or consideration as a qualified Small Diverse Business or Small Business.

(b) Nothing herein shall be construed to prevent either party from seeking such relief as provided by law in a court or tribunal of competent jurisdiction.

18. Notices. Any written notice to any party under this Subcontract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to the following:

If to Contractor:

If to Subcontractor:

19. Waiver. No waiver by either party of any breach of this Subcontract shall be deemed to waive any other breach. No acceptance of payment or performance after any breach shall be deemed a waiver of any breach. No failure or delay to exercise any right by a party upon another's default shall prevent that party from later exercising that right, nor shall such failure or delay operate as a waiver of any default.

20. Severability. If any provision of this Subcontract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this Subcontract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

21. Assignment. Neither party may assign or transfer this Subcontract without the prior written consent of the Commonwealth. If Contractor's Prime Contract with the Commonwealth is assigned to another contractor, the new contractor must maintain the Small Diverse Business and Small Business Commitment set forth in the Prime Contract as implemented through this Subcontract.

22. Applicable Law. This Subcontract shall be governed by the laws of the Commonwealth of Pennsylvania.

23. Entire Agreement. This Subcontract constitutes the entire agreement of the Parties regarding the subject of this Subcontract as of the date of execution. No other agreement or understandings, verbal or written, expressed or implied, are a part of this Subcontract unless

specified herein.

24. Amendment. This Subcontract may be modified or amended only if made in writing and signed by both Parties. Any proposed change to the Contractor's Small Diverse Business or Small Business Commitment to Subcontractor must be submitted in writing to the Bureau which will make a recommendation to the Contracting Officer regarding a course of action.

25. Binding Effect. This Subcontract shall be binding upon, and inure to the benefit of, the Parties and their respective heirs, representatives, successors and assigns.

26. Counterparts. This Subcontract may be executed by the Parties in counterparts, each of which together shall be deemed an original but all of which together shall constitute one and the same instrument. A party's delivery of a duly executed signature page of this Subcontract in electronic format shall have the same force and effect as delivery of an original signature page.

ADDITIONAL TERMS AND CONDITIONS

[THE PARTIES MAY INCLUDE ADDITIONAL TERMS AND CONDITIONS APPROPRIATE FOR THE SERVICES TO BE PROVIDED SO LONG AS THEY ARE COMMERCIALY REASONABLE TERMS FOR THE APPLICABLE BUSINESS OR INDUSTRY, ARE NO LESS FAVORABLE THAN THE TERMS OF THE PRIME CONTRACT, AND DO NOT PLACE DISPROPORTIONATE RISK ON THE SMALL DIVERSE BUSINESS OR SMALL BUSINESS RELATIVE TO THE NATURE AND LEVEL OF THE SMALL DIVERSE BUSINESS' OR SMALL BUSINESS' PARTICIPATION IN THE PROJECT. SUCH TERMS MAY INCLUDE:

- Background Checks
- Confidentiality/Disclosure of Information
- Data Security
- Insurance
- Invoicing Requirements
- Environmental Protection
- Intellectual Property Rights
- Record Retention/Audits
- Service Level Agreements (SLAs) (consistent with Prime Contract SLAs)
- Public Works Construction Requirements (including Bonding, E-Verify, Prevailing Wage, and Prompt Payment provisions)

IN WITNESS WHEREOF, the Parties hereto have caused this Subcontract to be executed by their duly authorized officers as set forth below.

Contractor

Subcontractor

Insert Company Name

Insert Company Name

By: _____
Signature

By: _____
Signature

Printed Name

Printed Name

Title

Title

Date

Date

DRAFT

APPENDIX S
LEASE
ACCEPTANCE
CERTIFICATE

Purchase order number _____ dated _____ 20 _____, by and between _____ (Contractor) and _____ (Commonwealth Agency).

ACCEPTANCE CERTIFICATE

The undersigned hereby certifies and represents to, and agrees with, the contractor or its assignee as follows:

1. A unit(s) of the equipment and/or financed item(s) identified on the attached schedule have/has been delivered to _____ and accepted on the date indicated below.
2. The Commonwealth agency had conducted such inspection and/or testing of the unit(s) of the equipment and/or financed item(s) as it deems necessary and appropriate and hereby acknowledges that it accepts the such unit(s) of equipment.
3. The Commonwealth agency is not in any event of default as defined in IFB 6100024368 and no event which, with notice or lapse of item, or both, would become an event of default, has occurred and is continuing at the date thereof.

Commonwealth Agency

Name

Title

Date

APPENDIX T
OCI SUPPLIER PUNCH-OUT OVERVIEW

Punch Out Creation – Supplier

1. Open Catalog Interface (OCI)
2. Connectivity
3. Return from Catalog
4. Return Fields
5. Required and Optional Fields
6. Product Numbers
7. Configurable Products

Before we begin discussion about a Punch Out Website, Do you

- ✓ Use OCI and HTTP
- ✓ Have available 80 or 443 Portals only
- ✓ Use UNSPSC code as a material group number
- ✓ Able to return UNSPSC with product information
- ✓ Able to pass back CWOPA contract # and Line #
- ✓ Accept all CWOPA users under one unique identity

Open Catalog Interface: Structure

The Open Catalog Interface (OCI) incorporates external product catalogs into SRM Server applications. This way, data that is required in order to create shopping cart items in the SRM Server can be transferred directly from the external catalog to the SRM Server application. The interface uses the transfer mechanisms of Hyper Text Transfer Protocol (HTTP).

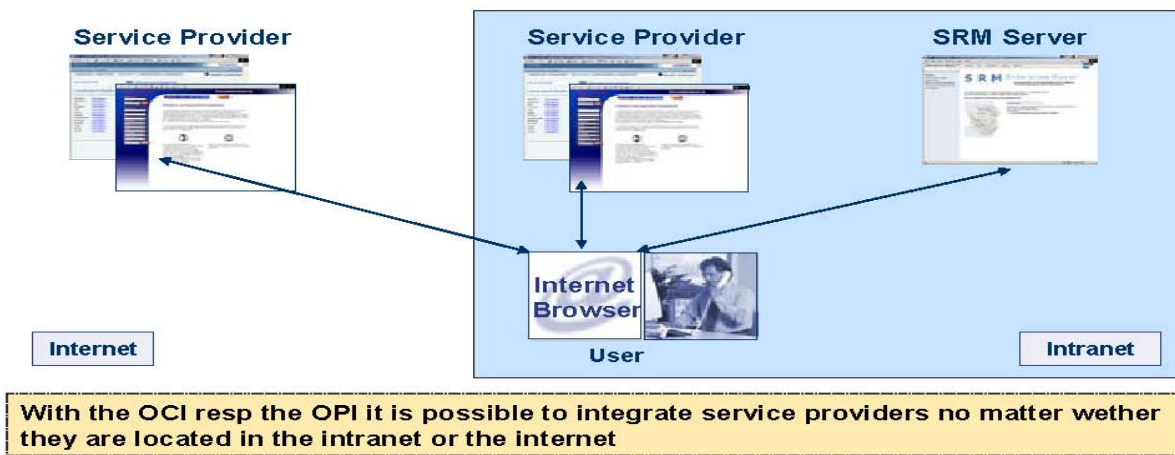
Structure

The vendor catalog interface consists of two sections: the outbound and the inbound sections.

Outbound Section The outbound section defines the information being sent from the SRM system to the vendor's catalog application. This includes such information as catalog URL and logon data that designated by the supplier.

Inbound Section The inbound section consists of information being sent from the vendor's catalog application to the SRM application. This section contains data on the items selected in the catalog, such as item descriptions, quantities ordered, and prices.

OCI/OPI Overview



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THE BEST-RUN BUSINESSES RUN SAP 

Graphic 1: System landscape

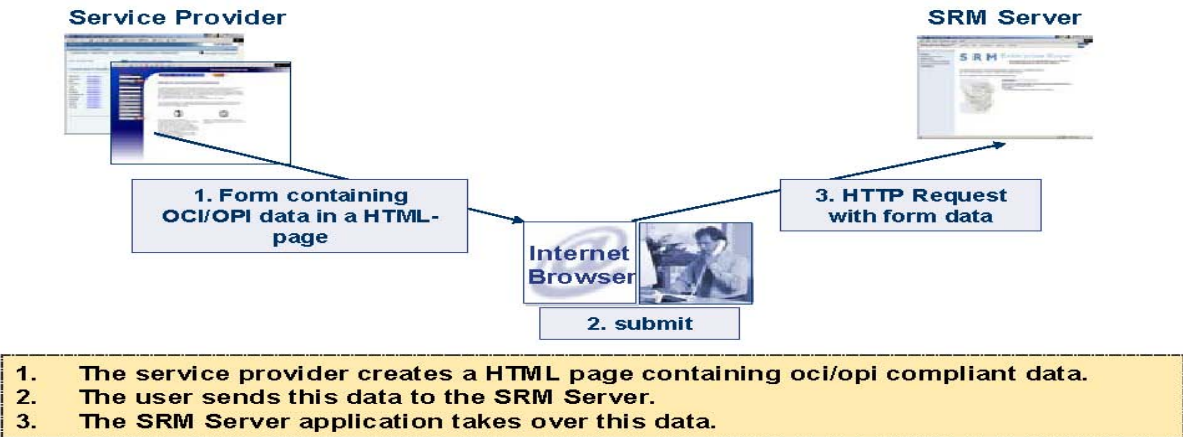
Connectivity

- ✓ The commonwealth uses 80/443 Portal only. In order to begin our Punch Out catalog the supplier must be able to use this port.
- ✓ In order for a product catalog to be called up via the Intranet or Internet, its URL must be known in the SRM Server. If the product catalog requires additional parameters for the call-up (for example, log-on names or language identifier), these must also be known in the SRM Server before the call-up.
- ✓ Most suppliers require a password to limit access to the website. Only one password for the whole of the Commonwealth will be used.

Return From Catalog

A HTML form is used to transfer the selected product data to the SRM Server. This form is part of a HTML page that must be created by the catalog. This page (the last page that is displayed by the catalog) is sent to the user's browser. The user can now send the form from this page to the SRM Server application that then takes over the form data.

OCI/OPI architecture II: taking over the data into the SRM Server Application



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Graphic 2: Transfer of the data

Return Data Fields

The naming convention for the fields in the OCI is as follows:

NEW_ITEM-<Field name>[<index>]. The field type is always CHAR

INBOUND SECTION

Name	Length	Required/Optional	Details
NEW_ITEM-DESCRIPTION[n]	40	Required	Description of the item
NEW_ITEM-MATNR[n]	40	Required	The SAP product number of the item
NEW_ITEM-QUANTITY[n]	15	Required	Item Quantity. (11 digits before the decimal point, 3 after it. Do not use commas for thousands. The decimal point is included as 1 character)
NEW_ITEM-UNIT[n]	3	Required	Unit of measure of the item. Must be the standard ISO code. A list will be provided.
NEW_ITEM-PRICE[n]	15	Required	Price unit of the item. (11 digits before the decimal point, 3 after it. Do not use commas for thousands. The decimal point is included as 1 character)
NEW_ITEM-PRICEUNIT[n]	5	Required	The number of units that must be purchased at the given price. (if empty, defaults to 1).
NEW_ITEM-CURRENCY[n]	5	Required	Must be "USD".

NEW_ITEM-LEADTIME[n]	5	Optional	Delivery time of the item in days. If not specified, no assumptions will be made about the lead-time.
NEW_ITEM-LONGTEXT_n:132[]	Unlimited	Required	Long text for the item. (This field is an exception for field length).
NEW_ITEM-VENDOR[n]	10	Required	Vendor number will be provided.
NEW_ITEM-VENDORMAT[n]	40	Optional	Vendor product number of the product.
NEW_ITEM-MANUFACTCODE[n]	10	Optional	Manufacturer's number
NEW_ITEM-MANUFACTMAT[n]	40	Optional	The manufacturer's part number of the product.
NEW_ITEM-MATGROUP[n]	10	Required	SAP material group. UNSPSC standard.
NEW_ITEM-SERVICE[n]	1	Optional	If this is a service item, Flag: the item is a service.
NEW_ITEM-CONTRACT[n]	10	Required/	SRM/SAP contract number. It will be provided.
NEW_ITEM-CONTRACT_ITEM[n]	5	Required/ Optional	Line item number within a contract. Would be blank if the contract is a basic contract. Buyer would provide this information
NEW_ITEM-EXT_QUOTE_ID[n]	35	Required/ Optional	Number of an external bid. Example: The catalog is able to create a quotation in the selling system. This is a reference to this quotation.
NEW_ITEM-EXT_QUOTE_ITEM[n]	10	Required/ Optional	Item of external bid. A reference to an external quotation item.
NEW_ITEM-EXT_PRODUCT_ID[n]	40	Optional	Key to identify a product in the catalog for the vendor.
NEW_ITEM-ATTACHMENT[n]	255	Optional	URL of the attachment (the attachment must be accessible for downloading under this URL).
NEW_ITEM-ATTACHMENT_TITLE[n]	255	Optional	If the attachment title is transferred, this field contains this title. Otherwise, the field contains the file name taken from the field NEW_ITEM-ATTACHMENT.
NEW_ITEM-ATTACHMENT_PURPOSE[n]	1	Optional	If an attachment refers to a configuration, for a PC or car, for example, this field contains the letter C.
NEW_ITEM-EXT_SCHEMA_TYPE[n]	10	Optional	Name of a schema via which was imported into SRM.
NEW_ITEM-EXT_CATEGORY_ID[n]	60	Optional	Unique key for an external category from the schema above, independent of the version of the schema.
NEW_ITEM-EXT_CATEGORY[n]	40	Optional	Unique key for an external category from the schema above, dependent of the version of the schema.

NEW_ITEM-SLD_SYS_NAME[n]	60	Optional	Name of a system in the System Landscape Directory
NEW_ITEM-CUST_FIELD1[n]	10	Optional	Customer-specific field
NEW_ITEM-CUST_FIELD2[n]	10	Optional	As above
NEW_ITEM-CUST_FIELD3[n]	10	Optional	As above
NEW_ITEM-CUST_FIELD4[n]	20	Optional	As above
NEW_ITEM-CUST_FIELD5[n]	50	Optional	As above

Either NEW_ITEM-DESCRIPTION[n] or NEW_ITEM-MATNR[n] must be filled. Only one of the two should be filled.

NEW_ITEM-UNIT[n] if NEW_ITEM-MATNR[n] has not been filled

NEW_ITEM-CURRENCY[n] if NEW_ITEM-PRICE[n] has been filled

NEW_ITEM-EXT_SCHEMA_TYPE[n] if NEW_ITEM-EXT_CATEGORY_ID[n] or NEW_ITEM-EXT_CATEGORY[n] are used

NEW_ITEM-EXT_QUOTE_ID[n] if NEW_ITEM-EXT_QUOTE_ITEM[n] has been used

NEW_ITEM-CONTRACT[n] if NEW_ITEM-CONTRACT_ITEM[n] has been used

Required and Optional Fields

The following fields are **required** fields in all cases:

- Either NEW_ITEM-DESCRIPTION[n] or NEW_ITEM-MATNR[n] must be filled. Only one of the two should be filled.
- NEW_ITEM-QUANTITY[n]

The following fields are required fields depending on conditions:

- NEW_ITEM-UNIT[n] if NEW_ITEM-MATNR[n] has not been filled
- NEW_ITEM-CURRENCY[n] if NEW_ITEM-PRICE[n] has been filled
- NEW_ITEM-EXT_SCHEMA_TYPE[n] if NEW_ITEM-EXT_CATEGORY_ID[n] or NEW_ITEM-EXT_CATEGORY[n] are used
- NEW_ITEM-EXT_QUOTE_ID[n] if NEW_ITEM-EXT_QUOTE_ITEM[n] has been used
- NEW_ITEM-CONTRACT[n] if NEW_ITEM-CONTRACT_ITEM[n] has been used

All other fields are optional.

Product Numbers

There are four fields in the interface that describe product numbers:

- NEW_ITEM-MATNR[n]: The product number in the SRM System of the purchaser
- NEW_ITEM-VENDORMAT[n]: The vendor's product number
- NEW_ITEM-MANUFACTMAT[n]: The manufacturer's product number
- NEW_ITEM-EXT_PRODUCT_ID[n]: The number that uniquely identifies the product in the catalog.

These product numbers may not be mixed or used for other purposes; in particular the field NEW_ITEM-MATNR[n] may only be filled if the product number in the customer system is known to the catalog.

Configurable Products

Some products (such as PCs) can be configured in the catalog. However, the configuration information is not part of the OCI since the structure of this information differs greatly between providers. There are three alternatives for transferring such products with the OCI without losing

the configuration information.

- The catalog can create a bid in the sales system and can store the configuration information there. It can then use the fields NEW_ITEM-EXT_QUOTE_ID[n] and NEW_ITEM-EXT_QUOTE_ITEM[n] to transfer a reference to the bid. The bid number is copied to the SRM Server. The configuration information is only available in the sales system if you use this alternative. This variant is suitable for the local and extended classic scenario since the bid reference is not transferred to MM backend systems as standard. If, however, you wish the bid reference to be transferred, you can copy it in BAdI BBP_CATALOG_TRANSFER into the purchase order text for the item.
- The field NEW_ITEM-LONGTEXT_n:132[] can be used to transfer the configuration information as text. The content of the field is included in the purchase order text of the SRM Server shopping cart and of the subsequent purchase order; this way the configuration information is available in the SRM Server.
- The fields NEW_ITEM-ATTACHMENT[n] and NEW_ITEM-ATTACHMENT_PURPOSE[n] can be used to transport the configuration information. Since you can transfer files of any type as attachments, you should ensure that the file can also be displayed (using proprietary or uncommon file types is therefore not recommended). If you use XML files, for example, you should ensure that the formatting information (XSLT) is also included so that the file can be displayed. The configuration information is also available in the SRM Server with this alternative. This variant is only suitable for the local and the extended classic scenario because attachments are not currently transferred to MM backend systems.

STANDARD ISO CODES

ISO	ISO code	B11	Joule/(Kilogram Kelvin)	C24	Millipascal seconds
23	Gram/Cubic centimeter	B15	Joule/Mol	C26	Millisecond
28	Kilogram/Square meter	B22	Kiloampere	C29	Millitesla
2J	Cubic centimeter/second	B25	Kilobecquerel/kilogram	C31	Milliwatt
2M	Centimeter/second	B34	Kilogram/cubic decimeter	C34	Mole
2X	Meter/Minute	B42	Kilojoule/kilogram	C36	Mol per conductability
2Z	Millivolt	B44	Kilojoule/Mol	C38	Mol per liter
3B	Megajoule	B45	Kilomol	C39	Nanoampere
3H	Kilogram/Kilogram	B47	Kilonewton	C41	Nanofarad
4G	Microliter	B49	Kiloohm	C45	Nanometer
4H	Micrometer	B73	Meganewton	C47	Nanosecond
4K	Milliampere	B75	Megohm	C55	Newton/Square meter
4O	Microfarad	B78	Megavolt	C56	Newton/Square millimeter
4P	Newton/meter	B84	Microampere	C60	Ohm Centimeter
4T	Pikofarad	B98	Microsecond	C61	Ohm Meter
59	Parts per million	BAR	Bar	C62	One
61	Parts per billion (US)	BG	Bag	C65	Pascal second
A18	Becquerel/kilogram	BC	Bottle	CA	Canister
A87	Gigaohm	BX	Crate	CDL	Candela
A93	Gram/Cubic meter	C10	Millifarad	CEL	Celsius
A97	Hectopascal	C15	Millijoule	CLT	Centiliter
ACR	Acre	C16	Millimeter/second	CMK	Square Centimeter
AMP	Ampere	C18	Millimol	CMQ	Cubic centimeter
ANN	Year	C19	Mol/kilogram	CMT	Centimeter
B0	BTU/Cubic Foot	C22	Millinewton/meter	CR	Crate

CS	Case	KHZ	Kilohertz	PAD	PAD
CT	Carton	KJO	Kilojoule	PAL	Pascal
D10	Siemens per meter	KMH	Kilometer/hour	PCE	Piece
D33	Tesla	KMK	Square kilometer	PF	Pallet
D41	Ton/Cubic meter	KMQ	Kilogram per cubic meter	PK	Pack
D46	Voltampere	KMT	Kilometer	PR	Pair
D53	Watts per (Meter Kelvin)	KPA	Kilopascal	PT	Pint, US liquid
D87	Millimol/kilogram	KVA	Kilovoltampere	QT	Quart, US liquid
DAY	Day	KVT	Kilovolt	RC	Role
DD	Degree	KWH	Kilowatt-hour	S4	Square meter/second
DMQ	Cubic decimeter	KWT	Kilowatt	SEC	Second
DMT	Decimeter	L2	Liter/Minute	SMI	Mile
DR	Drum	LBR	US pound	TNE	Tonne (1000 kg)
DZN	Dozen	LTR	Liter	TCN	US TON
EA	Each	M1	Milligram/Liter	VLT	Volt
FAH	Fahrenheit	MAW	Megawatt	WEE	Week
FAR	Farad	MBR	Millibar	WTT	Watt
FOT	Feet	MGM	Milligram	YDK	Square Yard
FTK	Square foot	MHZ	Megahertz	YDQ	Cubic yard
FTQ	Cubic foot	MIK	Square mile	YRD	Yards
GE	US Pound/US Gallon	MIL	Thousand		
GJ	Gram/Milliliter	MIN	Minute		
GK	Gram/kilogram	MLT	Milliliter		
GL	Gram/liter	MMK	Square millimeter		
GLL	US gallon	MMQ	Cubic millimeter		
GM	Gram/square meter	MMT	Millimeter		
GP	Milligram/cubic meter	MON	Month		
GQ	Microgram/cubic meter	MPA	Megapascal		
GRM	Gram	MOH	Cubic meter/Hour		
GRO	Gross	MOS	Cubic meter per second		
GV	Gigajoule	MSK	Meter per second squared		
HAR	Hectare	MTK	Square meter		
HLT	Hectoliter	MTQ	Cubic meter		
HTZ	Hertz	MTR	Meter		
HUR	Hour	MTS	Meters per second		
IE	Person	MVA	Megavoltampere		
INH	Inch	MWH	Megawatt Hour		
INK	Square inch	NA	Milligram/kilogram		
INQ	Cubic inch	NEW	Newton		
J2	Joule/Kilogram	OHM	Ohm		
JOU	Joule	ONZ	Ounce		
KEL	Kelvin	OZA	Fluid Ounce US		
KGM	Kilogram	P1	Percentage		
KGS	Kilogram per second	PA	Package		

IRAN FREE PROCUREMENT CERTIFICATION FORM

(Pennsylvania’s Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the Procurement Code **and** is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS **and** is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

OPTION #2 – EXEMPTION

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

Date: December 15, 2016

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: January 17, 2017 1:00 PM EST

Addendum Number: 1

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- PA IT Hardware RFP (rev. 12.15.16) – Added bullet (vi) to section IV-3.A.5 and added bullet (vii) to section IV-3.A.6.
- Appendix H. Technical Submittal Response Template (rev. 12.15.16) – Added section 19 (Consumption Based Pricing Model) to the response template for Lots 5 and 6.
- Appendix C. Cost Submittal Response Template (rev. 12.15.16) – Added a “Consumption Based Pricing” Section to Lots 5 and 6.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime

Title: Commodity Specialist

Email: RA-OITPurchases@pa.gov

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Category	Value
...	...
...	...
...	...

Lot 1 - General IT Peripherals

Marked by Manufacturer

Item Description	Quantity	Unit Price	Total Price
...
...
...

Marked by Bidder

Item Description	Quantity	Unit Price	Total Price
...
...
...
...
...

Lot 2 - Small MPDs

Item Description	Quantity	Unit Price	Total Price
...
...
...
...
...

Item Description	Quantity	Unit Price	Total Price
...
...
...
...
...

Lot 3 - Accessibility Needs

Item Description	Quantity	Unit Price	Total Price
...
...
...
...
...

Sl. No.	Name of the Bidder

Lot 4 - Servers - Full Value Configurations

Sl. No.	Description	Quantity	Unit Price	Total Price

Lot 5 - Servers - Non Best Value Configurations

Sl. No.	Description	Quantity	Unit Price	Total Price

Lot 6 - Servers - Options - Monitors

Sl. No.	Description	Quantity	Unit Price	Total Price

Lot 7 - Accessibility Needs

Sl. No.	Description	Quantity	Unit Price	Total Price

Lot 8 - Consumption Based Pricing

Sl. No.	Description	Quantity	Unit Price	Total Price

Appendix H: Technical Submittal Response Template

Business Proposal

Instructions: Fill out the yellow shaded areas only. This section contains questions related to general supplier information. The Commonwealth would like to understand your company's background and financial stability.

Offeror Name:

General Questions and Supplier Stability

1. Provide the name, title, street address, city, state, zip code, e-mail address, and telephone numbers (including mobile) of the primary contact person for this RFP.

Name of Primary Contact	
Title	
Address	
City	
State	
Zip Code	
Email Address	-
Telephone	
Mobile	

2. Please provide the following corporate information.

Primary Line of Business:	
Type of Business Organization (e.g. LLC)	
# of years in business:	
# of employees:	
Annual Revenue for 2015:	
Annual Revenue for each of the last 5 years:	
Annual Revenue from Public Sector Clients for 2015:	
Name of Parent Company, if any:	
Name of Subsidiaries, if any:	

3. *Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Attach your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.*

4. *Is your firm's primary line of business in the area of Information Technology Hardware and Services? Indicate with an "X" below:*

Yes

No

5. *Are there other related lines of business that your firm is engaged in? If so, please list and describe.*

6. *Are major changes (acquisitions, re-structuring, alliances, joint ventures) taking place in your organization? Please provide your answer as succinctly as possible since we are only asking for very critical business changes that might significantly impact our evaluation of your company/proposal.*

7. Who are your five largest customers? Please state the % of your revenue derived from your top 5 customers. Please list the % for each of your top 5 customers separately. (e.g., customer 1 - X%, customer 2 - Y%, customer 3 - Z%).

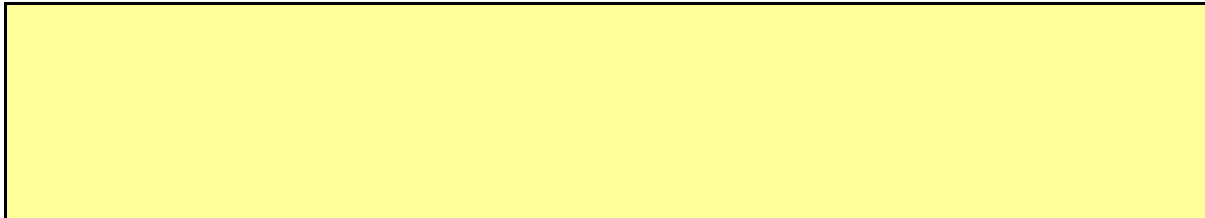
Customer Name	2015 Revenue from Customer (\$)	% of Revenue derived from Customer

8. **Objections and/or additions to standard Terms and Conditions and / or SLAs.** Please document any objections and/or requested additions to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix E, Software License Requirements Agreement Template, and Appendix K, Service Level Requirements** here. Please attach redlined versions for all Appendices A, E, and K that you take exception to.

9. **Emergency Preparedness.** Referencing RFP Part IV, Section IV-3 I, Emergency Preparedness, please describe your company's emergency response continuity of operations plan specific to this Lot. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

- a) Employee training (describe Offeror's training plan, and how frequently it will be shared with employees)
- b) Identified essential business functions and key employees (of yours) necessary to carry them out
- c) Contingency plans for:

- i.) *How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.*
- ii.) *How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.*
- d) *How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.*
- e) *How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.*



Technical Submittal Response Template

Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.

Offeror Name:

Please indicate below with an “X” the Lots for which your company is submitting a proposal:

- a. Lot 1 – Desktops, Laptops, Tablets, Ultra-Portable Laptops
- b. Lot 2 – Tablets, Rugged Devices, Non-Traditional Desktops
- c. Lot 3 – General Information Technology Peripherals
- d. Lot 4 – Apple Devices
- e. Lot 5 – Server Hardware
- f. Lot 6 – Storage Hardware

Lot 1 – Desktops, Laptops and Ultra-Portable Laptops

All your answers in this section should be specific to Lot 1.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide for this Lot.

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3 J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing and associated roles and responsibilities, and include a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

[Redacted]

10. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process including its ability to share asset data records with the Commonwealth. Additionally, how has your company have helped other states effectively manage their hardware assets?

[Redacted]

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

[Redacted]

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how you will handle Standard Configuration Reviews and refresh the standard configurations.

[Redacted]

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

[Redacted]

14. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

[Redacted]

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

[Redacted]

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

17. DATA CLEANSING. Referencing the Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.1.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware.

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops

All your answers in this section should be specific to Lot 2.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the

proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template.**

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/ N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

[Redacted]

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

[Redacted]

10. INVENTORY/ASSET MANAGEMENT. Please describe your company’s inventory management process including its ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

[Redacted]

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

[Redacted]

12. ASSET FLEXIBILITY. Please describe how your company can provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

[Redacted]

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company’s supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

[Redacted]

14. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.

[Redacted]

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

16. DATA CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.2.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware.

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Lot 3 – General Information Technology (IT) Peripherals

All your answers in this section should be specific to Lot 3.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

3. COVERAGE. Please describe the manufacturers your company carries, and describe the extent of coverage across product types and manufacturers.

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

6. REPORTING. Please describe how your company will meet the requirements in IV-3.J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Please specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

9. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

10. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

11. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

12. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

13. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

14. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Lot 4 – Apple Devices

All your answers in this section should be specific to Lot 4.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Please include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

6. REPORTING. Please describe how your company will meet the requirements in IV-3.J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for your company's proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff your company will be assigning to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

10. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process including your company's ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into your product portfolio and rolling them out to customers?

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

14. DEVICE ENROLLMENT PROGRAM. Does your company participate in Apple's Device Enrollment Program?

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

17. DATA CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.4.ii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware.

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Lot 5 – Server Hardware and Services

All your answers in this section should be specific to Lot 5.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/ N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company's experience and provide detailed examples of your work specific to the references provided above for this Lot.

6. REPORTING. Please describe how your company will meet the requirements in IV-3.J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for your proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Include an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and

include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

16. DATA CLEANSING. Referring to Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.5.iii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware.

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

19. CONSUMPTION BASED PRICING MODEL: Please describe your ability to provide a consumption based pricing model for devices procured through this lot and located onsite, in an outsourced data center and in a data center operated by your company. Also provide a narrative description of this pricing model.

Lot 6 – Storage Hardware and Services

All your answers in this section should be specific to Lot 6.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the products and services required by this RFP for this Lot.

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			

Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.J, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

7. STAFFING. Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

16. DATA CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.6.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware.

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

18. **ACCESSIBILITY PLAN:** Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

19. **COMSUMPTION BASED PRICING MODEL:** Please describe your ability to provide a consumption based pricing model for devices procured though this lot and located onsite, in an outsourced data center and in a data center operated by your company. Also provide a narrative description of this pricing model.

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Wednesday, December 28, 2016 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology Bureau of IT Procurement Finance Building, Room 503 613 North Street Harrisburg, PA 17120-0400</p>	Issuing Office/Potential Offerors	Tuesday, December 20, 2016 at 9:00 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Wednesday, January 4, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Tuesday, January 17, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:

- a) **One (1) paper copy** of the **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
- b) **Eight (8) paper copies of the Technical Submittal (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
- c) **One (1) paper copy** of the **Cost Submittal (Appendix C)** (Cost Submittal envelope)
 - Complete the response sections for each Lot on which the Offeror is proposing
- d) **Two (2) paper copies of each Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q) and associated Letters of Intent (Appendix G).** (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q) and Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
- e) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy for each Lot on which Offeror is proposing**) (Technical Submittal envelope);
- f) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to section **I-13. Small Diverse Business / Small Business Information** for more information (SDB/SB Submittal envelope);
- g) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope); and
- h) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.

The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business / Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;

- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119

Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
- (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
 - (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
 - (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office

has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.

- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.
- B. **Place for Filing.** A protest must be filed with the Agency Head Designee by either email or hardcopy.
 - (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
 - (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh

Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror which is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror which submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.
- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and

reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.
- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and

- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

- A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

- (1) **A "local public procurement unit" is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;

- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the *Commonwealth Procurement Code*. However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

- (3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and

acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.

- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Required Administrative Fee
Department of General Services Certified Small Business Offeror	\$500
All Other Offerors	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the proposal submittal.
- (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the Administrative Fee for each contract year and upon each renewal.

- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
 - (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor’s use of the COSTARS Brand.
 - (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without

limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports via the web-based COSTARS Suppliers' Gateway at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

A. **Definitions.** The following words and phrases have the meanings set forth in this provision:

- (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
- (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
- (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

I-31. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

A. **General.** A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.

B. **Additional Terms.**

- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
- (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.

- (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
- (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

C. Prices.

- (1) **Price adjustment.** For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30.**
- (2) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

D. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

E. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business / Small Business - cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Template**, **Appendix C, Cost Submittal Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing the **template provided in Appendix H, Technical Submittal Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within Part IV, **Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing one submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**, **Appendix K, Service Level Agreements** and **Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on the **Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal**.
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form. At minimum, the Letter of Intent must include the following:
 - (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or

Small Business (Offerors may use the historical data to establish an estimated dollar value); and

- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The cost submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the Technical Submittal.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the Technical Submittal only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](#) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation (SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

<p>Small Diverse Business and Small Business Raw Score =</p> <p>200 (SDB% + (1/3 * SB %))</p>

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the Technical Submittal. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **70%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M)**
– The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single Original Equipment Manufacturer (OEM) for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500K), Rugged Devices (\$1M) and Non-Traditional Desktops (\$150K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

- (4) All hard drives that exist are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend)—IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
- (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend)—Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic – Two (2)-Day** On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical** – Mission-critical response with **four (4)-hour** on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend)—IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:

- (i) **Basic – Two (2)-Day On-site parts and/or labor dispatch**—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
- (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical** – Mission-critical response with **four (4)-hour on-site parts and/or labor on-site support**, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only original equipment manufacturers (OEMs) or certified resellers of brands listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks - November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include e a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only OEM or certified resellers of OEM will be considered for this lot.
- (ii) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy* http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders’ quadrant of Gartner’s Magic Quadrant for Modular Servers - May 2015 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Lenovo.

- (ii) Offerors must be able to provide the OEM's full server product line.
- (iii) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (November 2015) will be considered for this lot:
 - (a) Dell.
 - (b) EMC.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

B. Associated Services.

- (1) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (2) Contractors should provide a quote for warranties and Services, when requested by the Commonwealth, at any time during the term of the contract. Standalone orders for warranties and maintenance made during the term of the contract may extend up to **four (4) years** past the expiration date of the contract.
- (3) The Commonwealth will develop a statement of work (“SOW”) for each Services order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. The Services may be purchased at the Commonwealth’s discretion.

Optional Services in scope are as follows:

- (i) Installation.
- (ii) Asset Tagging.
- (iii) Image Deployment.
- (iv) Bundle—Install, Image Deployment, Tag.
- (v) Data Transfer.
- (vi) Preparation for Shipment.
- (vii) Hard Drive Removal.
- (viii) On-Premise Disk Wipe.
- (ix) Off-Premise Disk Wipe.
- (x) Relocation within 25 Miles.
- (xi) Relocation Outside 25 Miles.
- (xii) Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)

- (4) All quotes must comply with the following and be pre-approved by the Commonwealth at the outset of the contract.
 - (i) At a minimum, all quotes shall include: contract number, manufacturer contract number (if applicable), service period (if applicable), manufacturer product ID, manufacturer product title, line item descriptions, expected delivery date and related purchase

order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.

(ii) No additional terms and conditions may be attached to a quote.

(5) The Contractor must honor all quotes for at least **ninety (90) days**.

C. Order Fulfillment.

(1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to SRM purchase orders, the Commonwealth's standard order type.

(2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.

(3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance* of **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**.

D. Key Personnel.

(1) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

(2) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.

(3) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are

expected to have sufficient technical expertise to ensure proper orders are taken.

- (4) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (i) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - (a) on a temporary basis within **one (1) week** of the availability change; and
 - (b) on a permanent basis no longer than **thirty (30) calendar days** from the availability change.
 - (ii) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with thirty **(30) calendar days'** written notice. In the event that a staff person is removed from the contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

E. Volume Orders:

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

F. Service Level Agreements. The Contractor must meet the SLAs as described in **Appendix K, Service Level Agreements.**

G. Standard Configuration Reviews.

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response**

Template, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.

- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

H. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the contractor will be kept confidential by the Commonwealth. The objective of the above meeting is to reach a mutual agreement on product replacement during the life of the contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

I. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template**.

J. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:

- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the purchasing agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased including the manufacturer, product description/base configuration details, manufacturer part number and any additional upgrades purchased, and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided as well as the base configuration cost as well as the cost and quantity of any upgrades purchased. Please include the appropriate item cost or list price and associated markup or discount.

- (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information, Equipment Information, Maintenance/Services Information and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities, achievements, challenges, and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- K. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- L. **Supply Chain Management / Managed Logistics.** The Commonwealth desires a contractor that can provide staging and storage, respond quickly to changing needs, and provide an effective order expediting process, if necessary.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations,

as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.

- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 - 4. Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E. If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F. The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within

ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating “No activity in this quarter.” A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.

- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror’s ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.

- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror’s Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: December 16, 2016

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: January 17, 2017 1:00 PM EST

Addendum Number: 2

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- PA IT Hardware RFP (rev. 12.16.16) – Updated the Pre-Proposal Conference Location, Date and Time. Conference to be held January 5, 2017 at 9:30 AM EST.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime

Title: Commodity Specialist

Email: RA-OITPurchases@pa.gov

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Wednesday, December 28, 2016 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Wednesday, January 4, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Tuesday, January 17, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:

- a) **One (1) paper copy** of the **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
- b) **Eight (8) paper copies of the Technical Submittal (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
- c) **One (1) paper copy** of the **Cost Submittal (Appendix C)** (Cost Submittal envelope)
 - Complete the response sections for each Lot on which the Offeror is proposing
- d) **Two (2) paper copies of each Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q) and associated Letters of Intent (Appendix G).** (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q) and Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
- e) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy for each Lot on which Offeror is proposing**) (Technical Submittal envelope);
- f) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to section **I-13. Small Diverse Business / Small Business Information** for more information (SDB/SB Submittal envelope);
- g) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope); and
- h) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.

The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business / Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;

- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119

Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
- (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
 - (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
 - (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office

has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.

- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.
- B. **Place for Filing.** A protest must be filed with the Agency Head Designee by either email or hardcopy.
 - (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
 - (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh

Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror which is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror which submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.
- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and

reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.
- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and

- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

- A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

- (1) **A "local public procurement unit" is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;

- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the *Commonwealth Procurement Code*. However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

- (3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and

acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.

- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Required Administrative Fee
Department of General Services Certified Small Business Offeror	\$500
All Other Offerors	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the proposal submittal.
- (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the Administrative Fee for each contract year and upon each renewal.

- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
 - (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor’s use of the COSTARS Brand.
 - (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without

limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports via the web-based COSTARS Suppliers' Gateway at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

A. **Definitions.** The following words and phrases have the meanings set forth in this provision:

- (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
- (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
- (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

I-31. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

A. **General.** A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.

B. **Additional Terms.**

- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
- (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.

- (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
- (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

C. Prices.

- (1) **Price adjustment.** For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30.**
- (2) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

D. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

E. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business / Small Business - cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Template**, **Appendix C, Cost Submittal Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing the **template provided in Appendix H, Technical Submittal Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within Part IV, **Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing one submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**, **Appendix K, Service Level Agreements** and **Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on the **Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal**.
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form. At minimum, the Letter of Intent must include the following:
 - (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or

Small Business (Offerors may use the historical data to establish an estimated dollar value); and

- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The cost submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the Technical Submittal.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the Technical Submittal only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](#) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation (SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

<p style="text-align: center;">Small Diverse Business and Small Business Raw Score =</p> <p style="text-align: center;">200 (SDB% + (1/3 * SB %))</p>

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the Technical Submittal. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **70%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M)**
– The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single Original Equipment Manufacturer (OEM) for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500K), Rugged Devices (\$1M) and Non-Traditional Desktops (\$150K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

- (4) All hard drives that exist are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend)—IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
- (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend)—Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic – Two (2)-Day** On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical** – Mission-critical response with **four (4)-hour** on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend)—IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:

- (i) **Basic – Two (2)-Day On-site parts and/or labor dispatch**—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
- (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical** – Mission-critical response with **four (4)-hour on-site parts and/or labor on-site support**, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only original equipment manufacturers (OEMs) or certified resellers of brands listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks - November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include e a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only OEM or certified resellers of OEM will be considered for this lot.
- (ii) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy* http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders’ quadrant of Gartner’s Magic Quadrant for Modular Servers - May 2015 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Lenovo.

- (ii) Offerors must be able to provide the OEM's full server product line.
- (iii) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (November 2015) will be considered for this lot:
 - (a) Dell.
 - (b) EMC.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

B. Associated Services.

- (1) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (2) Contractors should provide a quote for warranties and Services, when requested by the Commonwealth, at any time during the term of the contract. Standalone orders for warranties and maintenance made during the term of the contract may extend up to **four (4) years** past the expiration date of the contract.
- (3) The Commonwealth will develop a statement of work (“SOW”) for each Services order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. The Services may be purchased at the Commonwealth’s discretion.

Optional Services in scope are as follows:

- (i) Installation.
- (ii) Asset Tagging.
- (iii) Image Deployment.
- (iv) Bundle—Install, Image Deployment, Tag.
- (v) Data Transfer.
- (vi) Preparation for Shipment.
- (vii) Hard Drive Removal.
- (viii) On-Premise Disk Wipe.
- (ix) Off-Premise Disk Wipe.
- (x) Relocation within 25 Miles.
- (xi) Relocation Outside 25 Miles.
- (xii) Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)

- (4) All quotes must comply with the following and be pre-approved by the Commonwealth at the outset of the contract.
 - (i) At a minimum, all quotes shall include: contract number, manufacturer contract number (if applicable), service period (if applicable), manufacturer product ID, manufacturer product title, line item descriptions, expected delivery date and related purchase

order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.

(ii) No additional terms and conditions may be attached to a quote.

(5) The Contractor must honor all quotes for at least **ninety (90) days**.

C. Order Fulfillment.

(1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to SRM purchase orders, the Commonwealth's standard order type.

(2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.

(3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance* of **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**.

D. Key Personnel.

(1) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

(2) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.

(3) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are

expected to have sufficient technical expertise to ensure proper orders are taken.

- (4) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (i) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - (a) on a temporary basis within **one (1) week** of the availability change; and
 - (b) on a permanent basis no longer than **thirty (30) calendar days** from the availability change.
 - (ii) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with thirty **(30) calendar days'** written notice. In the event that a staff person is removed from the contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

E. Volume Orders:

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

F. Service Level Agreements. The Contractor must meet the SLAs as described in **Appendix K, Service Level Agreements.**

G. Standard Configuration Reviews.

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response**

Template, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.

- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

H. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the contractor will be kept confidential by the Commonwealth. The objective of the above meeting is to reach a mutual agreement on product replacement during the life of the contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

I. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template**.

J. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:

- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the purchasing agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased including the manufacturer, product description/base configuration details, manufacturer part number and any additional upgrades purchased, and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided as well as the base configuration cost as well as the cost and quantity of any upgrades purchased. Please include the appropriate item cost or list price and associated markup or discount.

- (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information, Equipment Information, Maintenance/Services Information and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities, achievements, challenges, and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- K. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- L. **Supply Chain Management / Managed Logistics.** The Commonwealth desires a contractor that can provide staging and storage, respond quickly to changing needs, and provide an effective order expediting process, if necessary.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations,

as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.

- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 - 4. Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E. If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F. The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within

ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating “No activity in this quarter.” A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.

- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror’s ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.

- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror’s Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: December 22, 2016

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: January 27, 2017 1:00 PM EST

Addendum Number: 3

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- PA IT Hardware RFP (rev. 12.22.16) – Updated the CALENDAR OF EVENTS.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime

Title: Commodity Specialist

Email: RA-OITPurchases@pa.gov

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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APPENDIX D, PROPOSAL COVER SHEET

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APPENDIX R, MODEL FORM OF SMALL DIVERSE BUSINESS AND SMALL BUSINESS SUBCONTRACT AGREEMENT

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 13, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Friday, January 27, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:

- a) **One (1) paper copy** of the **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
- b) **Eight (8) paper copies of the Technical Submittal (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
- c) **One (1) paper copy** of the **Cost Submittal (Appendix C)** (Cost Submittal envelope)
 - Complete the response sections for each Lot on which the Offeror is proposing
- d) **Two (2) paper copies of each Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q) and associated Letters of Intent (Appendix G).** (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q) and Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
- e) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy for each Lot on which Offeror is proposing**) (Technical Submittal envelope);
- f) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to section **I-13. Small Diverse Business / Small Business Information** for more information (SDB/SB Submittal envelope);
- g) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope); and
- h) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.

The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business / Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;

- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119

Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
- (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
 - (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
 - (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office

has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.

- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.
- B. **Place for Filing.** A protest must be filed with the Agency Head Designee by either email or hardcopy.
 - (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
 - (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh

Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror which is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror which submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.
- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and

reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.
- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and

- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

- A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

- (1) **A "local public procurement unit" is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;

- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the *Commonwealth Procurement Code*. However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and

acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.

- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Required Administrative Fee
Department of General Services Certified Small Business Offeror	\$500
All Other Offerors	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the proposal submittal.
- (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the Administrative Fee for each contract year and upon each renewal.

- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
 - (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor’s use of the COSTARS Brand.
 - (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without

limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports via the web-based COSTARS Suppliers' Gateway at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

A. **Definitions.** The following words and phrases have the meanings set forth in this provision:

- (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
- (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
- (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

I-31. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

A. **General.** A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.

B. **Additional Terms.**

- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
- (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.

- (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
- (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

C. Prices.

- (1) **Price adjustment.** For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30.**
- (2) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

D. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

E. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business / Small Business - cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Template**, **Appendix C, Cost Submittal Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing the **template provided in Appendix H, Technical Submittal Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within Part IV, **Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing one submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**, **Appendix K, Service Level Agreements** and **Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on the **Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal**.
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form. At minimum, the Letter of Intent must include the following:
 - (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or

Small Business (Offerors may use the historical data to establish an estimated dollar value); and

- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The cost submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the Technical Submittal.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the Technical Submittal only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](#) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation (SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

Small Diverse Business and Small Business Raw Score =

$$200 (SDB\% + (1/3 * SB \%))$$

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the Technical Submittal. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **70%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M)**
– The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single Original Equipment Manufacturer (OEM) for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500K), Rugged Devices (\$1M) and Non-Traditional Desktops (\$150K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

- (4) All hard drives that exist are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend)—IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
- (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend)—Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic – Two (2)-Day** On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical** – Mission-critical response with **four (4)-hour** on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend)—IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:

- (i) **Basic – Two (2)-Day On-site parts and/or labor dispatch**—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
- (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical** – Mission-critical response with **four (4)-hour on-site parts and/or labor on-site support**, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only original equipment manufacturers (OEMs) or certified resellers of brands listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks - November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include e a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only OEM or certified resellers of OEM will be considered for this lot.
- (ii) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy* http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders’ quadrant of Gartner’s Magic Quadrant for Modular Servers - May 2015 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Lenovo.

- (ii) Offerors must be able to provide the OEM's full server product line.
- (iii) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (November 2015) will be considered for this lot:
 - (a) Dell.
 - (b) EMC.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal**.

B. Associated Services.

- (1) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (2) Contractors should provide a quote for warranties and Services, when requested by the Commonwealth, at any time during the term of the contract. Standalone orders for warranties and maintenance made during the term of the contract may extend up to **four (4) years** past the expiration date of the contract.
- (3) The Commonwealth will develop a statement of work (“SOW”) for each Services order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. The Services may be purchased at the Commonwealth’s discretion.

Optional Services in scope are as follows:

- (i) Installation.
 - (ii) Asset Tagging.
 - (iii) Image Deployment.
 - (iv) Bundle—Install, Image Deployment, Tag.
 - (v) Data Transfer.
 - (vi) Preparation for Shipment.
 - (vii) Hard Drive Removal.
 - (viii) On-Premise Disk Wipe.
 - (ix) Off-Premise Disk Wipe.
 - (x) Relocation within 25 Miles.
 - (xi) Relocation Outside 25 Miles.
 - (xii) Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)
- (4) All quotes must comply with the following and be pre-approved by the Commonwealth at the outset of the contract.
 - (i) At a minimum, all quotes shall include: contract number, manufacturer contract number (if applicable), service period (if applicable), manufacturer product ID, manufacturer product title, line item descriptions, expected delivery date and related purchase

order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.

(ii) No additional terms and conditions may be attached to a quote.

(5) The Contractor must honor all quotes for at least **ninety (90) days**.

C. Order Fulfillment.

(1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to SRM purchase orders, the Commonwealth's standard order type.

(2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.

(3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance* of **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services**.

D. Key Personnel.

(1) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

(2) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.

(3) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are

expected to have sufficient technical expertise to ensure proper orders are taken.

- (4) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (i) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - (a) on a temporary basis within **one (1) week** of the availability change; and
 - (b) on a permanent basis no longer than **thirty (30) calendar days** from the availability change.
 - (ii) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with thirty **(30) calendar days'** written notice. In the event that a staff person is removed from the contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

E. Volume Orders:

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

F. Service Level Agreements. The Contractor must meet the SLAs as described in **Appendix K, Service Level Agreements.**

G. Standard Configuration Reviews.

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response**

Template, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.

- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

H. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the contractor will be kept confidential by the Commonwealth. The objective of the above meeting is to reach a mutual agreement on product replacement during the life of the contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

I. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template**.

J. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:

- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the purchasing agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased including the manufacturer, product description/base configuration details, manufacturer part number and any additional upgrades purchased, and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided as well as the base configuration cost as well as the cost and quantity of any upgrades purchased. Please include the appropriate item cost or list price and associated markup or discount.

- (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information, Equipment Information, Maintenance/Services Information and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities, achievements, challenges, and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- K. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- L. **Supply Chain Management / Managed Logistics.** The Commonwealth desires a contractor that can provide staging and storage, respond quickly to changing needs, and provide an effective order expediting process, if necessary.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations,

as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.

- B.** The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C.** Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D.** The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1.** The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2.** The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3.** Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 - 4.** Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within

ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating “No activity in this quarter.” A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.

- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror’s ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.

- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror’s Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: January 10, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: January 27, 2017 1:00 PM EST

Addendum Number: 4

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- 6100039046 – Pre-Proposal Conference Sign in Sheet and Business Cards
- 6100039046 - Pre-Proposal power point presentation.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Meeting: IT Hardware Pre-Proposal Date: 1/5/10

<u>NAME</u>	<u>AGENCY/COMPANY</u>
Michael Yang	Treya Partners
Matt WHAT	Sumit
STEVE REEZE	PREMIER SYSTEMS SALES LTD
Rene Fertelson	Premier Systems Sales Ltd.
Randy DeBrauwert	HPE
Steve Parker	HPE
Mark Woms	MAP
Adam Orton	"
Deb Pierson	Pierson
Ryan Hogan	Pierson
Carl Skiba	ePlus
DAN BURKHOLDER	Cisco
DAVID WIZZO	Zenpro
Hubkey Smith	DGS
STEVE DWYER	WWF
Dave Pugh	Vion
Matt Day	Dell EMC
Bill Hitz	Dell EMC
Joe Rock	Panway
CHAD FORESTONE	HITACHI
KEVIN CARLSON	Dell EMC
James McDonald	CDW
Maria Brinker	Presidio
JAYSHREE MOORTHY	Frontier Technologies Inc.
April Clark	Netrepid
Jan Latta	Lucid Technologies
KATHY TOUL PHIPSON	RTI
Tim Wilkins	KST Data
CLAYES LESKO	HP
JOHN O'CONNOR	CISCO

Meeting: _____

Date: _____

<u>NAME</u>	<u>AGENCY/COMPANY</u>
Doug Evans	Adept Consulting, Inc.
Robert Baboski	3B Networks, LLC
Bob Heffelfinger	CSI
FRANK POTTER	integrated
Wendy Tobias	Lenovo
Barb Filipovic	ePlus
Amy Wilder	Micro Strategies
Grady Group	Micro Strategies
Joyce Porter	Lenovo
Eric Molirey	Univys
Bill Lord	Adept Consulting
Danielle Barnett	ATS
Bob Marchese	ATS
Neil Bechtold	Sunrise Electronic Dist. Co.
Alexa Sharrar	CDW
JEFF MARTIN	BISI
Tony Intricari	Penn Tech Deployments
Charles MURPHY	POMEROY
Brett Summers	Pitt Bull Secure Tech.
DAVE ADAMCHICK	PROBITAS TECHNOLOGY
Jim Joseph	Presidio.
Rwanda Dahl	iron.
Marylou Miller	D+H Distribution
Phong Tran	DNI
George Parker	PPSU
Ryut Amon	PPSU
Arch Powell	SHI
Mike Smith	SHI

Meeting: _____ Date: _____

<u>NAME</u>	<u>AGENCY/COMPANY</u>
Donna Pratt	Lepmark
Jay Simons	"



Dave Pruyn
Account Executive

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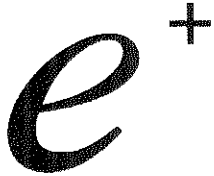
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2330 VARTAN WAY - SUITE 185 HARRISBURG, PA 17110



David Rizzo

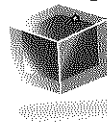
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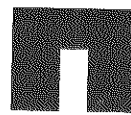
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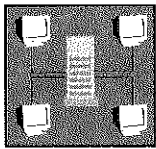
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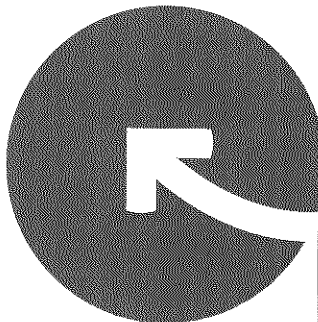


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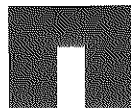


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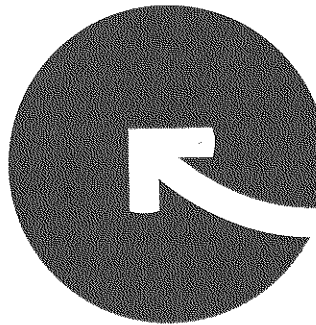
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Pre-proposal Conference

RFP 61000 9046
INFORMATION TECHNOLOGY HARDWARE
January 5, 2017

Agenda

- Introductions
- IT Hardware Scope & Strategy
- RFP Overview
- Small Business Opportunities
- Proposal Requirements
- Cost Template Walk-Thru
- Calendar of Events

Introductions

Agency Representatives:

- PA Office for Administration
 - Raymond A. Jaime, Issuing Officer

- DGS, Bureau of Diversity, Inclusion and Small Business Opportunities
 - Audrey Smith

- Treya Partners
 - Michael Yang, Consultant

IT Hardware Scope Strategy

INFORMATION TECHNOLOGY HARDWARE SCOPE

- The intent of the proposal is to give Commonwealth agencies the ability to purchase IT Hardware devices and Services (installation, implementation, customization, training, support and maintenance) at highly competitive prices. This RFP is part of Governor Wolf's *GO-TIME initiative* and cost savings are a priority for the Commonwealth.

INFORMATION TECHNOLOGY HARDWARE STRATEGIC OBJECTIVES

- In addition to cost savings, the IT Hardware RFP will focus on the following strategic objectives:
 - Increased ease of maintenance, support, and evaluation
 - Streamlined contract management
 - Lower organizational complexity
 - Transition to a more mobile workforce
 - Enhanced accessibility options

A Award Strategy

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops
 - The Commonwealth will award entire Lot to a single Offeror
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops
 - The Commonwealth will award to all responsive and responsible Offerors
- Lot 3 – General IT Peripherals
 - The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option
- Lot 4 – Apple Devices
 - The Commonwealth will award this entire Lot to a single offeror
- Lot 5 – Server Hardware
 - The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5. The Commonwealth will also award one (1) contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- Lot 6 – Storage Hardware
 - The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6. The Commonwealth will also award one (1) contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”

Small Business Opportunities

Bureau of Diversity, Inclusion and Small Business Opportunities

Request for Proposal(RFP) : Format and Template

RFP Small Diverse (SDB) and Small Business(SB) Components:

Part I: General Information

- SDB/SB Eligibility and Program Information

Part II: Criteria For Selection

Part III: Technical Submittal

Part IV: Cost Submittal

Part V: Small Diverse And Small Business Participation Submittal

- Contractual obligations resulting from SDB/SB Submittal

Appendix : Small Diverse and Small Business Letter of Intent

Appendix : Small Diverse Business and Small Business Submittal

What do I need to know – Part I

Program designed to encourage participation of Small Diverse (SDB) and Small Businesses (SB) in state contracting

- A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.
- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business, service-disabled veteran-owned business, LGBT owned or disability-owned business enterprise.

What do I need to do –Part I

- Consider subcontracting opportunities available for small diverse and small businesses
- Search the DGS database of SDBs and SBs and identify SDB/SB business partners for opportunities and inclusion
- Complete and submit two (2) SDB/SB Participation Submittal Forms in separately sealed envelope (1 original and 1 copy) and corresponding Letters of Intent

How do I find SDBs and SBs?

To search all DGS-verified SDBs and DGS-certified SBs, visit the DGS website at:

<https://www.dgs.internet.state.pa.us/SBPI/AlphaResults.aspx>

SDB / SB Participation Submittal

REVISED: March 2014

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

Project: [RFP NAME/DESCRIPTION HERE]

Proposer Firm: _____

PROPOSER INFORMATION:

In your firm a DGS-Verified Small Diverse Business? Yes No **QUEST** (check one)

Proposer must include its "Notice of Small Business Self-Certification and Small Diverse Business Verification" indicating its diverse status to receive credit for proposing as a Small Diverse Business.

In your firm a DGS-Self-Certified Small Business? Yes No **QUEST** (check one)

Proposer must include its "Notice of Small Self-Certification" to receive credit for proposing as a Small Business.

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Proposer commits to the following percentages of the total contract value for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting annual percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Small Business Subcontracting annual percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Request for Proposal
Department of General Services

REVISED: March 2014

Listing SDB and SB Subcontractors

The proposer must list in the chart below potential SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB company name, designation of SDB or SB, SDB/SB Primary Contact Information, and the description service or supplies the SDB/SB will provide, percent of contract value committed, dollar value of total contract value committed, and an indication as to the Proposer's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offers must also include a Letter of Intent as indicated in RFP Section II-9 for each SDB/SB listed.**

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of total Contract Value Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)

Request for Proposal
Department of General Services

SDB / SB Letter of Intent

APPENDIX N

SMALL DIVERSE AND SMALL BUSINESS LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB / SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided].

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number

What do I need to know – Part II

Raw score will be calculated by crediting commitments to SDBs at 67% of total available points and adding commitments to SBs at 33% of total available points.

$$\begin{aligned} \text{SDB/SB Raw Score} &= \\ \text{TOTAL POINTS} & (2/3 \times \text{SDB}\% + 1/3 \times \text{SB}\% + 1/3 \times \text{SDB}\%) \\ \text{Simplified to:} & 200 (\text{SDB}\% + (\text{SB}\% \times 1/3)) \end{aligned}$$

- SDBs are already qualified as a SBs, therefore SDB Proposers are eligible to receive 100% of the SDB/SB points
- Proposers who indicate subcontracting commitments to SDB/SBs will be credited in accordance with percentages proposed
- Proposer submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Proposers' raw scores adjusted pro rata

How is the SDB/SB Submittal Scored

- Scoring Examples:

Scenario	Score
<u>Proposer 1:</u> SDB Prime • 100% SDB Score = $200(1 + (1/3 \times 0))$	200 points
<u>Proposer 2:</u> SB Prime, with SDB Commitment • 100% SB; 15% SDB Commitment Score = $200(.15 + (1/3 \times 1))$	96.67 points
<u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments • 15% SDB Commitment; 10% SB Commitment • Score = $200(.15 + (1/3 \times .10))$	36.67 points

What do I need to no – Part V

- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution
- Selected Proposer must submit a final, executed subcontract for each SDB/SB named within 30 days of contract execution
 - SDB/SB subcontractors must perform 50% of the work subcontracted to them
 - If subcontract cannot be achieved, Selected Proposer must notify BDISBO
- Individual percent commitments cannot be altered without written approval from BDISBO
- All SDB/SB commitments must be maintained if the contract is assigned to another prime contractor.
- Selected Proposer must complete quarterly utilization reporting, tracking progress in meeting commitments
- Selected Proposer must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments

What's New?

- Consideration for and inclusion of Small Businesses as prime contractors and subcontractors in addition to Small Diverse Businesses in scoring
- Simple, consistent template form for SDB/SB submittal supported by executed Letters of Intent
- DGS issued SDB/SB certificate not required with submittal

Contact Information

- Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
 - Telephone: (717) 783-3119
 - Audrey Smith, Procurement Liaison
 - E-Mail: AudreSmith@pa.gov
 -
- Curtis Burwell, Procurement Compliance
 - E-Mail: Cburwell@pa.gov

Proposal Requirements

Mandatory Responsiveness Requirements To be eligible for selection, a proposal must be:

- Timely received from an Offeror
- Properly Signed by the Offeror
 - The proposal must be signed by an official representative which is able to bind the company to a contract.

Proposal Requirements

- To minimize delays in evaluation and to avoid rejection of your proposal, read the RFP carefully.
- Provide as much detail as possible in response to all requirements.
- Evaluation is be based **only** on what is submitted within a proposal.

Proposal Requirements

Proposals are divided into three parts that must be submitted in separate individually sealed envelopes:

- Technical Submittal = **40**
 - Bonus Points: Domestic Workforce (Appendix B) =
- Cost Submittal = **40**
- Small Diverse Business Submittal = **20**

Proposal Requirements

Each Offeror must provide the following:

- Eight (8) paper copies of the Technical Submittal.
 - Mark one (1) as the original version
- One (1) paper copy of the Cost Submittal.
- Two (2) paper copies of the Small Diverse Business and Small Business Participation Submittal and related letters of Intent.
- One (1) complete and exact copy of the entire proposal on CD-ROM or Flash drive in Microsoft Office or compatible format.
- Please reference Section I-12 Proposals of the PA IT Hardware RFP

Cost Template Walk-Through

- Cost matrix walkthrough (*refer to Excel-based Cost Proposal Response Template*)

Calendar of Events

Activity	Responsibility	Date
Deadline to submit Questions via email to: RA-OITPurchases@state.pa.gov with the subject line: "RFP 6100039046 Question"	Potential Offerors	Friday January 06, 2017 1:00 PM EST
Pre-proposal Conference: Office for Information Technology 1 Technology Park Conference Room 1&2 Harrisburg, PA 17110	Issuing Office/Potential Offerors	Thursday January 05, 2017 at 9:30 AM EST.
Answers to Potential Offeror questions posted to the DGS website at: http://www.emarketplace.state.pa.us no later than this date.	Issuing Office	Friday January 13, 2017
Please monitor website for all communications regarding the RFP.	Potential Offerors	On-going
Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Building Harrisburg, PA 17110 Attn: Raymond Jaime Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays	Offerors	Friday January 27, 2017 1:00 PM EST.

**Thank you for attending
the Pre-proposal
Conference**

Date: January 13, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 09, 2017 1:00 PM EST

Addendum Number: 5

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

1. CALENDAR OF EVENTS.
 - Date to post Answers to Potential Offeror questions to the DGS website has been extended to Thursday January 19, 2017
 - Solicitation Due date has been extended to Thursday February 09, 2017 at 1:00 PM
2. The revised RFP documents will be posted as an ensuing addendum.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Date: January 19, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 6

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

1. CALENDAR OF EVENTS.
 - Date to post Answers to Potential Offeror questions to the DGS website has been extended to Friday January 20, 2017
 - Solicitation Due date has been extended to Friday February 10, 2017 at 1:00 PM
2. The revised RFP documents will be posted as an ensuing addendum.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Date: January 20, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 7

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

1. Addition of Appendix S, Lease Acceptance Certificate and Appendix T, OCI Supplier Punch Out Overview.
2. Updates to the following documents listed below.
 - Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services rev. (1.20.17)
 - Appendix C, Cost Submittal Response Template rev. (1.20.17)
 - Appendix H, Technical Submittal Response Template rev. (1.20.17)
 - Appendix K, Service Level Agreements rev. (1.20.17)
 - PA IT Hardware RFP rev. (1.20.17)
3. Posting of the Questions and Answers Information Technology Hardware

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

1. TERM OF CONTRACT

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: (a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures) or (b) the “Valid from” date printed on the Contract, whichever is later.

2. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

3. COMMENCEMENT OF PERFORMANCE

(a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:

- (i) the Effective Date has occurred; and
- (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.

(b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. ELECTRONIC SIGNATURES

(a) The Contract and/or Purchase Order may be electronically signed by the Commonwealth.

- (i) Contract. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.

- (ii) Purchase Orders. The electronically-printed name of the Purchasing Agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) No handwritten signature shall be required in order for the Contract to be legally enforceable.
 - (ii) The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
 - (iii) Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

5. DEFINITIONS

As used in this Contract, these words shall have the following meanings:

- (a) Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this contract, that entity shall also be identified as “Agency “.
- (b) Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- (c) Days: Unless specifically indicated otherwise, days mean calendar days.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (d) **Developed Materials:** All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- (e) **Documentation:** All materials required to support and convey information about the Services required by this Contract. It includes, but is not necessarily restricted to, written reports and analyses, diagrams, maps, logical and physical designs, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- (f) **Expiration Date:** The last valid date of this Contract, as indicated in the Contract documents to which these Terms are attached.
- (g) **Services:** All Contractor activity necessary to satisfy the Contract.
- (h) **Statement of Work:** A document attached to a purchase order from the Contractor which details the Services which will be provided by the Contractor.
- (i) **Supplies:** All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.

6. PURCHASE ORDERS

- (a) The Agency may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.
- (b) Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (c) Purchase Orders under ten thousand dollars (\$10,000) in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number, and expiration date of the card. Contractors agree to accept payment through the use of the Commonwealth Purchasing Card.

7. INDEPENDENT PRIME CONTRACTOR

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all Services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

8. SUBCONTRACTS

The Contractor may subcontract any portion of the Services described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of Subcontractor(s) together with the scope of work to be subcontracted in its bid/proposal, award of the Contract is deemed approval of all named Subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon request of the Commonwealth, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor in accordance with the provisions of Section 22(c). The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

9. OTHER CONTRACTORS

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This section shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this section as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

10. DELIVERY

(a) Supplies Delivery: All Supplies shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other remedies, the Contract is subject to termination for failure to deliver as specified.

Unless otherwise stated in this Contract, delivery must be made within thirty (30) days after the Effective Date.

- (b) Delivery of Services: The Contractor shall proceed with all due diligence in the performance of the Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.

11. PRODUCT CONFORMANCE

The Commonwealth reserves the right to require any and all Contractors to:

- (a) Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
- (b) Supply published manufacturer product Documentation.
- (c) Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
- (d) Complete a survey/questionnaire relating to the bid requirements and specifications.
- (e) Provide customer references.
- (f) Provide a product demonstration at a location near Harrisburg or the using agency location.

12. ACCEPTANCE

- (a) Supplies: No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies. Any Supplies which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within thirty (30) days after notification. Rejected Supplies left longer than thirty (30) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies. Upon notice of rejection, the Contractor shall immediately replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such Supplies, and deduct from any monies due or that may thereafter become

due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

- (b) Services: Acceptance of Services, including Developed Works, will occur in accordance with an Approval Plan (Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Plan by the Commonwealth, the Plan becomes part of this Contract. For contracts where the development of software, the configuration of software or the modification of software is the deliverable, the Plan must include an Acceptance Test Plan. The Acceptance Test Plan will provide for a Final Acceptance Test, and may provide for Interim Milestone Acceptance Tests. Each Acceptance Test will be designed to demonstrate that the Developed Works conform with the functional specification for the Developed Works, if any, and/or the requirements of this Contract. Contractor shall notify the Commonwealth when the deliverable is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.

13. REJECTED MATERIAL NOT CONSIDERED ABANDONED

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

14. ESTIMATED QUANTITIES

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth.

15. MANUFACTURER'S PRICE REDUCTION

If, prior to the delivery of the awarded Supplies by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

16. SPECIAL REQUIREMENTS

The Commonwealth reserves the right to purchase Supplies and Services within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

17. WARRANTIES

- (a) The Contractor warrants that all Supplies furnished and all Services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials and conform in all material respects to the functional specifications and requirements of the Contract. Unless otherwise stated in the Contract, all Supplies are warranted for a period of one (1) year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered Supplies. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.
- (b) The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any action that may directly or indirectly cause a disruption of the Commonwealth's operations.
- (c) Contractor warrants that it has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Supplies and Developed Materials under this Contract.
- (d) THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- (e) All warranties shall survive final acceptance.

18. COMPENSATION

- (a) Compensation for Supplies: The Contractor shall be required to furnish the awarded Supplies at the price(s) quoted in the Purchase Order. All Supplies shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for Supplies that are delivered and accepted by the Commonwealth.
- (b) Compensation for Services: The Contractor shall be required to perform the specified Services at the price(s) quoted in the Contract. All Services shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for work performed to the satisfaction of the Commonwealth. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

19. BILLING REQUIREMENTS

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to “ address, including SAP Vendor number;
- (b) Bank routing information, if ACH;
- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the Supplies/Services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of Supplies or Services.

If an invoice does not contain the minimum information set forth in this section, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

20. PAYMENT

- (a) The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30) days after a proper invoice actually is received at the “Bill To “ address if a date on which payment

is due is not specified in the Contract (a “proper “ invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982, 72 P. S. § 1507, (relating to interest penalties on Commonwealth accounts) and accompanying regulations 4 Pa. Code §§ 2.31—2.40. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- (b) The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth’s purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.
- (c) The Commonwealth will make contract payments through Automated Clearing House (ACH).
 - (i) Within 10 days of award of the contract or purchase order, the Contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth’s procurement system (SRM).
 - (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania’s ACH remittance advice to enable the Contractor to properly apply the state agency’s payment to the invoice submitted.
 - (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

21. TAXES

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 237400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

22. CONFIDENTIALITY

- (a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the applicable document). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration or termination of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the period specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to subsection (c) of Section 27, DEFAULT, in addition to other remedies available to the non-breaching party.
- (b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this Section do not apply to information:

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (i) already known to the recipient at the time of disclosure other than through the contractual relationship and not otherwise subject to any obligation of non-disclosure or confidentiality;
- (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
- (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
- (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with Services provided to the Commonwealth under this Contract.

- (c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (i) Prepare an un-redacted version of the appropriate document, and
 - (ii) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (iii) Prepare a signed written statement that states:
 - (i) the attached document contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.

- (iv) Submit the two documents along with the signed written statement to the Commonwealth.

23. SENSITIVE INFORMATION

- (a) The Contractor shall not publish or otherwise disclose, except to the Commonwealth or the Contractor's subcontractors and except matters of public record (which is to be determined entirely in the discretion of the Commonwealth), any information or data obtained hereunder from private individuals, organizations, or public agencies.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under this Contract for any purpose not connected with the parties' Contract responsibilities except with consent pursuant to applicable state and federal law and regulations. All documents associated with direct disclosures of this kind must be announced to and open for inspection by the Commonwealth.
- (c) Rights and obligations of the parties under this Section 23 survive the expiration or termination of this Contract.

24. DATA BREACH OR LOSS

- (a) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the *Breach of Personal Information Notification Act*, 73 P.S. §§ 2301—2329.
- (b) For Data and Confidential Information in the possession, custody and control of the Contractor or its employees, agents, and/or subcontractors:
- (c) The Contractor shall report unauthorized access, use, release, loss, destruction or disclosure of Data or Confidential Information ("Incident") to the Commonwealth within two (2) hours of when the Contractor knows of or reasonably suspects such Incident, and the Contractor must immediately take all reasonable steps to mitigate any potential harm or further access, use, release, loss, destruction or disclosure of such Data or Confidential Information.
- (d) Contractor shall provide timely notice to all individuals that may require notice under any law or regulation as a result of an Incident. The notice must be pre-approved by the Commonwealth. At the Commonwealth's request, Contractor shall, at its sole expense, provide credit monitoring services to all individuals that may be impacted by any Incident requiring notice.
- (e) Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents.

- (f) As to Data and Confidential Information fully or partially in the possession, custody, or control of the Contractor and the Commonwealth, the Contractor shall diligently perform all of the duties required in this Section 24 in cooperation with the Commonwealth, until the time at which a determination of responsibility for the Incident, and for subsequent action regarding the Incident, is made final.

25. COMMONWEALTH HELD HARMLESS

- (a) The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act* (71 P.S. §§ 732-101—732-506), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

26. LIMITATION OF LIABILITY

- (a) The Contractor's liability to the Commonwealth under the Contract shall be limited to the greater of \$250,000 or the value of the Contract (including any amendments). This limitation will apply, except as otherwise stated in this Section, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to damages for:
 - (i) bodily injury;
 - (ii) death;
 - (iii) intentional injury;
 - (iv) damage to real property or tangible personal property for which the Contractor is legally liable; or

- (v) the Contractor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 34, Patent, Copyright, Trademark and Trade Secret Protection.
 - (vi) the Contractor's indemnity for an Incident as set forth in Section 24, Data Breach or Loss.
- (b) Except as set forth in Section 42, Virus, Malicious, Mischievous or Destructive Programming, the Contractor shall not be liable to the Commonwealth for indirect, consequential, special, incidental or punitive damages.

27. DEFAULT

- (a) The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:
- (i) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (ii) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract or Purchase Order terms;
 - (iii) Unsatisfactory performance of the work as detailed in the specifications referenced in the Contract or a Purchase Order;
 - (iv) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
 - (v) Improper delivery;
 - (vi) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
 - (vii) Delivery of a defective item;
 - (viii) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
 - (ix) Discontinuance of work without approval;
 - (x) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;

- (xi) Insolvency or bankruptcy;
 - (xii) Assignment made for the benefit of creditors;
 - (xiii) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for equipment rentals, or for utility services rendered;
 - (xiv) Failure to protect, to repair, or to make good any damage or injury to property;
 - (xv) Breach of any provision of the Contract;
 - (xvi) Failure to comply with representations made in the Contractor's bid/proposal; or
 - (xvii) Failure to comply with applicable industry standards, customs, and practice.
- (b) In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in Subsection (a) above, the Commonwealth may procure, upon such terms and in such manner as it determines, Supplies and/or Services similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.
- (c) If the Contract or a Purchase Order is terminated as provided in subsection (a) above, the Commonwealth, in addition to any other rights provided in this section, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other Documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.

- (d) The rights and remedies of the Commonwealth provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this section shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in the Section 30, Contract Controversies, the Contractor's exclusive remedy shall be to seek damages in the Commonwealth Board of Claims.

28. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to: acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall: (i) describe fully such cause(s) and its effect on performance; (ii) state whether performance under the contract is prevented or delayed; and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting Documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

29. TERMINATION PROVISIONS

The Commonwealth has the right to terminate this Contract or any Purchase Order for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

- (a) **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor thirty (30) days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination to be in the best interest of the Commonwealth. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

In the event of termination hereunder, Contractor shall receive payment for the following:

- (i) all Services performed and all Supplies delivered consistent with the terms of the Contract prior to the effective date of termination;
- (ii) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract; and

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with Section 30, Contract Controversies, of this Contract.

- (b) **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order in whole or in part. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Supplies or Services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose
- (c) **TERMINATION FOR CAUSE:** The Commonwealth, in addition to its other rights under this Contract, shall have the right to terminate the Contract or a Purchase Order issued from the Contract, in whole or in part, by providing written notice of default if the Contractor materially fails to perform its obligations under the Contract and does not cure such failure within 30 days or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and

continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law.

- (i) Subject to Section 26, Limitation of Liability, in the event the Commonwealth terminates this Contract in whole or in part as provided in this subsection, the Commonwealth may procure Services or Supplies similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth for the difference between the Contract price for the terminated portion of the Services or Supplies and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services or Supplies, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Section.
- (ii) Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.
- (iii) Nothing in this subsection shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.
- (iv) If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under subsection (a).

30. CONTRACT CONTROVERSIES

- (a) In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within sixty (60) days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

- (b) If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

31. ASSIGNABILITY AND SUBCONTRACTING

- (a) Subject to the terms and conditions of this Section, this Contract shall be binding upon the parties and their respective successors and assigns.
- (b) The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (c) The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- (d) Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.

- (e) For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (f) Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (g) A change of name by the Contractor, following which the Contractor’s federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

32. AUDIT PROVISIONS

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three (3) years from date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

33. ASSIGNMENT OF ANTITRUST CLAIMS

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor’s suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the Supplies and Services which are the subject of this Contract.

34. PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor,

and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P.S. § 732-10—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under the terms it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement which prevents the Commonwealth from continuing to use the Developed Materials as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth to provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor will, at its expense, provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.
- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.

- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (g) The obligations of the Contractor under this Section continue without time limit and survive the termination of this contract.
- (h) Notwithstanding the above, the Contractor shall have no obligation for:
 - (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or

- (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

35. OWNERSHIP RIGHTS

- (a) Product License. The Contractor grants the Commonwealth a non-exclusive license to use the software required to operate the Supplies.
- (b) Contractor Intellectual Property. The Commonwealth acknowledges that Contractor has previously developed software and related processes, instructions, methods, and techniques, and that the same shall remain the sole and exclusive property of Contractor. Contractor retains ownership of all Contractor Intellectual Property that Contractor delivers to the Commonwealth pursuant to this Contract.
- (c) Commonwealth Intellectual Property and Data. The Commonwealth owns all Data and Intellectual Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract. Commonwealth grants Contractor a non-exclusive, royalty-free, license to use, copy, display, and prepare derivative works of the Commonwealth's Intellectual Property and Data only to fulfill the purposes of this Contract. The Commonwealth's license to Contractor is limited by the terms of this Contract.
- (d) Click-Through Terms. The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions included in click-through agreements or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of this Contract and shall be disregarded by the parties. Any such terms shall be unenforceable by the Contractor and not binding on the Commonwealth.
- (e) No Transfer of Right, Title or Interest. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon Contractor, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Commonwealth or any third party. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon the Commonwealth, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Contractor.

36. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Small Business Opportunities (BSBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the "Initial Contract Compliance Data" form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the "Monthly Contract Compliance Report for Construction Contractors," each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the 15 days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.

- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

37. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the *Public Official and Employees Ethics Act*, 65 Pa.C.S. §§1101 *et seq.*; the *State Adverse Interest Act*, 71 P.S. §776.1 *et seq.*; and the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.*, or to breach any other state or federal law or regulation.
- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [Governor’s Code of Conduct, Executive Order 1980-18](#), 4 Pa. Code §7.151 *et seq.* or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - (iv) Necessary for purposes of Contractor's internal assessment and review; or
 - (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or

- (vii) Otherwise required by law.
- (j) Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
 - (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.
 - (iii) Violation of federal or state antitrust statutes.
 - (iv) Violation of any federal or state law regulating campaign contributions.
 - (v) Violation of any federal or state environmental law.
 - (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.
 - (vii) Violation of the Act of June 2, 1915 (P.L.736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
 - (viii) Violation of any federal or state law prohibiting discrimination in employment.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially notified, charged, or convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by *Section 1641* of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or
 - (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the *Lobbying Disclosure Act, 65 Pa.C.S. § 13A01 et seq.*, and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.
- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the [*Governor's Code of Conduct*](#), or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.

Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services

- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refers to or concern this contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.
- (q) For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Subsection.
 - (i) “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.
 - (ii) “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.

- (iii) “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
- (iv) “Financial interest” means:
 - (1) Ownership of more than a five percent interest in any business; or
 - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- (v) “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the [*Governor’s Code of Conduct, Executive Order 1980-18*](#), the 4 Pa. Code §7.153(b), shall apply.
- (vi) “Immediate family” means a spouse and any unemancipated child.
- (vii) “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

38. CONTRACTOR RESPONSIBILITY PROVISIONS

For the purpose of these provisions, the term Contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term Contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- (a) The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are

under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.

- (b) The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

39. AMERICANS WITH DISABILITIES ACT

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the **basis** of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subsection (a) above.

40. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101-3104, (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- (b) If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- (c) Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
- (d) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
- (e) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

- (f) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- (g) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- (h) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (i) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (j) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- (k) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

41. INFORMATION TECHNOLOGY POLICIES

Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT) (located at: <http://www.oa.pa.gov/Policies/Pages/itp.aspx#>), including the accessibility standards set out in IT Bulletin ACC001, *IT Accessibility Policy*. The Contractor shall ensure that Services procured under this Contract comply with the applicable standards. In the event such standards change during Contractor's performance, and the Commonwealth requests that Contractor comply with the changed standard, then any incremental costs incurred by Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.

42. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) Notwithstanding any other provision in this Contract to the contrary, if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards, and provided further that the Commonwealth can demonstrate that the virus or malicious, mischievous or destructive programming was introduced by the Contractor or any of its employees, subcontractors or consultants, the Contractor shall be liable for any damage to any data and/or software owned or licensed by the Commonwealth. The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that result from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor, its servants, agents or employees through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.). In the event of destruction or modification of software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages. The Contractor shall be responsible for reviewing Commonwealth software security standards in effect at the commencement of the Contract and complying with those standards. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall perform a security scan on any software or computer program developed by the Contractor or its subcontractors in a country other than the United States of America that may come in contact with the Commonwealth's software or computer networks. Contractor shall perform such security scan prior to introducing any such software or computer program into a Commonwealth development environment, test environment or production environment. The results of these security scans will be provided to the Commonwealth prior to installing into any Commonwealth development environment, test environment or production environment. The Commonwealth may perform, at its discretion,

additional security scans on any software or computer program prior to installing in a Commonwealth environment as listed above.

- (c) The Commonwealth may, at any time, audit, by a means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth that will be connected to a Commonwealth network for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made. The Commonwealth shall not install any software or monitoring tools on the Contractor's equipment without the Contractor's written consent to do so.
- (d) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing Services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide Services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (e) Neither the Commonwealth nor the Issuing Agency will be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

43. BACKGROUND CHECKS

- (a) The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx#>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given

to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this Section on more than one occasion or Contractor's failure to appropriately address any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS set forth in Enclosure 3 of [Commonwealth Management Directive 625.10](#) Amended (June 2, 2014) *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

44. ENVIRONMENTAL PROVISIONS

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the *Clean Streams Law*, Act of June 22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 *et seq.*; the *Pennsylvania Solid Waste Management Act*, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. § 6018.101 *et seq.*; and the *Dam Safety and Encroachment Act*, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

45. POST-CONSUMER RECYCLED CONTENT

- (a) Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified on the Department of General Services website at www.dgs.pa.gov on the date of submission of the bid, proposal or contract offer.
- (b) Recycled Content Enforcement: The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

46. HAZARDOUS SUBSTANCES

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the “Worker and Community Right to Know Act“ (the “Act”) and the regulations promulgated pursuant thereto at 4 Pa. Code Section 301.1, *et seq.*

- (a) Labeling. The Contractor shall insure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Paragraph (i) through (iv):
 - (i) Hazardous substances:
 - (1) The chemical name or common name,
 - (2) A hazard warning, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (ii) Hazardous mixtures:
 - (1) The common name, but if none exists, then the trade name,
 - (2) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
 - (3) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
 - (4) A hazard warning, and
 - (5) The name, address, and telephone number of the manufacturer.
 - (iii) Single chemicals:
 - (1) The chemical name or the common name,
 - (2) A hazard warning, if appropriate, and
 - (3) The name, address, and telephone number of the manufacturer.
 - (iv) Chemical Mixtures:
 - (1) The common name, but if none exists, then the trade name,

- (2) A hazard warning, if appropriate,
- (3) The name, address, and telephone number of the manufacturer, and
- (4) The chemical name or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

- (b) Material Safety Data Sheet. The Contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the Contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The Contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

47. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the 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 the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

48. APPLICABLE LAW

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

49. COMPLIANCE WITH LAW

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

50. INTEGRATION

This Contract, including all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

51. ORDER OF PRECEDENCE

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the solicitation; and the Contractor's response to the solicitation.

52. CHANGES

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: (1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; (2) to make changes to the Services within the scope of the Contract; (3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or (4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through Section 30, Contract Controversies.

53. NOTICE

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- (a) If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- (b) If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

54. LEASES

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any Supplies covered by the Contract, the Leasing Terms and Conditions, attached hereto as Appendix 1, shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor ("Lease PO"). By issuing a Lease PO, the Lessee explicitly agrees to the Leasing Terms and Conditions. Any items covered by a Lease shall be termed "Leased Property" in the Leasing Terms and Conditions. To the extent that there is a conflict between the Leasing Terms and Conditions and the other terms and conditions of the Contract, the Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

55. INSTALLMENT PURCHASES

- (a) Installment purchase options. To the extent that the Contractor offers the Commonwealth or any purchasing agency (“Purchaser”) the option to pay for any items covered by the Contract in installments over time, Appendix 2, Installment Purchase Terms and Conditions, in addition to the other terms and conditions of the Contract, shall govern the Installment Purchase. If a Purchaser desires to purchase items on an installment basis, the Purchaser shall indicate its Installment Purchase election on the Purchase Order issued to the Contractor (“Installment Purchase PO”). By issuing an Installment Purchase PO, the Purchaser explicitly agrees to these Installment Purchase Terms and Conditions. Any items covered by an Installment Purchase shall be called “Installment Items” in these Installment Purchase Terms and Conditions.

- (b) Assignments. The Contractor may assign, without DGS or Purchaser consent, any Installment Purchase PO to a third party (“Initial Assignee”) who will fund the purchase of the Installment Items. The Initial Assignee may take title to, and assume the right to receive all payments for, the Installment Items. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.

56. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. All quotations requested and received from the Contractor are for obtaining firm pricing only. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

57. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2 to this Contract's Appendix E, *Software License Requirements Agreement Template*. This sign-off document (a sample of which is

attached hereto as Attachment 3 to this Contract's AppendixE, *Software License Requirements Agreement Template*), will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This Section 57 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 57 are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Contractor shall conduct additional background checks, in addition to those required in Section 43, Background Checks, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

58. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. This sign-off document (a sample of which is attached as Attachment 3 to this Contract's Appendix E, *Software License Requirements Agreement Template*, in addition to any applicable requirements of Section 57, Agency-Specific Sensitive and Confidential Commonwealth Data, will include a description of the required federal provisions, along with the applicable forms necessary for the Contractor and/or Software Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the Purchase Order. The Commonwealth

agency will inform the Contractor whether they must execute the sign-off document as required by the federal government.

APPENDIX 1

LEASING TERMS AND CONDITIONS

A. TERM OF LEASE

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the specifications for the procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. PAYMENTS

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:
 - a. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
 - b. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
 - c. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations, the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. TITLE

Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
- b. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO LEASED PROPERTY

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the

Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. WARRANTIES

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.
2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this Subsection, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.
2. The Contractor may assign, without Lessee consent, any Lease PO to a third party ("Initial Assignee") who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.

3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and
 - b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.
5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED PROPERTY "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.
2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.
3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in Section B, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. REMEDIES FOR DEFAULT

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Lease.
 - b. Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased

Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.

- c. Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.
2. In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:
- a. If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.
 - b. The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.
 - c. If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. PURCHASE OPTION

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property "as is with no additional warranty" by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. EXTENSION

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. RETURN OF LEASED PROPERTY

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand pursuant to Section J, the Lessee shall promptly return the Leased Property, freight prepaid, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. As a matter of policy, the Commonwealth has determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.
2. Except in the event of a total loss of any or all Leased Property as described in Section E., and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.
3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease

term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. GOVERNING LAW

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. NOTICES

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

APPENDIX 2

INSTALLMENT PURCHASE TERMS AND CONDITIONS

A. TERM OF INSTALLMENT PURCHASE

The Contractor may provide any Installment Items under the Contract for any term up to 60 months. The Purchaser shall identify the term selected on the Installment Purchase PO. The Installment Purchase term shall commence on the date the Purchaser accepts the Installment Items by executing the Acceptance Certificate, and the term shall continue for the length specified on the Installment Purchase PO. The form of the Acceptance Certificate is attached as Appendix S to the RFP.

If the Contractor delivers the Installment Item in more than one delivery, unless otherwise specified in the Installment Purchase PO, the Purchaser will provide separate Acceptance Certificates for each delivery of the Installment Items, and the Purchaser will make periodic payments for the Installment Items corresponding to the amount of the Installment Items delivered and accepted 30 days prior to the payment due date.

To the extent that there is a conflict between the other terms and conditions of the Contract and these Installment Purchase Terms and Conditions, these Installment Purchase Terms and Conditions shall prevail to the extent that the Purchaser has elected an Installment Purchase option.

B. PAYMENTS

1. Full Term Intention. The Purchaser shall pay the applicable monthly or annual payment for the Installment Items. The Purchaser shall continue payment for the full Installment Purchase term, unless the Purchaser terminates the Installment Purchase, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this Section.
2. Non-appropriation. The Purchaser's obligation is payable only and solely from funds allotted for the purpose of the Installment Purchase. If sufficient funds are not appropriated for continuation of performance under any Installment Purchase for any fiscal year subsequent to the one in which the Purchaser issued the Installment Purchase PO, the Purchaser may return the Installment Items to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Purchaser of all further obligations under the Installment Purchase, provided:
 - a. The Purchaser delivers unencumbered title to the Installment Items to the Contractor or Initial Assignee (if applicable);
 - b. The Purchaser returns the Installment Items to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and

- c. The Purchaser gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Installment Items are not being replaced by similar items from another vendor. In the event the Purchaser returns the Installment Items for failure of appropriations, the Purchaser shall pay all amounts then due under the Installment Purchase through the end of the fiscal year for which sufficient funds were appropriated for the Installment Purchase.

C. TITLE

Title to the Installment Items shall pass to the Purchaser at the time and place of delivery to the Purchaser of each unit of equipment, except as otherwise set forth in the Contract or PO. The Contractor or Initial Assignee shall have a purchase money security interest in the Installment Items until payment of all installments as set forth in the payment schedule are made, or if the Purchaser prepays its installments, upon payment of the agreed amount between the Contractor and the Purchaser as set forth in Section I of this Appendix.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Installment Items.
- b. The Installment Items shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Purchaser will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Purchaser will keep the Installment Items free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO INSTALLMENT ITEM

The Purchaser shall keep the Installment Items within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Installment Items. The Purchaser, at its own cost and expense, shall maintain the Installment Items in good operating condition and will not use or deal with the Installment Items in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Purchaser agrees not to misuse, abuse or waste the Installment Items and the Purchaser will not allow the Installment Item to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes or modifications to the Installment Items shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

1. The Purchaser, after acceptance of the installment Items, shall assume and bear the risk of loss or damage to, or theft of, the Installment Items (including all component parts from

any cause other than action or inaction of the Contractor/assignee. The loss or damage of the Installment Items shall not impair any obligation of the Purchaser under these Installment Purchase Terms and Conditions, which shall continue in full force and effect. In the event that all or part of the Installment Items shall, as a result of the above-mentioned causes, become, in the Purchaser's reasonable determination, lost, stolen, destroyed, rendered unusable, or irreparably damaged, then the Purchaser shall notify the Contractor/assignee in writing. At its option, the Purchaser shall elect either:

- a. to replace the equipment with like equipment, or
 - b. to pay pro rata to the Contractor/assignee all payments then currently due according to the payment schedule, plus the pro rata principal portion of any remaining installments. The "pro rata principal portion of remaining installment payments" is that percentage of the principal portion of remaining installment payments as of the date of payment that the cost of the units of the equipment lost, stolen, destroyed, or rendered irreparably unusable or damaged bears to the total cost of the equipment determined by the amounts set forth in the Installment Purchase PO.
2. The Purchaser assumes all risks and liabilities for injury to or death of any person, or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Items, as more fully set forth in Paragraph 1 of Section G, below.
 3. The Purchaser agrees to insure the Installment Items as provided under Paragraph 2 of Subsection G, below.

F. WARRANTIES

1. The Purchaser shall have the benefit of any and all manufacturer or supplier warranties for the Installment Items during the Installment Purchase term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Purchaser's quiet enjoyment of the Installment Items so long as no event of default as defined in Section J shall have occurred and be continuing.

G. LIABILITY

1. The Purchaser assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Purchaser's possession, use, operation, condition, or storage of any Installment Item, whether such injury or death be of agents or employees of the Purchaser or of third parties, and whether such property damage be to the Purchaser's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Purchaser, its agents or employees, and provided that judgment has been obtained against the Purchaser, its agents or employees.

This provision shall not be construed to limit the governmental immunity of any Purchaser.

2. The Purchaser shall, during the Installment Purchase term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this section, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT

1. The Purchaser shall not assign any Installment Purchase PO or other interest in the Installment Item without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Installment Purchase PO and Installment Item to an Initial Assignee, who in turn may further assign and/or grant a security interest in an Installment Purchase to a subsequent assignee without the Purchaser's consent. Any other Contractor assignment shall require the Purchaser's prior written consent. Upon written notice to the Purchaser, the Contractor may assign payments under any Installment Purchase to a third party.
2. The Contractor may assign, without Purchaser consent, any Installment Purchase PO to a third party ("Initial Assignee") who will fund the purchase of the Installment Item. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Installment Item. The Contractor shall notify the Purchaser of any Installment Purchase PO assignment in its acknowledgment of the Installment Purchase PO to the Purchaser, providing the Purchaser with a copy of the assignment agreement between the Contractor and the Initial Assignee.
3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants or obligations under the Contract Documents. By issuing an Installment Purchase PO, the Purchaser waives any claims it may have under the Installment Purchase against the Initial Assignee for any loss, damage or expense caused by, defect in, or use or maintenance of any Installment Item. The Purchaser acknowledges that the Initial Assignee is not the supplier of the Installment Item and is not responsible for their selection or installation. After the ordering Purchaser executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Installment Item is unsatisfactory for any reason, the ordering Purchaser shall, nevertheless, continue to make payments under the applicable Installment Purchase terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
4. After a Purchaser executes and the Initial Assignee receives an Acceptance Certificate:
 - a. The Purchaser shall, regardless of whether any portion of the Installment Item is unsatisfactory for any reason, nevertheless, continue to make payments under the

applicable Installment Purchase and shall make any claim relating to the Installment Item against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and

- b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.

5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS AN INSTALLMENT PURCHASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE INSTALLMENT ITEM), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE PURCHASER TAKES THE INSTALLMENT ITEM "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE PURCHASER HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS OR LOSS OF USE.

I. FINANCING AND PREPAYMENT

1. If the Contractor is not the supplier of the Installment Item, the Contractor will pay the charges for the Installment Items directly to the supplier. In the event the Contractor assigns the Installment Purchase to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Installment Purchase to an Initial Assignee, the Purchaser's obligation to make rental payments for the Installment Item for which the Purchaser has executed and delivered acceptance certificates shall not be affected by any discontinuance, return or destruction of any license or licensed program materials, or by any Purchaser dissatisfaction with any Installment Item.
2. The Purchaser may at any time elect to prepay its remaining Installment Purchase payments. The Purchaser shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Purchaser of the balance to be paid.
3. If the Purchaser purchases Contract items related to Installment Item prior to the expiration of the Installment Purchase terms, or if the Installment Purchase is terminated for any reason except non-appropriation as described in Section B of these Installment

Purchase Terms and Conditions, and if the Installment Item has been delivered and the Purchaser has executed and delivered to the Contractor an acceptance certificate, the Purchaser shall prepay such Installment Item.

J. REMEDIES FOR DEFAULT

1. If the Purchaser does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Purchaser is delinquent in payment, if the Purchaser breaches any other provision under these Installment Purchase Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Purchaser files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - a. Terminate the applicable Installment Purchase.
 - b. Take possession of any or all Contract items in the Purchaser's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Contract items may be and remove and repossess the Contract items from the premises without being liable to the Purchaser in any action or legal proceedings. The Contractor/assignee, at its option, may, sell the repossessed Contract items at public or private sale for cash or credit. The Purchaser shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Contract items and placing the Contract items in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Contract items shall include only those items that were purchased under the Installment Purchase.
 - c. Recover from the Purchaser all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the Contractor's/assignee's termination of the applicable Installment Purchase. The Treasury Constant Maturities are published in Statistical Release H.15 and may be accessed via the Federal Reserve Board's Internet website at <http://www.federalreserve.gov/>.
2. In the event of Contractor default under the Default provision of the Contract, the Purchaser may pursue one or more of the following remedies:
 - a. If the payments under the Installment Purchase have been assigned to an Initial Assignee, the Purchaser shall continue to make payments for that Installment Item

which has been delivered and for which the Purchaser has provided acceptance certificates to the Contractor/Initial Assignee.

- b. The Purchaser may cancel, without liability for payment, its order for any Installment Item which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the Contract payments will be recalculated to take into consideration and pay for the actual amount of Installment Items which was delivered and accepted. If no Installment Items have been delivered and accepted, the Purchaser may terminate the Installment Purchase without liability for any payment.
- c. If payments have not been assigned, the Purchaser may set off or counterclaim any and all damages incurred by the Purchaser as a result of the Contractor's default against its obligation to make payments.

K. COMPLIANCE WITH INTERNAL REVENUE CODE

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Purchaser shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Purchaser shall also keep a copy of each notification of assignment with the Purchaser's counterpart of the order and shall not permit, during the Installment Purchase term, the Installment Item to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.
2. Governmental status. Eligible Purchasers include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Purchaser's status under the IRC shall constitute an event of default by the Purchaser. If the Internal Revenue Service rules that the Purchaser does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Purchaser fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Purchaser, upon demand, will pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

L. GOVERNING LAW

All Installment Purchases made under these Installment Purchase Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Installment Purchase Terms and Conditions.

M. NOTICES

Service of all notices under these Installment Purchase Terms and Conditions shall be sufficient if delivered to the Purchaser at the address set forth in the applicable Installment Purchase PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Installment Purchase PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Commonwealth of Pennsylvania
IT Equipment RFP
Pricing Proposal Response Template
Lots 2 - Tablets, Smartphones, Non-Traditional Desktops, and Associated Services, Options, and Upgrades

Please note this section is automatically generated based on an actual order form placed on this RFP. Please do not edit this section.

Table with 4 columns: Device, Actual Qty, Purchase Cost, Lease Cost, Total Cost. Includes summary rows for Quantity, Purchase Cost, Lease Cost, and Total Cost.

Instructions for Offerors: The Commonwealth of Pennsylvania has selected to conduct Tablet, Smartphone, and Non-Traditional Desktop configurations. Please provide a cost for both purchase and leasing for each device configuration below. Please indicate if the product proposal meets the specifications by marking an "X" in the indicated column. If the product proposal meets the minimum specifications, please fill the actual specifications in the last column.

Offeror Name:

Lot 2 - Tablets

Instructions for Offerors: The Commonwealth of Pennsylvania has selected to conduct tablet configurations. Please provide a proposal cost for both purchase and leasing. Please indicate if the product proposal meets the specifications by marking an "X" in the indicated column. If the product proposal meets the minimum specifications, please fill the actual specifications in the last column.

Table with 4 columns: Device, Actual Qty, Purchase Cost, Lease Cost, Total Cost. Includes summary rows for Quantity, Purchase Cost, Lease Cost, and Total Cost.

Lot 2 - Rugged Devices

Instructions for Offerors: The Commonwealth of Pennsylvania has selected to conduct rugged device configurations. Please provide a proposal cost for both purchase and leasing. Please indicate if the product proposal meets the specifications by marking an "X" in the indicated column. If the product proposal meets the minimum specifications, please fill the actual specifications in the last column.

Table with 4 columns: Device, Actual Qty, Purchase Cost, Lease Cost, Total Cost. Includes summary rows for Quantity, Purchase Cost, Lease Cost, and Total Cost.

Table with 4 columns: Device, Actual Qty, Purchase Cost, Lease Cost, Total Cost. Includes summary rows for Quantity, Purchase Cost, Lease Cost, and Total Cost.

Lot 2 - Non-Traditional Desktops

Instructions for Offerors: The Commonwealth of Pennsylvania has selected to conduct non-traditional desktop configurations. Please provide a proposal cost for both purchase and leasing. Please indicate if the product proposal meets the specifications by marking an "X" in the indicated column. If the product proposal meets the minimum specifications, please fill the actual specifications in the last column.

Table with 4 columns: Device, Actual Qty, Purchase Cost, Lease Cost, Total Cost. Includes summary rows for Quantity, Purchase Cost, Lease Cost, and Total Cost.

Lot 2 - Services - Options - Upgrades

Instructions for Offerors: Please describe the services, options, or upgrades that are applicable to L1. Please provide a monthly, annual, and/or one-time cost and the corresponding description and unit per month and/or year.

Table with 6 columns: Description, Unit, Monthly Cost, Annual Cost, One-time Cost, and Total Cost. Includes summary rows for Monthly, Annual, One-time, and Total Cost.

Lot 2 - Accessibility Needs

Instructions for Offerors: Please describe the accessibility options that are applicable to L1. Please provide a monthly, annual, and/or one-time cost and the corresponding description and unit per month and/or year.

Table with 6 columns: Description, Unit, Monthly Cost, Annual Cost, One-time Cost, and Total Cost. Includes summary rows for Monthly, Annual, One-time, and Total Cost.

Government of Newfoundland
100 Water Street
St. John's, NL A1B 4X6
Tel: 709-753-8888

Project	Total Cost

Lot 3 - General IT Peripherals

Markus by Manufacturer

Manufacturer	Markus

Market Basket

Item	Description	Quantity	Unit Price	Total Price

Lot 3 - Small MFCs

Manufacturer	Model	Quantity	Unit Price	Total Price

Manufacturer	Model	Quantity	Unit Price	Total Price

Lot 3 - Accessibility Needs

Item	Description	Quantity	Unit Price	Total Price

Item	Quantity	Unit Price	Estimate Total

Notes: The Government reserves the right to modify the scope of this contract. Any such modifications shall be subject to the terms and conditions of the contract. The Government reserves the right to terminate the contract for cause at any time. The Government reserves the right to suspend the contract for non-performance. The Government reserves the right to assign the contract to another party without notice.

Lot 4 - Apple Desktops

Item	Quantity	Unit Price	Estimate Total

Lot 4 - Apple Laptops

Item	Quantity	Unit Price	Estimate Total

Lot 4 - Apple iPads

Item	Quantity	Unit Price	Estimate Total

Lot 4 - Services - Options - Upgrades

Item	Quantity	Unit Price	Estimate Total

Lot 4 - Accessibility Needs

Item	Quantity	Unit Price	Estimate Total

Item	Description	Quantity	Unit	Price

Storage and associated services, services, and support. This includes but is not limited to the following: storage of data, backup and recovery, disaster recovery, and other related services. The contractor shall provide a detailed proposal for each of the following items.

Lot 6 - Storage - Best Value Configurations

Item	Description	Quantity	Unit	Price

Item	Description	Quantity	Unit	Price

Item	Description	Quantity	Unit	Price

Lot 6 - Storage - Non Best Value Configurations

Item	Description	Quantity	Unit	Price

Item	Description	Quantity	Unit	Price

Item	Description	Quantity	Unit	Price

Lot 6 - Services - Desktop - Unassisted

Item	Description	Quantity	Unit	Price

Lot 6 - Accessibility Needs

Item	Description	Quantity	Unit	Price

Lot 6 - Consumption Based Pricing

Item	Description	Quantity	Unit	Price

Appendix H: Technical Submittal Response Template

Business Proposal

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated. This section contains questions related to general supplier information. The Commonwealth would like to understand your company's background and financial stability.

Offeror Name:

General Questions and Supplier Stability

1. Provide the name, title, street address, city, state, zip code, e-mail address, and telephone numbers (including mobile) of the primary contact person for this RFP.

Name of Primary Contact	
Title	
Address	
City	
State	
Zip Code	
Email Address	-
Telephone	
Mobile	

2. Please provide the following corporate information.

Primary Line of Business:	
Type of Business Organization (e.g. LLC)	
# of years in business:	
# of employees:	
Annual Revenue for 2015:	
Annual Revenue for each of the last 5 years:	
Annual Revenue from Public Sector Clients for 2015:	
Name of Parent Company, if any:	
Name of Subsidiaries, if any:	

3. *Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Attach your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.*

Offeror Response

4. *Is your firm's primary line of business in the area of Information Technology Hardware and Services? Indicate with an "X" below:*

Yes No

5. *Are there other related lines of business that your firm is engaged in? If so, please list and describe.*

Offeror Response

6. *Are major changes (acquisitions, re-structuring, alliances, joint ventures) taking place in your organization? Please provide your answer as succinctly as possible since we are only asking for very critical business changes that might significantly impact our evaluation of your company/proposal.*

Offeror Response

7. *Who are your five largest customers? Please state the % of your revenue derived from your top 5 customers. Please list the % for each of your top 5 customers separately. (e.g., customer 1 - X%, customer 2 - Y%, customer 3 - Z%).*

Customer Name	2015 Revenue from Customer (\$)	% of Revenue derived from Customer

8. Objections and/or additions to standard Terms and Conditions and / or SLAs. Please document any objections and/or requested additions to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix E, Software License Requirements Agreement Template, and Appendix K, Service Level Requirements** here. Please attach redlined versions for all Appendices A, E, and K that you take exception to.

Offeror Response

9. Emergency Preparedness. Referencing RFP Part IV, Section IV-3 I, Emergency Preparedness, please describe your company's emergency response continuity of operations plan specific to this Lot. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:

- a) Employee training (describe Offeror's training plan, and how frequently it will be shared with employees)
- b) Identified essential business functions and key employees (of yours) necessary to carry them out
- c) Contingency plans for:
 - i.) How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - ii.) How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- d) How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e) How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.

Offeror Response

Technical Submittal Response Template

Instructions: Fill out the yellow shaded areas or where an Offeror Response is indicated, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.

Offeror Name:

Please indicate below with an “X” the Lots for which your company is submitting a proposal:

- a. Lot 1 – Desktops, Laptops, Tablets, Ultra-Portable Laptops
- b. Lot 2 – Tablets, Rugged Devices, Non-Traditional Desktops
- c. Lot 3 – General Information Technology Peripherals
- d. Lot 4 – Apple Devices
- e. Lot 5 – Server Hardware
- f. Lot 6 – Storage Hardware

Lot 1 – Desktops, Laptops and Ultra-Portable Laptops

All your answers in this section should be specific to Lot 1.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide for this Lot.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3 K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing and associated roles and responsibilities, and include a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company’s inventory management process including its ability to share asset data records with the

Commonwealth. Additionally, how has your company have helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how you will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

14. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

Offeror Response

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

17. SELF-CLEANSING. Referencing the Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.1.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent

sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

20. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops

All your answers in this section should be specific to Lot 2.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a “Just-in-time” approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company’s inventory management process including its ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company can provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company’s supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

14. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth’s current service environment by meeting or exceeding these requirements.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.2.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 3 – General Information Technology (IT) Peripherals

All your answers in this section should be specific to Lot 3.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. COVERAGE. Please describe the manufacturers your company carries, and describe the extent of coverage across product types and manufacturers.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for the proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company’s plan for contract implementation. Please specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

Offeror Response

9. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

10. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs and provide an effective expediting process if necessary.

Offeror Response

11. PUNCH-OUT SITE. Please provide a detailed explanation of how your company will meet the Commonwealth's need for a punch-out site.

Offeror Response

12. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

13. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

14. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

Lot 4 – Apple Devices

All your answers in this section should be specific to Lot 4.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. **PRODUCT DESCRIPTIONS.** Please provide a detailed description of the items being proposed for this Lot. Please include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. **REFERENCES.** Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. **PAST PUBLIC SECTOR EXPERIENCE.** Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. **REPORTING.** Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. **STAFFING.** Please provide a staffing plan for your company’s proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff your company will be assigning to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps, including how your company plans to help the Commonwealth transition to a more mobile work environment over time.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process including your company's ability to share asset data records with the Commonwealth. Additionally, how has your company helped other states effectively manage their hardware assets?

Offeror Response

11. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into your product portfolio and rolling them out to customers?

Offeror Response

12. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

13. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

14. DEVICE ENROLLMENT PROGRAM. Does your company participate in Apple's Device Enrollment Program?

Offeror Response

15. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

16. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

17. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.4.ii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

18. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

19. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

20. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

Lot 5 – Server Hardware and Services

All your answers in this section should be specific to Lot 5.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company's understanding of the Commonwealth's objectives and the services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot.

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company’s experience and provide detailed examples of your work specific to the references provided above for this Lot.

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your proposed services (specific to this Lot), outlining key staff and their relevant experience, and describing their roles and

responsibilities. Include an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and include a summary chart. Please provide implementation steps as well as an explanation of how your company will assist the Commonwealth with its goal of standardizing server options.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.5.iii.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

20. CONSUMPTION BASED PRICING MODEL: Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

Lot 6 – Storage Hardware and Services

All your answers in this section should be specific to Lot 6.

1. UNDERSTANDING OF THE PRODUCTS AND SERVICES REQUIRED. State in succinct terms your company’s understanding of the Commonwealth’s objectives and the products and services required by this RFP for this Lot.

Offeror Response

2. PROPOSAL SUMMARY. Provide a summary description of the proposed effort and the services and solutions that your company will provide.

Offeror Response

3. PRODUCT DESCRIPTIONS. Please provide a detailed description of the items being proposed for this Lot. Include information such as model numbers, product line and additional technical information that may not be captured in the Standard Configurations outlined in **Appendix C, Cost Proposal Response Template**. Please ensure that the proposed products and services meet or exceed the minimum requirements outlined in **Appendix C, Cost Proposal Response Template**. Please also include your strategy to meet the Commonwealth’s Scalability and Reliability needs for these devices.

Offeror Response

4. REFERENCES. Please provide three (3) public sector references for contracts similar in size and scope to the Commonwealth, including contract scope, client name, contact name, title, address, email address and telephone number. At least two (2) of these references must be state governments. References should be relevant to this Lot

	Reference 1	Reference 2	Reference 3
Contract Scope			
Client Name			
Contact Name			
Contact Title			
Address			
Email			
Telephone #			
State Government? Y/ N			

5. PAST PUBLIC SECTOR EXPERIENCE. Please describe your company's experience and provide detailed examples of your work specific to the references provided above for this Lot

Offeror Response

6. REPORTING. Please describe how your company will meet the requirements in Part IV, Section IV-3.K, *Quarterly Report*. Attach a sample report, if possible. Please also describe how your company will handle Quarterly Business Reviews.

Offeror Response

7. STAFFING. Please provide a staffing plan for your company's proposed services (specific to this Lot), outlining key staff and relevant experience, and describing their roles and responsibilities. Attach an organizational chart and resumes for the key staff being assigned to the Commonwealth. Please specify the account manager and regional leads. Identify by name any subcontractors and the services they will perform.

Offeror Response

8. IMPLEMENTATION PLAN: Please describe your company's plan for contract implementation. Specify the steps, timing, and associated roles and responsibilities, and attach a summary chart. Please provide Lot-specific implementation steps.

Offeror Response

9. JUST-IN-TIME PURCHASING. Has your company previously worked with state governments to facilitate a "Just-in-time" approach to hardware purchasing that reduces unnecessary advance purchasing and inventorying of hardware? If so, please describe.

Offeror Response

10. SERVICE INTEGRATION. Referring to **Appendix L, Service Management Integration Requirements**, please describe how your company plans to integrate into the Commonwealth's current service environment by meeting or exceeding these requirements.

Offeror Response

11. INVENTORY/ASSET MANAGEMENT. Please describe your company's inventory management process as well as how your company has helped other states effectively manage their hardware assets.

Offeror Response

12. EMERGING TECHNOLOGIES. How does your company go about incorporating emerging technologies into its product portfolio and rolling them out to customers?

Offeror Response

13. ASSET FLEXIBILITY. Please describe how your company will provide the Commonwealth asset flexibility as Information Technology needs change. This can include events such as asset upgrades, expansions, retirement or any other method of updating the existing hardware environment. Please also describe how your company will handle Standard Configuration Reviews and refresh the standard configurations.

Offeror Response

14. SUPPLY CHAIN MANAGEMENT/MANAGED LOGISTICS. Please describe your company's supply chain network and how it is designed to maximize customer service. The Commonwealth desires a contractor that can, among others things, provide staging and storage, respond quickly to changing needs, and provide an effective expediting process if necessary.

Offeror Response

15. INFORMATION TECHNOLOGY POLICIES (ITP). Referring to Part I, Section I-28, please list any non-applicable ITPs and the rationale for why they are not applicable.

Offeror Response

16. SELF-CLEANSING. Referring to Information Technology Policy, ITP-SEC015, *Data Cleansing Policy* (http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf), and Part IV, Section IV-3.A.6.iv.a of the RFP, please describe how your company's data cleansing processes meet these policy requirements and how your company will prevent sensitive information from being released when decommissioning or repairing hardware. Please also describe the OEM's means for providing data cleansing services.

Offeror Response

17. CONTINUOUS IMPROVEMENT. Please describe how you will continuously improve the contract and help drive cost savings over the contract term.

Offeror Response

18. ACCESSIBILITY PLAN: Please describe your plan for accessibility accommodations of assistive technology specific to this Lot. Please provide Lot-specific services and options available and how you intend to help the Commonwealth transition to a more accessibility focused work environment.

Offeror Response

19. REQUIRED CONTRACT SERVICES PLAN: Please describe and confirm your plan to fully implement your available services specific to this Lot. Please also provide any

additional Lot-specific services and options you are capable of providing at no additional cost to the Commonwealth.

Offeror Response

20. CONSUMPTION BASED PRICING MODEL: Please describe and confirm your company's ability to provide a consumption based pricing model for any or all of the following scenarios: devices procured through this Lot and located onsite, in a third-party data center, or in a data center operated by your company. Also, provide a narrative description of each pricing model.

Offeror Response

Service Performance Category		Account Management						
SLAD	Performance Metric	Description	Performance Period/Scale	Formula	Data Elements for Measurements	Reported	Credits	Losses
AM01	Customer Inquiry Response Time (IRT)	The contractor must maximize the number of inquiries received regarding account opening, account status, and position within a maximum of 10 business days after a phone call or e-mail or a written request.	95%	$\frac{\text{Actual IRT (1) - Total number of inquiries (2) to respond that are > 10 business days (3)}}{\text{Total inquiries (1) - Total number of inquiries (2) that are > 10 business days (3)}} \times 100$	1. Response time for each inquiry per reporting period. 2. Annual cumulative average response time to be tracked. 3. Total number of inquiries by type.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
AM02	State Account Cancellation (SAC)	The contractor must ensure the appropriate accuracy of the accounts being brought to the attention of the contractor, including opening, closing, or using replacement funds or services.	95%	$\frac{\text{Total State Cancellation (1) - Total number of accounts not cancelled or modified due to error (2)}}{\text{Total State Cancellation (1) - Total number of accounts not cancelled due to error (2)}} \times 100$	1. Total number of accounts that were terminated, modified, or reactivated due to error during reporting period. 2. Annual cumulative number of accounts that were reactivated, modified, or reactivated due to error to date. 3. Total number of accounts processed per reporting period.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
AM03	Check Delivery for Closing Items (CDCI)	The Contractor must provide accurate information to the customer regarding the status of their closing items.	100%	$\frac{\text{Total Check Delivery (1) - Total number of accounts with incorrect closing items (2)}}{\text{Total Check Delivery (1) - Total number of accounts with incorrect closing items (2)}} \times 100$	1. Total number of accounts that consist of customer closing items. 2. Total number of accounts with incorrect closing items that are not delivered on or before the 10 business day reporting period. 3. Total number of accounts with incorrect closing items that were not delivered on or before the 10 business day reporting period. 4. Annual cumulative count for CDCI that are not delivered on or before the 10 business day reporting period.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
AM04	Order Delivery (OD)	The contractor must make delivery within 100 (100) business days after receipt of an order form or be in agreement between the buyer and contractor.	100%	$\frac{\text{Total Order Delivery (1) - Total number of orders not delivered within 100 (100) business days (2)}}{\text{Total Order Delivery (1) - Total number of orders not delivered within 100 (100) business days (2)}} \times 100$	1. Total number of orders processed within the reporting period. 2. Total number of orders in which the contractor made delivery on or within 100 (100) business days after receipt of an order during the reporting period. 3. Total number of orders in which the contractor did not make delivery on or within 100 (100) business days after receipt of an order during the reporting period. 4. Annual cumulative count for orders in which the contractor did not make delivery on or within 100 (100) business days after receipt of an order.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	2% Initial Credit, Additional per week. Caped at 10% total.	1.0, 1.1
AM05	Order Delivery (OD)	The contractor must make delivery within 100 (100) business days of original processed delivery date.	100%	$\frac{\text{Total Order Delivery (1) - Total number of orders not delivered within 100 (100) business days (2)}}{\text{Total Order Delivery (1) - Total number of orders not delivered within 100 (100) business days (2)}} \times 100$	1. Total number of orders in which the contractor made delivery on or within 100 (100) business days of original processed delivery date during the reporting period. 2. Total number of orders in which the contractor did not make delivery on or within 100 (100) business days of original processed delivery date during the reporting period. 3. Annual cumulative count for orders in which the contractor did not make delivery on or within 100 (100) business days of original processed delivery date.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	2% Initial Credit, Additional per week. Caped at 10% total.	1.1
AM06	Invoice Receipt (IR)	The contractor must provide invoices for all orders within 100 (100) days after the order date.	100%	$\frac{\text{Total Invoice Receipt (1) - Total number of invoices not received within 100 (100) days after order date (2)}}{\text{Total Invoice Receipt (1) - Total number of invoices not received within 100 (100) days after order date (2)}} \times 100$	1. Total number of invoices processed within the reporting period. 2. Total number of invoices that were provided to the customer on or within 100 (100) days after order date during the reporting period. 3. Total number of invoices that were not provided to the customer on or within 100 (100) days after order date during the reporting period. 4. Annual cumulative count for invoices that were not provided to the customer on or within 100 (100) days after order date.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
AM07	Invoice Payment (IP)	Total invoices from Manufacturer Claims (MCI) - Total number of invoices from Manufacturer Claims (MCI) that were submitted due to defective or incorrect hardware.	100%	$\frac{\text{Total Invoice Payment (1) - Total number of invoices from Manufacturer Claims (MCI) that were submitted due to defective or incorrect hardware (2)}}{\text{Total Invoice Payment (1) - Total number of invoices from Manufacturer Claims (MCI) that were submitted due to defective or incorrect hardware (2)}} \times 100$	1. Total number of invoices from Manufacturer Claims (MCI) that were submitted due to defective or incorrect hardware during the reporting period and annual cumulative total. 2. Total number of invoices from Manufacturer Claims (MCI) that were submitted due to defective or incorrect hardware during the reporting period and annual cumulative total.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	2% of the defective order value, Additional per week. Caped at 10% total.	1.1, 1.1.1
AM08	Defective Hardware Replacement (DHR)	The contractor must make any replacement or warranty replacement within 100 (100) business days of the contractor's response to the manufacturer's request.	100%	$\frac{\text{Total Hardware Items Replaced (1) - Total number of hardware items that were replaced due to defective or incorrect hardware, on time (2)}}{\text{Total Hardware Items Replaced (1) - Total number of hardware items that were replaced due to defective or incorrect hardware, on time (2)}} \times 100$	1. Total number of hardware items for which replacement claims were submitted due to defective or incorrect hardware during the reporting period and annual cumulative total. 2. Total number of hardware items that were replaced due to defective or incorrect hardware during the reporting period and annual cumulative total.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	2% of the defective order value, Additional per week. Caped at 10% total.	1.1

Service Performance Category		Service Management						
SLAD	Performance Metric	Description	Performance Period/Scale	Formula	Data Elements for Measurements	Reported	Credits	Losses
SM01	State for Delivery (SFD)	The contractor must provide the required equipment data for the State for Delivery (SFD) within 100 (100) business days after receipt of the order form, including any applicable state laws, regulations, and policies.	95%	$\frac{\text{Total State for Delivery (1) - Total number of orders not processed within 100 (100) business days (2)}}{\text{Total State for Delivery (1) - Total number of orders not processed within 100 (100) business days (2)}} \times 100$	1. Equipment data for each order during the reporting period. 2. Total number of orders in which the equipment data was provided within 100 (100) business days after receipt of the order form during the reporting period. 3. Total number of orders in which the equipment data was not provided within 100 (100) business days after receipt of the order form during the reporting period.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
SM02	State for Delivery (SFD)	The contractor must provide accurate and complete equipment data, including any applicable state laws, regulations, and policies.	95%	$\frac{\text{Total State for Delivery (1) - Total number of orders not processed within 100 (100) business days (2)}}{\text{Total State for Delivery (1) - Total number of orders not processed within 100 (100) business days (2)}} \times 100$	1. Total number of data submissions from customer due to error related to format, accuracy, or completeness, or incompleteness, or missing information, during the reporting period. 2. Annual cumulative number of data submissions from customer due to error related to format, accuracy, completeness, or incompleteness, or missing information, during the reporting period. 3. Total number of data submissions attempt during the reporting period.	Quarterly S.A. Dashboard Report and/or as directed by the SA-Customer Administrator	N/A	0%
SM03	Customer Satisfaction (CSAT)	The contractor must receive a score of 4 or higher on a scale of 1 to 5 for the CSAT survey.	1.1	$\frac{\text{Total Customer Satisfaction (1) - Total number of orders not processed within 100 (100) business days (2)}}{\text{Total Customer Satisfaction (1) - Total number of orders not processed within 100 (100) business days (2)}} \times 100$	1. Total number of orders processed by the contractor during the reporting period that are subject to the CSAT survey. 2. Total number of orders processed by the contractor during the reporting period that are subject to the CSAT survey and received a score of 4 or higher on a scale of 1 to 5. 3. Total number of orders processed by the contractor during the reporting period that are subject to the CSAT survey and received a score of 1 to 3. 4. Total number of orders processed by the contractor during the reporting period that are subject to the CSAT survey and received a score of 1 to 3. 5. Total number of orders processed by the contractor during the reporting period that are subject to the CSAT survey and received a score of 1 to 3.	Annual Report or as directed by the SA-Customer Administrator	N/A	0%

APPENDIX S
LEASE
ACCEPTANCE
CERTIFICATE

Purchase order number _____ dated _____ 20 _____, by and between _____ (Contractor) and _____ (Commonwealth Agency).

ACCEPTANCE CERTIFICATE

The undersigned hereby certifies and represents to, and agrees with, the contractor or its assignee as follows:

1. A unit(s) of the equipment and/or financed item(s) identified on the attached schedule have/has been delivered to _____ and accepted on the date indicated below.
2. The Commonwealth agency had conducted such inspection and/or testing of the unit(s) of the equipment and/or financed item(s) as it deems necessary and appropriate and hereby acknowledges that it accepts the such unit(s) of equipment.
3. The Commonwealth agency is not in any event of default as defined in IFB 6100024368 and no event which, with notice or lapse of item, or both, would become an event of default, has occurred and is continuing at the date thereof.

Commonwealth Agency

Name

Title

Date

APPENDIX T
OCI SUPPLIER PUNCH-OUT OVERVIEW

Punch Out Creation – Supplier

1. Open Catalog Interface (OCI)
2. Connectivity
3. Return from Catalog
4. Return Fields
5. Required and Optional Fields
6. Product Numbers
7. Configurable Products

Before we begin discussion about a Punch Out Website, Do you

- ✓ Use OCI and HTTP
- ✓ Have available 80 or 443 Portals only
- ✓ Use UNSPSC code as a material group number
- ✓ Able to return UNSPSC with product information
- ✓ Able to pass back CWOPA contract # and Line #
- ✓ Accept all CWOPA users under one unique identity

Open Catalog Interface: Structure

The Open Catalog Interface (OCI) incorporates external product catalogs into SRM Server applications. This way, data that is required in order to create shopping cart items in the SRM Server can be transferred directly from the external catalog to the SRM Server application. The interface uses the transfer mechanisms of Hyper Text Transfer Protocol (HTTP).

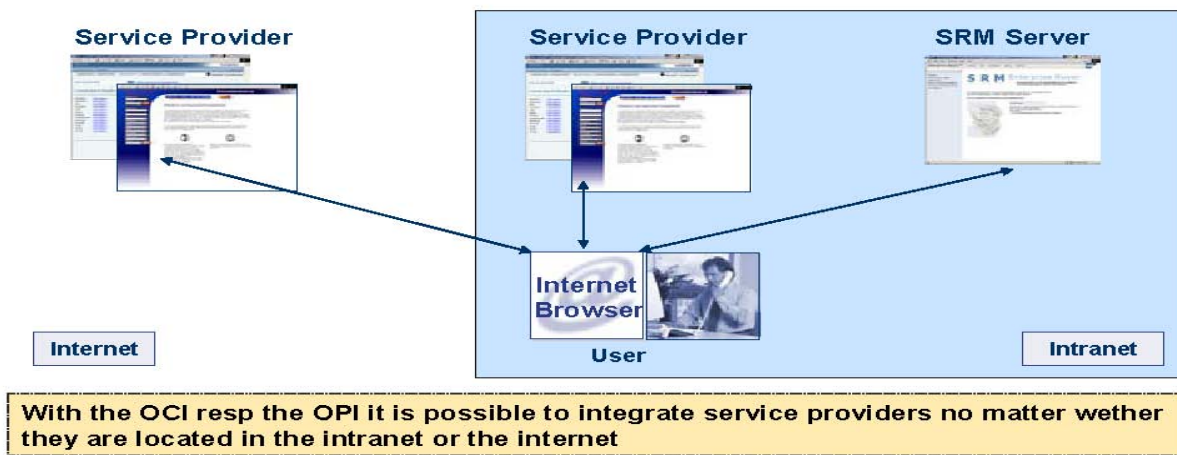
Structure

The vendor catalog interface consists of two sections: the outbound and the inbound sections.

Outbound Section The outbound section defines the information being sent from the SRM system to the vendor's catalog application. This includes such information as catalog URL and logon data that designated by the supplier.

Inbound Section The inbound section consists of information being sent from the vendor's catalog application to the SRM application. This section contains data on the items selected in the catalog, such as item descriptions, quantities ordered, and prices.

OCI/OPI Overview



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THE BEST-RUN BUSINESSES RUN SAP 

Graphic 1: System landscape

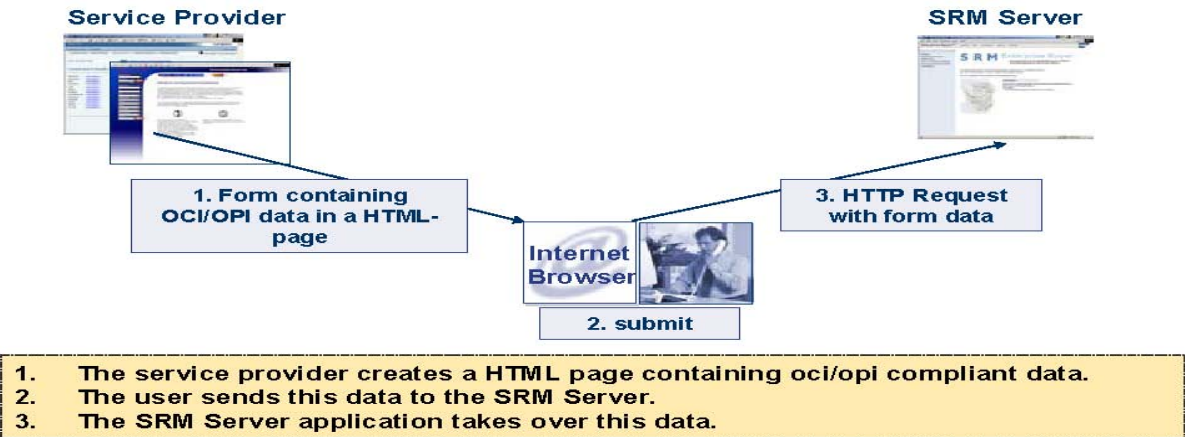
Connectivity

- ✓ The commonwealth uses 80/443 Portal only. In order to begin our Punch Out catalog the supplier must be able to use this port.
- ✓ In order for a product catalog to be called up via the Intranet or Internet, its URL must be known in the SRM Server. If the product catalog requires additional parameters for the call-up (for example, log-on names or language identifier), these must also be known in the SRM Server before the call-up.
- ✓ Most suppliers require a password to limit access to the website. Only one password for the whole of the Commonwealth will be used.

Return From Catalog

A HTML form is used to transfer the selected product data to the SRM Server. This form is part of a HTML page that must be created by the catalog. This page (the last page that is displayed by the catalog) is sent to the user's browser. The user can now send the form from this page to the SRM Server application that then takes over the form data.

OCI/OPI architecture II: taking over the data into the SRM Server Application



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Graphic 2: Transfer of the data

Return Data Fields

The naming convention for the fields in the OCI is as follows:

NEW_ITEM-<Field name>[<index>]. The field type is always CHAR

INBOUND SECTION

Name	Length	Required/Optional	Details
NEW_ITEM-DESCRIPTION[n]	40	Required	Description of the item
NEW_ITEM-MATNR[n]	40	Required	The SAP product number of the item
NEW_ITEM-QUANTITY[n]	15	Required	Item Quantity. (11 digits before the decimal point, 3 after it. Do not use commas for thousands. The decimal point is included as 1 character)
NEW_ITEM-UNIT[n]	3	Required	Unit of measure of the item. Must be the standard ISO code. A list will be provided.
NEW_ITEM-PRICE[n]	15	Required	Price unit of the item. (11 digits before the decimal point, 3 after it. Do not use commas for thousands. The decimal point is included as 1 character)
NEW_ITEM-PRICEUNIT[n]	5	Required	The number of units that must be purchased at the given price. (if empty, defaults to 1).
NEW_ITEM-CURRENCY[n]	5	Required	Must be "USD".

NEW_ITEM-LEADTIME[n]	5	Optional	Delivery time of the item in days. If not specified, no assumptions will be made about the lead-time.
NEW_ITEM-LONGTEXT_n:132[]	Unlimited	Required	Long text for the item. (This field is an exception for field length).
NEW_ITEM-VENDOR[n]	10	Required	Vendor number will be provided.
NEW_ITEM-VENDORMAT[n]	40	Optional	Vendor product number of the product.
NEW_ITEM-MANUFACTCODE[n]	10	Optional	Manufacturer's number
NEW_ITEM-MANUFACTMAT[n]	40	Optional	The manufacturer's part number of the product.
NEW_ITEM-MATGROUP[n]	10	Required	SAP material group. UNSPSC standard.
NEW_ITEM-SERVICE[n]	1	Optional	If this is a service item, Flag: the item is a service.
NEW_ITEM-CONTRACT[n]	10	Required/	SRM/SAP contract number. It will be provided.
NEW_ITEM-CONTRACT_ITEM[n]	5	Required/ Optional	Line item number within a contract. Would be blank if the contract is a basic contract. Buyer would provide this information
NEW_ITEM-EXT_QUOTE_ID[n]	35	Required/ Optional	Number of an external bid. Example: The catalog is able to create a quotation in the selling system. This is a reference to this quotation.
NEW_ITEM-EXT_QUOTE_ITEM[n]	10	Required/ Optional	Item of external bid. A reference to an external quotation item.
NEW_ITEM-EXT_PRODUCT_ID[n]	40	Optional	Key to identify a product in the catalog for the vendor.
NEW_ITEM-ATTACHMENT[n]	255	Optional	URL of the attachment (the attachment must be accessible for downloading under this URL).
NEW_ITEM-ATTACHMENT_TITLE[n]	255	Optional	If the attachment title is transferred, this field contains this title. Otherwise, the field contains the file name taken from the field NEW_ITEM-ATTACHMENT.
NEW_ITEM-ATTACHMENT_PURPOSE[n]	1	Optional	If an attachment refers to a configuration, for a PC or car, for example, this field contains the letter C.
NEW_ITEM-EXT_SCHEMA_TYPE[n]	10	Optional	Name of a schema via which was imported into SRM.
NEW_ITEM-EXT_CATEGORY_ID[n]	60	Optional	Unique key for an external category from the schema above, independent of the version of the schema.
NEW_ITEM-EXT_CATEGORY[n]	40	Optional	Unique key for an external category from the schema above, dependent of the version of the schema.

NEW_ITEM-SLD_SYS_NAME[n]	60	Optional	Name of a system in the System Landscape Directory
NEW_ITEM-CUST_FIELD1[n]	10	Optional	Customer-specific field
NEW_ITEM-CUST_FIELD2[n]	10	Optional	As above
NEW_ITEM-CUST_FIELD3[n]	10	Optional	As above
NEW_ITEM-CUST_FIELD4[n]	20	Optional	As above
NEW_ITEM-CUST_FIELD5[n]	50	Optional	As above

Either NEW_ITEM-DESCRIPTION[n] or NEW_ITEM-MATNR[n] must be filled. Only one of the two should be filled.

NEW_ITEM-UNIT[n] if NEW_ITEM-MATNR[n] has not been filled

NEW_ITEM-CURRENCY[n] if NEW_ITEM-PRICE[n] has been filled

NEW_ITEM-EXT_SCHEMA_TYPE[n] if NEW_ITEM-EXT_CATEGORY_ID[n] or NEW_ITEM-EXT_CATEGORY[n] are used

NEW_ITEM-EXT_QUOTE_ID[n] if NEW_ITEM-EXT_QUOTE_ITEM[n] has been used

NEW_ITEM-CONTRACT[n] if NEW_ITEM-CONTRACT_ITEM[n] has been used

Required and Optional Fields

The following fields are **required** fields in all cases:

- Either NEW_ITEM-DESCRIPTION[n] or NEW_ITEM-MATNR[n] must be filled. Only one of the two should be filled.
- NEW_ITEM-QUANTITY[n]

The following fields are required fields depending on conditions:

- NEW_ITEM-UNIT[n] if NEW_ITEM-MATNR[n] has not been filled
- NEW_ITEM-CURRENCY[n] if NEW_ITEM-PRICE[n] has been filled
- NEW_ITEM-EXT_SCHEMA_TYPE[n] if NEW_ITEM-EXT_CATEGORY_ID[n] or NEW_ITEM-EXT_CATEGORY[n] are used
- NEW_ITEM-EXT_QUOTE_ID[n] if NEW_ITEM-EXT_QUOTE_ITEM[n] has been used
- NEW_ITEM-CONTRACT[n] if NEW_ITEM-CONTRACT_ITEM[n] has been used

All other fields are optional.

Product Numbers

There are four fields in the interface that describe product numbers:

- NEW_ITEM-MATNR[n]: The product number in the SRM System of the purchaser
- NEW_ITEM-VENDORMAT[n]: The vendor's product number
- NEW_ITEM-MANUFACTMAT[n]: The manufacturer's product number
- NEW_ITEM-EXT_PRODUCT_ID[n]: The number that uniquely identifies the product in the catalog.

These product numbers may not be mixed or used for other purposes; in particular the field NEW_ITEM-MATNR[n] may only be filled if the product number in the customer system is known to the catalog.

Configurable Products

Some products (such as PCs) can be configured in the catalog. However, the configuration information is not part of the OCI since the structure of this information differs greatly between providers. There are three alternatives for transferring such products with the OCI without losing

the configuration information.

- The catalog can create a bid in the sales system and can store the configuration information there. It can then use the fields NEW_ITEM-EXT_QUOTE_ID[n] and NEW_ITEM-EXT_QUOTE_ITEM[n] to transfer a reference to the bid. The bid number is copied to the SRM Server. The configuration information is only available in the sales system if you use this alternative. This variant is suitable for the local and extended classic scenario since the bid reference is not transferred to MM backend systems as standard. If, however, you wish the bid reference to be transferred, you can copy it in BADI BBP_CATALOG_TRANSFER into the purchase order text for the item.
- The field NEW_ITEM-LONGTEXT_n:132[] can be used to transfer the configuration information as text. The content of the field is included in the purchase order text of the SRM Server shopping cart and of the subsequent purchase order; this way the configuration information is available in the SRM Server.
- The fields NEW_ITEM-ATTACHMENT[n] and NEW_ITEM-ATTACHMENT_PURPOSE[n] can be used to transport the configuration information. Since you can transfer files of any type as attachments, you should ensure that the file can also be displayed (using proprietary or uncommon file types is therefore not recommended). If you use XML files, for example, you should ensure that the formatting information (XSLT) is also included so that the file can be displayed. The configuration information is also available in the SRM Server with this alternative. This variant is only suitable for the local and the extended classic scenario because attachments are not currently transferred to MM backend systems.

STANDARD ISO CODES

ISO	ISO code	B11	Joule/(Kilogram Kelvin)	C24	Millipascal seconds
23	Gram/Cubic centimeter	B15	Joule/Mol	C26	Millisecond
28	Kilogram/Square meter	B22	Kiloampere	C29	Millitesla
2J	Cubic centimeter/second	B25	Kilobecquerel/kilogram	C31	Milliwatt
2M	Centimeter/second	B34	Kilogram/cubic decimeter	C34	Mole
2X	Meter/Minute	B42	Kilojoule/kilogram	C36	Mol per conductivity
2Z	Millivolt	B44	Kilojoule/Mol	C38	Mol per liter
3B	Megajoule	B45	Kilomol	C39	Nanoampere
3H	Kilogram/Kilogram	B47	Kilonewton	C41	Nanofarad
4G	Microliter	B49	Kiloohm	C45	Nanometer
4H	Micrometer	B73	Meganewton	C47	Nanosecond
4K	Milliampere	B75	Megohm	C55	Newton/Square meter
4O	Microfarad	B78	Megavolt	C56	Newton/Square millimeter
4P	Newton/meter	B84	Microampere	C60	Ohm Centimeter
4T	Pikofarad	B98	Microsecond	C61	Ohm Meter
59	Parts per million	BAR	Bar	C62	One
61	Parts per billion (US)	BC	Bag	C65	Pascal second
A18	Becquerel/kilogram	BC	Bottle	CA	Canister
A87	Gigaohm	BX	Crate	CDL	Candela
A93	Gram/Cubic meter	C10	Millifarad	CEL	Celsius
A97	Hectopascal	C15	Millijoule	CLT	Centiliter
ACR	Acre	C16	Millimeter/second	CMK	Square Centimeter
AMP	Ampere	C18	Millimol	CMQ	Cubic centimeter
ANN	Year	C19	Mol/kilogram	CMT	Centimeter
B0	BTU/Cubic Foot	C22	Millinewton/meter	CR	Crate

CS	Case	KHZ	Kilohertz	PAD	PAD
CT	Carton	KJO	Kilojoule	PAL	Pascal
D10	Siemens per meter	KMH	Kilometer/hour	PCE	Piece
D33	Tesla	KMK	Square kilometer	PF	Pallet
D41	Ton/Cubic meter	KMQ	Kilogram per cubic meter	PK	Pack
D46	Voltampere	KMT	Kilometer	PR	Pair
D53	Watts per (Meter Kelvin)	KPA	Kilopascal	PT	Pint, US liquid
D87	Millimol/kilogram	KVA	Kilovoltampere	QT	Quart, US liquid
DAY	Day	KVT	Kilovolt	RO	Role
DD	Degree	KWH	Kilowatt-hour	S4	Square meter/second
DMQ	Cubic decimeter	KWT	Kilowatt	SEC	Second
DMT	Decimeter	L2	Liter/Minute	SMI	Mile
DR	Drum	LBR	US pound	TNE	Tonne (1000 kg)
DZN	Dozen	LTR	Liter	TCN	US TON
EA	Each	M1	Milligram/Liter	VLT	Volt
FAH	Fahrenheit	MAW	Megawatt	WEE	Week
FAR	Farad	MBR	Millibar	WTT	Watt
FOT	Feet	MGM	Milligram	YDK	Square Yard
FTK	Square foot	MHZ	Megahertz	YDQ	Cubic yard
FTQ	Cubic foot	MK	Square mile	YRD	Yards
GE	US Pound/US Gallon	ML	Thousand		
GJ	Gram/Milliliter	MIN	Minute		
GK	Gram/kilogram	MLT	Milliliter		
GL	Gram/liter	MMK	Square millimeter		
GLL	US gallon	MMQ	Cubic millimeter		
GM	Gram/square meter	MMT	Millimeter		
GP	Milligram/cubic meter	MON	Month		
GQ	Microgram/cubic meter	MPA	Megapascal		
GRM	Gram	MQH	Cubic meter/Hour		
GRO	Gross	MQS	Cubic meter per second		
GV	Gigajoule	MSK	Meter per second squared		
HAR	Hectare	MTK	Square meter		
HLT	Hectoliter	MTQ	Cubic meter		
HTZ	Hertz	MTR	Meter		
HUR	Hour	MTS	Meters per second		
IE	Person	MVA	Megavoltampere		
INH	Inch	MWH	Megawatt Hour		
INK	Square inch	NA	Milligram/kilogram		
INQ	Cubic inch	NEW	Newton		
J2	Joule/Kilogram	OHM	Ohm		
JOU	Joule	ONZ	Ounce		
KEL	Kelvin	OZA	Fluid Ounce US		
KGM	Kilogram	P1	Percentage		
KGS	Kilogram per second	PA	Package		

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday , January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Friday, February 10, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Teamplate (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for **each Lot** on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope); and
- (8) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities forms (Appendix I)**, if applicable (Technical Submittal envelope).
- (9) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each OEM the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal

prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from:

<http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. **Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
- (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.

- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then

it shall submit along with its proposal a written explanation of why it cannot make such certification.

- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror which is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror which submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.
- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.
- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any

additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members.

DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A "local public procurement unit" is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the *Commonwealth Procurement Code*. However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

(1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the proposal submittal.

- (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business, a copy of its active certification must be included with the Administrative Fee for each contract year and upon each renewal.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.

- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
 - (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.
- G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.
- (1) The Contractor shall submit the reports via the web-based COSTARS Suppliers' Gateway at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
 - (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
 - (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.
- H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at: <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.
- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To

view a list of currently-registered COSTARS member entities, please visit the COSTARS website.

- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:

- (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
- (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
- (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

I-31. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

- A. **General.** A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.
- B. **Additional Terms.**

- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
- (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
- (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
- (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

C. Prices.

- (1) **Price adjustment.** For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30.**
- (2) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

- D. Usage Reports on External Procurement Activities.** The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external

procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

- E. **Electronic Copy of Participating Addendum.** The Contractor, upon request of the Contracting Officer, shall submit **one** (1) electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on the **Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal**.
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form. At minimum, the Letter of Intent must include the following:
 - (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or

Small Business (Offerors may use the historical data to establish an estimated dollar value); and

- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation (SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

Small Diverse Business and Small Business Raw Score =

$$200 (\text{SDB}\% + (1/3 * \text{SB } \%))$$

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points; and**
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M)**
– The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single Original Equipment Manufacturer (OEM) for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500K), Rugged Devices (\$1M) and Non-Traditional Desktops (\$150K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

- (4) All hard drives that exist are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend)—IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
- (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend)—Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic – Two (2)-Day** On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical** – Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend)—IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:

- (i) **Basic – Two (2)-Day On-site parts and/or labor dispatch**—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
- (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical** – Mission-critical response with **four (4)-hour on-site parts and/or labor on-site support**, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only original equipment manufacturers (OEMs) or certified resellers of brands listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks - November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include e a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

- (2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**
- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
 - (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
 - (iii) Offerors shall propose only one OEM for each of the sub-categories.
 - (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (3) **Lot 3—General IT Peripherals**
- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
 - (ii) Offerors must be able to provide a punch-out site for order placement.
- (4) **Lot 4—Apple Devices**
- (i) Eligibility to Submit Proposals: Only OEM or certified resellers of OEM will be considered for this lot.
 - (ii) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy* http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (5) **Lot 5—Server Hardware**
- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers - May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.

- (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM's full server product line.
 - (iii) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
 - (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
 - (v) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
 - (vi) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for

up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (ii) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (iii) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
 - (iv) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
 - (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis within **one (1) week** of the availability change; and
 - 2) on a permanent basis no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. In the event that a staff person is removed from the contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.
- (6) **Secure E-procurement Portal (Lot applicable):**
- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure E-procurement Portal

personalized for the Commonwealth of Pennsylvania which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T. OCI Supplier Punch Out Overview** for more information.

- (ii) The secure e-procurement site must have the capability to generate daily reports that reflect all the items ordered by Agency/Bureau for any given time frame throughout the term of the contract. The secure e-procurement site must also allow for adhoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to, Manufacturer, Product Name, Part Number or SKU, Purchase Order Number, and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement site must allow agency users the ability to print a quote directly from the shopping cart to attach to the agency PO.

C. **Optional Services.**

- (1) Contractors should provide a quote for warranties and Services, when requested by the Commonwealth, at any time during the term of the contract. Standalone orders for warranties and maintenance made during the term of the contract may extend up to **four (4) years** past the expiration date of the contract.
- (2) The Commonwealth will develop a statement of work (“SOW”) for each Services order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth’s discretion. Separate pricing must be provided for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.** The Contractor must, at a minimum:
 - (a) Assign a project manager to every installation.
 - (b) Work with agency to develop a schedule to deliver equipment at the employees’ desks.
 - (c) Provide status reports of installations completed, installations outstanding, and issues.
 - (d) Unpack equipment.

- (e) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external devices to computer.
 - (f) Power on the System.
 - (g) If pre-imaged system, verify that the system comes up to the login screen and run agency-provided restore script(s) after login.
 - (h) If non-imaged system, verify that OS boots.
 - (i) If requested by the Commonwealth, remove all packing materials and boxes from the site within one week after the installation has been completed.
- (ii) **Asset Tagging (Onsite & Offsite).** The Contractor must, at a minimum:
- (a) The Contractor must affix an Identification Tag Number and Commonwealth Agency inventory asset tag to all new devices procured.
 - (b) The Identification Tag Number must be readable from WMI (Windows Management Instrumentation), if applicable.
 - (c) Each Identification Tag must be located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls.
 - (d) Identification numbers, serial numbers, Commonwealth Agency inventory asset tag numbers, and associated equipment identification information must be provided to the Commonwealth Agency in an electronic format, which can be incorporated into existing Equipment Databases. The Commonwealth Agency will provide database formats to be used by the Contractor.
 - (e) The Contractor must provide the Identification numbers, serial numbers, Commonwealth Agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth.
 - (f) It will be determined at the time of purchase if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).** The Contractor must, at a minimum:
- (a) The Contractor and the Agency will determine the format of the image delivered.
 - (b) The Contractor must deploy the image specified by the purchasing agency on each computing device.
 - (c) If an Agency requires images, the Contractor must accept and store the images provided.
 - (d) The Contractor must certify the images for use with the proposed hardware and provide test unit to Agency for final verification.

- (e) The Contractor will perform this service off-site unless otherwise identified in the SOW.
- (f) It will be determined at the time of purchase if the service will be performed onsite or offsite.
- (iv) **Bundle—Install, Image Deployment, Tag.**
 - (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.** The Contractor must, at a minimum:
 - (a) The Contractor may transfer data using the CWOPA network, a crossover cable, or an external hard drive that is property of the Commonwealth.
 - (b) The Contractor must also copy all local Outlook folders.
 - (c) The Contractor must copy this data onto the new system which has already been imaged.
 - (d) The Contractor must copy all local outlook folders.
 - (e) The Contractor must disconnect all systems.
 - (f) The Contractor must not retain any data associated with the data transfer.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
 - (a) The Contractor must fully prepare and pack the device ready for delivery and shipment.
- (vii) **Hard Drive Removal.** The Contractor must, at a minimum:
 - (a) The Contractor must arrive at the Commonwealth designated location at the time scheduled with the agency to uninstall and fully remove the hard drive in question.
 - (b) The Commonwealth may choose to keep the removed hard drive and provide delivery location of removed hard drive.
 - (c) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015.
 - (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth:
 - (e) The Commonwealth may keep the defective or leased hard drive.
 - (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) The Contractor must uninstall, pack, and pick up the equipment from the agency at the time scheduled with the agency.
 - (b) The Contractor must arrive at the Commonwealth-designated location at the time scheduled with the agency.

- (c) The Contractor must cleanse the device in the equipment as detailed in Commonwealth ITB SEC015 at its current location and provide proof of the disk wipe to the agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) The Contractor must uninstall, pack, and pick up the equipment from the agency at the time scheduled with the agency.
 - (b) The Contractor must cleanse the device as detailed in Commonwealth ITB SEC015 at its current location and provide proof of the disk wipe to the agency.
 - (c) The Contractor must return the equipment at the time and location specified by the agency.
- (x) **Relocation within 25 Miles.** The Contractor must, at a minimum:
 - (a) The Contractor must provide relocation of devices within the same building or within a 25 mile radius.
 - (b) The Contractor must unpack and reinstall the devices at the new designated desk. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.** The Contractor must, at a minimum:
 - (a) The Contractor must provide relocation of devices beyond a 25 mile radius.
 - (b) The Contractor must unpack and reinstall the devices at the new designated desk. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth.
- (xii) **Device Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
 - (a) The Contractor must deliver the packed devices to the DGS warehouse located at:
DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to SRM purchase orders, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance* of **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.**

E. Quote Requirements.

- (1) All quotes must comply with the following and be pre-approved by the Commonwealth at the outset of the contract.
 - (i) At a minimum, all quotes shall include: contract number, manufacturer contract number (if applicable), service period (if applicable), manufacturer product ID, manufacturer product title, line item descriptions, list price so the Commonwealth can verify discounts on quotes, expected delivery date and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. Volume Orders:

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. Service Level Agreements. The Contractor must meet the SLAs as described in **Appendix K, Service Level Agreements.**

H. Standard Configuration Reviews.

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. Quarterly Business Reviews. The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the contractor will be kept confidential by the Commonwealth. The objective of the above meeting is to reach a mutual agreement on product replacement during the life of the contract. Additionally, any pending changes that

will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

- J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template**.
- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the purchasing agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased including the manufacturer, product description/base configuration details, manufacturer part number and any additional upgrades purchased, and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided as well as the base configuration cost as well as the cost and quantity of any upgrades purchased. Please include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information, Equipment Information, Maintenance/Services Information and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities, achievements, challenges, and Contractor's recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K**,

Service Level Agreements. The format of the report must be approved by the Commonwealth before ordering can commence.

- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:

1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 4. Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor

Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

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#	RFP Page Number	RFP Section Reference	Question	Answer
1	4	Calendar of Events	Dates for Pre-Proposal Conference has been moved out more than 2 weeks to Jan 5th, 2017. Will the dates for Questions, Response to questions, and the final Due Date for RFP also be moved out accordingly	Yes, the due date for the RFP response has been extended to February 10, 2017.
2	36,37	IV-3. A (5), IV-3. A (6)	Will the Commonwealth accept submissions for hyper-converged Server & Storage solutions based on Manufacturer hardware noted? Specifically, Dell is an OEM provider for many of the leading hyper-convergence providers and is listed as an acceptable Server & Storage manufacturer. The Commonwealth indicates an interest in the 'latest in related computer-based technologies,' of which hyper-convergence would fit, as it delivers more efficient data capabilities on less physical infrastructure and associated costs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
3	38	IV-3. A	Lot 5-Server Hardware indicates only Intel servers. Are IBM Power Systems servers part of the RFP or will they be added via an addendum or related request?	These devices will be procured through a separate procurement.
4	35,36	IV-3. Requirements. General IT	What platform does the State's punch-out system run on?	The punch-out system runs on SAP Supplier Relationship Management 7.0.

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#	RFP Page Number	RFP Section Reference	Question	Answer
5	35,36	IV-3. Requirements	It states that "(ii) Offerors must be able to provide a punch-out site for order placement." Does this mean that you need the Supplier's system to feed into the State's already existing punch-out system?	Yes, that is correct.
6	38-39	IV-3. Requirements. B. Associated Services (4)	Without knowing an exact order date vendors cannot give an exact delivery date. Therefore, can the expected delivery date be removed as minimum included for quotes?	This section refers an estimated delivery date based on the vendor working with the agency. The final delivery date will be set in accordance with the applicable Service Level Agreement listed in Appendix K, Service Level Agreements.
7	38-39	IV-3. Requirements. B. Associated Services (4)	Service purchase orders are not always available when ordering hardware, can "other related purchase orders for service date" be removed as minimum included for quotes?	No, please refer to the answer to Question #6 .
8	Quote Accuracy Consistency (QAC)	Appendix K SLAs	What is the criteria that all quote accuracy is based on?	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.

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#	RFP Page Number	RFP Section Reference	Question	Answer
9	39 and 44	IV-3. Requirements. B. Associated Services (5)	Custom quotes may be available to honor up to 90 days or more, but on a continual basis due to continual industry technology changes, will the Commonwealth consider keeping with the industry standard of 30 days?	No, the Commonwealth will not amend this requirement.
10	41 of 44	IV-3. Requirements J. Quarterly Report	Can the Commonwealth modify the requirement of Agency Information in the Quarterly report to "Agency Information, if provided"	No, the Commonwealth will not amend this requirement.
11	Customer Inquiry Response Time (CIRT)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with giving prompt customer service, will the Commonwealth consider removing this SLA and instead confirm that if a request is brought to The Supplier's attention by the Office of Administration, that the supplier has four (4) business hours to acknowledge and confirm follow-up for the subject request?	No, the Commonwealth will not amend this service level agreement.
12	Quote Accuracy Consistency (QAC)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with providing accurate quotes based on the Commonwealth preapproval per the RFP term confirmed for quote requirements, will the Commonwealth consider removing this SLA?	No, the Commonwealth will not remove this service level agreement.

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#	RFP Page Number	RFP Section Reference	Question	Answer
13	Quote Delivery for Catalog Items (QDCI)	Appendix K. SLAs	It is understood that all quotes will be instantly available online for the approved standards. Anything else would be a custom quote request which is entitled to a well thought through custom configuration based on the customer's needs. In consideration of this, will the Commonwealth consider modifying this SLA to a date agreed upon between the ordering entity and the Supplier?	This SLA refers to catalog items, not items that would require custom configurations.
14	Order Delivery (OD)	Appendix K. SLAs	Given that the industry standard averages 3 weeks on delivery, will the Commonwealth consider modifying this this SLA to 15 business days for the preapproved modeled Standards on contract, 20 business days for customized Standards?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
15	Order Delivery (OD)	Appendix K. SLAs	Given that some issues can occur within an order, will the Commonwealth consider modifying this SLA to 95% fulfillment?	No, the Commonwealth will not amend this service level agreement.
16	Invoice Receipt (IR)	Appendix K. SLAs	Given that many Agencies request for scheduled deliveries and special services, will the Commonwealth consider modifying this SLA to from sixty (60) days to a date mutually agreed to by the Supplier and the Ordering Entity?	No, the Commonwealth will not amend this service level agreement.

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#	RFP Page Number	RFP Section Reference	Question	Answer
17	Defective Hardware Replacement (DHR) Appendix K. SLAs	Appendix K. SLAs	Given that some orders are customized, replacement product will not always be readily available for an overnight shipment. Will the Commonwealth consider modifying this the days to the same days set in the Order Delivery SLA per each Lot?	No, the Commonwealth will not amend this service level agreement.
18	Billing #19	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Not all PO's contain an Agency on the "Bill To" section of the PO. If an agency isn't defined in the "Bill To" of the PO, how do we respond?	Invoices on PO's should be sent to the Office of the Budget, resource account found at http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx . Invoices should be submitted in an email with the invoice attached as a PDF document, or mailed to our PO box where the invoice would then be scanned into our workflow process. Invoices, as a matter of usual and normal practice, should never be sent to the agency first.
19	4-year Warranty On-Site Next Business Day	Appendix C Cost Submittal	If options (i.e.) docking stations, mice, bags are ordered separately are they also needing the 4-year Warranty On- Site Next Business Day? Or only when ordered in a bundled unit?	All products ordered shall have a four (4) year warranty including options.

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#	RFP Page Number	RFP Section Reference	Question	Answer
20	Lot 1 Laptops and Ultra-Portable Laptops	Appendix C Cost Submittal	When building a laptop with an i5-7200 and i7-7500 Windows 7 cannot be installed, will Win 10 be accepted without the Win 7 downgrade? Or will you accept a i5 and i7 6000 series processors?	At this time, Windows 10 Pro will be accepted with the Windows 7 downgrade. The agencies then have the ability to reimage with Windows 10 Enterprise and will provide the licensing information at the time of the purchase.
21	Lot 2 Rugged Laptops	Appendix C Cost Submittal	Would you prefer a Solid-State Drive over a Spindle Drive, because a spindle drive is more fragile?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
22	Lot 2 Rugged Tablets	Appendix C Cost Submittal	Will the Commonwealth accept a 3rd party product for a category in the Lot not manufactured by the bidder but is authorized to resell?	Yes, so long as the device meets the Commonwealth's specifications.
23	Lot 2 Rugged Tablets	Appendix C Cost Submittal	The spec calls out a 7-inch screen, would you consider a like or better screen?	Yes. Please provide available specs for like or better screen.
24	Lot 2 Non-Traditional Desktop	Appendix C Cost Submittal	Can you clarify what your definition of a Non-Traditional Desktop means? i.e. Mini, Thin Client	The definition of Non-Traditional Desktop includes zero client and thin client.
25	Options	Appendix C Cost Submittal	If an upgrade is needed i.e. memory, hard drives, is the expectation that these be included in the build at time of delivery, or to save cost, would you be able to install those components to the standard builds?	The expectation is that the options will be included with the build at time of delivery.

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#	RFP Page Number	RFP Section Reference	Question	Answer
26	RFP	4 Calendar of Events	Given that little time there is to respond to a RFP of this scale, and to assist Suppliers to be able to offer the best quality response possible, will the Commonwealth consider releasing answers to questions as they become available?	The Commonwealth will adjust bid posting dates and due dates to allow vendors ample time with responses to all questions.
27	RFP	4 Calendar of Events	Provided that The Commonwealth's answers to questions will yield Suppliers the ability to provide a more complete response, will The Commonwealth consider modifying the Deadline to submit Questions to 7 business days before the proposal due date, but not guaranteeing answers if submitted past January 6th?	Please refer to the response to Question #26 .
28	RFP	4 Calendar of Events	Given the large scope of this RFP and the fact that most Suppliers were not fully staffed with dedicated resources, will The Commonwealth please consider to extend the Proposal due date to February 7th?	Please refer to the answer to Question # 1 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
29	Data Set Delivery (DSD)	Appendix K. SLAs	It states that " The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth". To clarify, after every order processed, the supplier is to provide a report to the end user these details about their order? or are these details to be reported on the quarterly report?	<p>This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7. SLA SM-01 has been revised to five (5) business days.</p> <p>After every order processed, the contractor must provide a report to the agency within five (5) business days following receipt of the order and also make this information available as part of the quarterly report.</p>
30	27	II-5	If Appendix F COSTARS Program Election Form is submitted, we understand that we will be responsible to pay one COSTARS fee for the Contract if awarded, no matter how many Lots we are awarded. Is this correct?	The COSTARS fee is a per contract fee. The Commonwealth has not determined if it will award a vendor multiple lots as part of one contract. If it is determined the award must be split into separate contract, an Offeror awarded more than one contract from RFP 6100039046, the COSTARS fee will be applied per contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
31	41	IV-3. Requirements J. Quarterly Report (1)	Since ordering system reported do not capture when an upgrade was selected, reporting on the upgrades cost and quantity is not possible. In consideration of this, will The Commonwealth please consider to remove this requirement?	The ordering system reporting capabilities should provide the commonwealth the ability to see when options are purchased as part of a device configuration.
32	41	IV-3. Requirements J. Quarterly Report (1)	We understand that The Commonwealth wants to see a breakdown of all the sales reported by the base and the upgrade details to verify accurate charging by the Supplier. Will the Commonwealth consider in lius of this requirement to add a term requiring the Supplier to comply with a Price Audit upon request?	Please refer to the response to Question #31 .
33	21	I-29 COSTARS PROGRAM G. (2)	For this additional report submitted to DGS COSTARS, is this to include the sales just for those that have identified themselves as COSTARS members or for all sales on the contract?	This requirement only applies to reporting COSTARS member's purchases
34	21	I-29 COSTARS PROGRAM G. (2)	If the report is to include only those that have identified themselves as COSTARS members, and there are not any COSTARS member sales to report for the previous reporting period, should the Contractor report online "No Sales"?	Yes, or wording to that effect.

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#	RFP Page Number	RFP Section Reference	Question	Answer
35	24	II-1 Objections and Additions	We understand that we are to identify any terms and conditions in Appendix A, Appendix K, and Appendix E that we would like to negotiate as well as submit any additional terms and conditions we would like to add to any of these appendices. Is this correct?	Yes, that is correct. A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”

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36	II-1 Objections and Additions	<p>The following sentence can be confusing: "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above." Does this mean that we can submit our additional terms and conditions for consideration, but just not say that our proposed request is conditioned on the negotiation of the terms and conditions?</p>	<p>Offerors may not propose the wholesale replacement of the Commonwealth's terms and conditions with those of the Offeror's. To do so would result in the rejection of the Offeror's proposal as set forth in RFP 6100039046 at Part II, Section II-1, Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices:</p> <p style="padding-left: 40px;">“The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.”</p> <p>A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined.</p>
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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”</p>
37	35	IV-3 Requirements A. (1) v.	<p>This term for Lot 1 says "Products shall include a four (4) year warranty with on site, next business day service and allow the Commonwealth to keep hard drives." Can the Commonwealth please clearly define the word 'Products'?</p>	<p>Any device, including accessories/peripherals procured as part of the awarded contracts.</p>
38	8. Section 20- Payment	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>If a Supplier's standard is payment terms 30 days from the correct invoice, which is option b, is it acceptable to indicate this is our method as opposed to options a and c mentioned?</p>	<p>Offerors may propose any changes to Appendices A, K and/or E in accordance with Part II, Section II-1 of RFP 6100039046, relating to Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
39	Limitation of Liability	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
40	Default	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
41	Termination	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
42	All SLAs	Appendix K. SLAs	Is the Commonwealth opening to additional language recommendations and negotiation on these SLAs?	Please refer to the answer to Question #38 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
43	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that vendors are unable to procure?	Alternative items must meet the same spec or higher provided by the corresponding item in the market basket. Alternative items are only to be provided if the vendor does not have the ability to quote the item defined. Vendors must be capable of providing 90% of the Top Manufacturers listed in Appendix C.
44	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that are end of life?	Yes, alternatives will be accepted for products that are end-of-life.
45	36 of 44	IV - 3 requirements Lot 3	Will the Commonwealth accept bids from vendors that can't provide 90% on lot 3?	No.

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46	24 of 44	Part II Proposal Requirements A Technical submittal	<p>The instructions for the technical submittal state offerors are to include activities outlined in Part IV, Statement of Work. Please confirm IV-4 contract requirements -small diverse business participation and Appendix R - Model Form of Small Diverse and Small Business Subcontract Agreement both within Part IV - Statement of work are to go in the technical submittal and not the SDB/SB Participation Submittal</p>	<p>Please refer to RFP 6100039046FP, Part II – Proposal Requirements introduction (third sentence). “All cost data relating to this proposal and all Small Diverse Business/Small Business – cost data should be kept separate from and not included in the Technical Submittal...” Each Proposal shall consist of the following three separately sealed submittals: A. Technical Submittal; B. SDB/SB Participation Submittal form(s); C. Cost Submittal”.</p> <p>See RFP IV-4 (D) that Appendix R- Model Form of Small Diverse and Small Business Subcontract Agreement – “The selected Offerorr and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within (30) days of the final execution date of the</p>
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#	RFP Page Number	RFP Section Reference	Question	Answer
				Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in Appendix R, Model Form of Small Diverse and Small Business Subcontract Agreement.
47	Term of Lease and B. Payments	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The lease terms states up to 60 months. However, the pricing sheet only allows for lease payment but does not outline what term. Do you want 48 months? The current contract is 4 years with annual payments. Does the COPA still want the pricing sheet with a 4-year lease with annual payments used for the lease payment?	The Commonwealth will evaluate based on 48-month leases, however, lease terms can be for up to 60 months.
48	36-37	IV-3. A (5-6)	We are a public-sector reseller for Fujitsu, and our team is interested in submitting Fujitsu products for consideration in Lots 5 and 6. Would it be possible to add Fujitsu as an acceptable OEM for these lots? If not, can the Commonwealth explain why it has chosen to limit competition to the chosen OEMs?	The Commonwealth has selected the Gartner's Magic quadrant as an objective industry standard.
49			Can the prime contract holder designate resellers who can operate under the auspices of the prime's award?	No, the prime contract holder cannot designate resellers to operate under the auspices of the prime's award.

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#	RFP Page Number	RFP Section Reference	Question	Answer
50			Can punch-out site be maintained by the OEM instead of the Offeror?	Yes, but the awarded Offeror is still responsible for meeting the requirements of this solicitation.
51	38	IV-3. A (6)(vi)	Offerors must have the ability to integrate physical hardware, based on Agency requirements, for operational effectiveness. Please provide some examples of "operational effectiveness" for clarity with regards to the Commonwealth's expectations.	Any kind of practice which allows a business or other organization to maximize the use of their inputs by developing products at a faster pace than competitors or reducing defects, for example. Operational effectiveness is often divided into four components: Leading and controlling functional performance, measuring and improving the process, leveraging and automating process and continuously improving performance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
52	36,37	IV-3. A (5)	<p>For Lot 5, Server Hardware – the RFP has narrowed down to Intel-based servers. The Commonwealth has also deployed Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined). Beyond the Commonwealth, COSTARS members, may also purchase these types of servers and associated warranty/maintenance through the use of current COPA contracts. Is the Commonwealth moving forward with this RFP, without the ability to procure Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined), along with associated services?</p>	<p>These devices will be procured through a separate procurement.</p>
53	43	IV-4. D.1	<p>Since volumes of purchase are unknown at this time, it would be impossible to agree to a locked-in dollar commitment to a minority supplier at this time. Is it the Commonwealth’s intent to evaluate only the percentage of commitment for purposes of the scoring of the Small Diverse Business and Small Business (SDB/SB) submittal?</p>	<p>Yes, the Small Diverse Business/Small Business point allocation is based entirely on the percentage of actual contract spend committed to Small Diverse Business/Small Business.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
54	29	III-4. C.1 Contracting Requirements – Small Diverse Business Contracting	For purposes of calculating the percentage of spend, can the Commonwealth clarify if the amounts used for the numerator and denominator are the amounts for services provided by the SDB and SB firms, and that the amounts do not include equipment sourced through the SDB and SB firms?	Please refer to the answer to Question #256 . The full value of purchase orders for equipment and/or software purchases made by subcontractor/supplier count toward the Small Diverse Business/Small Business commitment when then full value of the PO is paid by the Small Diverse Business/Small Business subcontractor/supplier and reimbursed to the Small Diverse Business/Small Business subcontractor/supplier by the prime.
55	Section 26 (Limitation of Liability)	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This term stacks the liability as the contract moves forward and could become a very large number over the 3 to 5 years of the contract term. This may limit participation from vendors. Will the Commonwealth consider altering this term to limit the Contractor’s liability to the Commonwealth under the Contract to the greater of \$250,000 or the value of the Purchase Order?	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
56	13	I-12. a	Is an e-signature acceptable on the Proposal Cover Sheet, or is an original wet signature required on this sheet and/or all other forms being submitted to the Commonwealth?	The Proposal Cover Sheet must contain an original wet signature.

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#	RFP Page Number	RFP Section Reference	Question	Answer
57		Appendix H. Technical Submittal Response	In an effort to remain sensitive to paper resources, will the Commonwealth accept a reference within our response to our Financial statements webpage?	Yes, if it is provided as a direct link.
58	41 of 59 and 52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Do these sections cover the financing of other non-hardware items, such as the financing of related equipment services described in IV-3. B Associated Services on RFP document Page 38 of 44?	Yes, these sections cover the financing of the hardware, software and any service made as part of the purchase order.
59	44	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Can the Commonwealth please provide a copy of the form of the Acceptance Certificate? We cannot locate it on the Forms page of the Department of General Services' webpage (www.dgs.state.pa.us).	Appendix S, Lease Acceptance Certificate, is posted as part of Addendum Number 7.
60	44-51	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is it correct to state that the Contractor (hardware vendor) may assign the actual lease for hardware items (including the right to title and the rental payments) to an Initial Assignee as opposed to just the rights to payment?	Subsection H 1 of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, allows for either the assignment of payment to a third party or the assignment of the lease to an Initial Assignee.

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#	RFP Page Number	RFP Section Reference	Question	Answer
61	44-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Will there be separate PO's for the non-hardware items when the hardware is leased, or will there be one PO which explicitly states which items are to be financed versus leased (i.e. will the PO state under which terms & conditions each item will be obtained - Lease (Appendix 1) terms versus Installment Payment (Appendix 2) terms)?	Purchase Orders with a lease involved will only contain leased items. If a standalone service is being purchased outright for a leased device, it should be a separate Purchase Order.
62	46 and 55	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), in Section H it states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee.</p> <p>We have not seen one, so we are wondering if there is such a form? Or is there none provided and this is to be a form of the Contractor's devising?</p>	In the event of an assignment, the Contractor must provide the assignment document to agency. The agency will then work with the Contractor to obtain any additional information needed.

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#	RFP Page Number	RFP Section Reference	Question	Answer
63	45-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Leasing and in Section C, it states that title shall not pass to the Lessee but remain with the Purchaser at delivery. Please confirm this section regarding title is only applicable to hardware items.	Subsection C of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, provides that title transfers at time of delivery and acceptance only in the case of a Lease/Purchase. Otherwise, title to the Leased Property remains with the Contractor until the “final installment or other concluding payment option.”

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#	RFP Page Number	RFP Section Reference	Question	Answer
64	50	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>This section indicates "The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item."</p> <p>Since the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards or for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) is a service which should be accounted for as a loan and not part of a lease, would it be acceptable to quote a two-part rate for any item with a hard drive, financing the cost for disk services simultaneously but separately from the Item itself?</p>	No, all cost should be included within the lease cost.

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#	RFP Page Number	RFP Section Reference	Question	Answer
65	53 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Installment Payment and in Section C, it states that title shall pass to the Purchaser at delivery. Please confirm that this section is only applicable to hardware items.	Yes, transfer of title as discussed in Section C of Appendix 2 of Appendix A, Standard Terms and Conditions for IT Supplies and Related Services, only applicable to hardware items.
66	52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Our belief is that the non-hardware items (even if related to the hardware items being leased) should always be under the Installment Payment Terms & Conditions of Appendix 2 since there is no title to pass on these items -- does COPA agree?	If non-hardware items are not included as part of the lease payment, then a separate Purchase Order must be issued for the outright payment of a non-hardware item.
67	52 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Appendix 2 is for Installment Payment, and in Section A, it mentions a Fair Market Value Option, yet Section C states that title passes at delivery, so it is not clear how there could be any Fair Market Value Option. Please clarify.	This issue is addressed in the revised Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, posted on January 20, 2017, as part of Addendum Number 7. Appendix 2 has been amended to delete the reference to fair market value.

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#	RFP Page Number	RFP Section Reference	Question	Answer
68	46, 47, 55, and 56 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), Section H states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee, etc.</p> <p>Where can the acknowledgement of Lease PO be found? Is it a Commonwealth form or a form of the Contractor's devising?</p>	Please refer to the answer to Question # 52.
69	Tab Lot 6	Appendix C. Cost Submittal Response Template	Please provide more clarity differentiating the 3 storage platforms (Best Value Storage, Best Value Object Based Storage and Best Value Block Storage) with workload examples?	The Commonwealth requires pricing and solutions for all three storage platforms. At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
70	Lot 6	Appendix C Cost Submittal	Which of the 3 platforms will support File/NAS, and which will support Object/S3?	At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
71	Lot 6	Appendix C Cost Submittal	Which NAS APIs (CIFs / NFS / SMB) will be required for each platform?	Please refer to the answer to Question #70.

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#	RFP Page Number	RFP Section Reference	Question	Answer
72	Lot 6	Appendix C Cost Submittal	Are points awarded based on discount percentage or discounted price?	Points will be awarded based on the total extended product and service cost.
73	Lot 6	Appendix C Cost Submittal	Is non-best value a percentage that will have to be honored across any storage configuration?	The discount off list will apply for each specified Storage category (i.e. non-best value block or non-best value object based and any other device purchased as part of the awarded contract).
74	Lot 6	Appendix C Cost Submittal	Please advise how the Commonwealth would like to see the breakdown of the worksheet of data so as to facilitate clear, visible printed data?	Part I, Section I-12 of RFP 6100039046 has been revised to allow for the electronic submission Appendix C, Cost Submittal Template. A paper copy should not be submitted. The Electronic Copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.
75	38	I IV-3. B Associates Services	Will COPA provide minimum and average number of client systems to be installed per onsite deployment visit?	This information cannot be provided since agencies have different roll out schedule based on funds availability and staffing.

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#	RFP Page Number	RFP Section Reference	Question	Answer
76	38	I IV-3. B Associates Services	Will COPA provide a site list (with equipment counts would be ideal)?	This information is not available at this time.
77	38	I IV-3. B Associates Services	Do you prefer on-site or off site imaging and asset tagging?	This is project specific and will be addressed in the SOW. Options for onsite and office site services have been added to Appendix C, Cost Submittal Template, as part of Addendum Number 7.
78	38	I IV-3. B Associates Services	Will customer provide labels or label guns to create asset tags?	The Contractor will be responsible for labels and label guns these unless provided by the agency.
79	38	I IV-3. B Associates Services	Will customer provide a site or application to record assets?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
80	38	I IV-3. B Associates Services	With regards to Data Transfer, does existing data reside on old computer or will we pull it from the network?	<p>Data may exist on the old computer as well as the network. This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
81	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the average amount of data to be transferred?	The Commonwealth does not have this information.
82	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the largest amount of data we can expect 10GB? 20GB?	Please refer to the answer to Question # 81 .
83	38	I IV-3. B Associates Services	Will customer provide the image on portable drives in quantities (USB drive?) to roll out on multi-installs?	The Contractor and the Agency will determine the format of the image delivered but the commonwealth will not provide media for the image to be loaded onto.
84	38	I IV-3. B Associates Services	Will customer provide the disk wipe software in quantities (USB drive?) to roll out on multi-unit installs?	The Commonwealth will provide an .iso image but the vendor would have to provide its own media. The image can only be used to wipe commonwealth devices.

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#	RFP Page Number	RFP Section Reference	Question	Answer
85	38	I IV-3. B Associates Services	Is the customer going to provide transportation of equipment from site to site or will we need to transport new equipment from warehouse to install site?	The contractor will be responsible for transportation of the devices.
86	38	I IV-3. B Associates Services	Is the customer going to provide transportation to equipment returning to Forster St. in Harrisburg or will we need to transport legacy equipment to warehouse?	Yes, unless the Commonwealth is procuring that services from vendor.
87	38	I IV-3. B Associates Services	With regards to Storage, will vendors be responsible to provide the design and storage configuration on the new equipment or will the install team follow a configuration script provided by the customer and work in conjunction with a remote team?	This will be covered as part of pre-sales assistance. The agency will work with vendor to design the solution at the time of purchase.
88	4	Calendar of Events	With the rescheduling of the prebidders conference to occur after questions have been submitted, will COPA consider allowing a second round of questions based on any questions that may arise from discussions at the prebidders?	There will not be a formally defined second round of questions. If additional questions are received the commonwealth will do our best to respond timely.

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#	RFP Page Number	RFP Section Reference	Question	Answer
89	28	III-4	For the technical section, what are the metrics being used to evaluate or measure up to 40%? Can you provide more specificity about the formula being used?	Please refer to Part III, Section III-4. A of RFP 6100039046 for this information and refer to the following link: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
90	28	III-4	For the cost section, can you provide a few examples using the included formula?	As indicated in Part III, Section III-4, please refer to the following link for information relating to cost formula: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
91	1	Appendix L Service Management Integration Requirements	What is the current integration model, data model, and error handling methodology?	Currently, the integration model used is SOAP with a B2B connector. The data model list the fields, values, maximum lengths and, if required in an excel spreadsheet. The error handling list the error codes and descriptions and the methodology, in the case of OA, is ServiceNow.

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#	RFP Page Number	RFP Section Reference	Question	Answer
92	1	Appendix L Service Management Integration Requirements	What kind of Integrations is required for what ITSM tool?	Currently it is SOAP, however it will change to REST. We decided that we would mandate the integration, then if an agency or vendor could not use the current integration tool, documentation requesting a change would be required.
93	1	Appendix L Service Management Integration Requirements	What is the format of the mandatory data fields?	The format for all fields will be in the data model.
94	1	Appendix L Service Management Integration Requirements	What kind of Web Service Integration?	Please refer to the response to Question #92 .
95	1	Appendix L Service Management Integration Requirements	What kind of Integration is required for what monitoring tool?	Please refer to the response to Question #92 .
96	38	6.1.1	IBM is requesting which company's competitive storage hardware is being replaced along with the model. Thank you.	There are multiple vendor stage solutions implemented across the Commonwealth.

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#	RFP Page Number	RFP Section Reference	Question	Answer
97	12	Section I-22	<p>With a concern that the Commonwealth could potentially, given the current verbiage above, establish the effective date at a date a year or more beyond the execution date, will the Commonwealth consider changing the above sentence to the following? “The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. After all approvals required by Commonwealth contracting procedures have been obtained, the respective contract shall be fully executed by the selected Offeror and by the Commonwealth. If the Commonwealth does entertain such a change, will Section 1 of Appendix A likewise be edited to conform?”</p>	<p>No, the Commonwealth will not amend this section.</p>
98	Lot 6	Appendix C Cost Submittal	<p>In the following file, Tab: LOT6, Appendix C. Cost Submittal Response Template (rev. 12.15.16), there is a requirement for Nodes of IBM SVC. Does the Commonwealth of PA consider this a hard requirement specific to IBM SVC?</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
99		Appendix C Cost Submittal	What does the Commonwealth mean by storage virtualization?	<p>Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit. Storage virtualization is usually implemented via software applications and often used in SAN (storage area network), a high-speed subnetwork of shared storage devices, and makes tasks such as archiving, back-up, and recovery easier and faster.</p> <p>A similar phrase, virtualization-aware storage, facilitates management and monitoring of storage in virtualized environments</p>
100		Appendix C Cost Submittal	Does the Commonwealth have the need to have multiple vendor arrays managed by one front end vendor?	Common administration is preferred but not required.
101		Appendix C Cost Submittal	We would like to offer compression in a flash only solution and also offer you a hybrid configuration. We will be able to base these upon your performance needs. Based upon question 6 response we will develop the configurations to adhere to your needs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
102		Appendix C Cost Submittal	We have seen the configurations listed mirror each other. Would be it possible to have them broken out in technical requirements you need for each?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
103		Appendix C Cost Submittal	In reference to our question 102 I would like to expand on it by stating if you have the need to backend virtualization the benefit is tenfold. It allows you to have legacy arrays still kept on the datacenter floor and the luns managed by your new front end array and as well array based migrations can be performed with ease. We would like your thoughts on using an approach method like this.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
104	33	IV-2.E.	The RFP indicates \$13m in historical annual spend for all servers in Lot 5. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 3,602,279.00 2015- \$7,937,040.00 2016- \$2,882,640.00
105	33	IV-2.E.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 5, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP 6100039046.
106	34	IV-2. F.	The RFP indicates \$9m in historical annual spend for all storage hardware in Lot 6. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 6,161,593.00 2015- \$12,138,408.00 2016- \$22,927,947.00

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#	RFP Page Number	RFP Section Reference	Question	Answer
107	34	IV-2. F.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 6, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP.
108	35	IV-3. A	Does offeror's 3-year experience with public sector clients need to be specific to each Lot being bid on, or can the experience/reference be for other products and/or services than the specific Lots to be bid on?	Experience with public sector clients should be Lot specific and will be evaluated based on the requirements of each lot.
109	37	IV-3-A.5(iii)	The RFP requires "self-cleansing technology", and refers to ITP SEC-015. However, ITP SEC-015 does not discuss or describe "self-cleansing technology". Can the Commonwealth expand and clarify what is desired from the "self-cleansing technology" requirement?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
110	37	IV-3-A.5(v)	The RFP requires the ability to integrate the physical hardware. Can the Commonwealth clarify how this requirement differs from the later requirement to provide optional installation services in section IV-3-B. Associated Services (3)(i) on page 38?	This provision requires the Offeror to be able to perform the required contract services set forth in Part IV, Section IV-3B.
111	38	IV-3. B.(3)	For IV-3.B Associated Services, are the "Optional Services" listed in item (3) (installation, asset tagging, image deployment, etc) required to be quoted in the offeror's RFP response, or simply required to be quoted when/if a Commonwealth agency requests them under a subsequent "SOW"?	The pricing is to be quoted in Appendix C, Cost Submittal Response Template. The final Statement of Work will be developed based on the pricing provided.

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#	RFP Page Number	RFP Section Reference	Question	Answer
112	4	Calendar of Events	Who will be attending the pre-proposal conference for the Commonwealth?	Please refer to Appendix #4 for this RFP 6100039046.
113	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 1?	HP and Lenovo
114	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 5?	Cisco, Dell, HP, Hitachi, IBM and Lenovo
115	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 6?	Dell, EMC, HP, Hitachi, IBM and Lenovo
116	17	I-28	Information Technology Policies – PLT001 – Desktop and Laptop Standards. This policy references the expired Dell PC contract. Is this policy applicable to these procurements?	This policy will be updated upon award of RFP 6100039046.
117	7 24	I-12 Part II	If a prime is proposing on more than 1 lot, should each lot be submitted as a separate technical proposal, or can they be combined into one proposal response?	The technical proposals can be combined into one proposal but must maintain the format of Appendix H, Technical Submittal Response Template.

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#	RFP Page Number	RFP Section Reference	Question	Answer
118	17	I-27	Regarding the text boxes (yellow shaded) for responses, the current text boxes limit responses to a single page. Should new text boxes be created for responses longer than 1 page in length to eliminate formatting issues with page breaks; or can answers be submitted underneath the yellow text boxes if needed?	This issue is addressed in the revised Appendix H, Technical Submittal Response Template, that will be posted as part of Addendum Number 7.
119			The current PC contract includes standard service items of "on-site imaging" and "device relocation within same building." Are these services no longer required by the Commonwealth?	This is addressed in the revised Appendix C, Cost Submittal Response Template, that will be posted as part of Addendum Number 7. Device relocation within the same building falls under "device relocation within 25 miles."
120	LOT 6	Appendix C Cost Submittal	Is any additional direct attached storage required for the SVC nodes, or will external virtualization be required?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
121	LOT 6	Appendix C Cost Submittal	Will the 8 node (4 IO Group) SVC be housed in one location?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
122	LOT 6	Appendix C Cost Submittal	Any Disaster Avoidance / Recovery solutions requirements for replication?	Please provide any disaster avoidance/recovery solutions in the Services/Options section of Appendix C, Cost Submittal Response Template.
123	LOT 6	Appendix C Cost Submittal	We noticed that the multiple configurations of Lot 6 are identical; are you just looking for a single 8 node, 4 way cluster of SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
124	7	I-12	Should the cost proposal be submitted with all proposed lots kept in one file and in one printout? Or, if proposing on three lots, for example, should one paper copy of each lot be submitted?	Part I, Section I-12 of the RFP has been revised to allow for the electronic submission Appendix C, Cost Submittal Response Template. A paper copy should not be submitted. The electronic copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.

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#	RFP Page Number	RFP Section Reference	Question	Answer
125	25	II-2	<p>If an Offeror who is a SDB Small Diverse Business and SB is submitting as a prime, would its percentage commitment for SDB and SB <u>Subcontracting</u> participation be 100% or 0Appendix?</p>	<p>Based on a maximum total of 200 points for the Small Diverse Business and Small Business Participation Submittal, the Offeror who submits as a Small Diverse Business Prime will receive the maximum total of 200 points. Therefore, the Offeror will receive 100% of the points.</p> <p>An Small Diverse Business submitting as prime would make that distinction in the “Offeror Information” box on the first page of the Appendix Q, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. No entry would be made in the “Subcontracting Information” box unless the prime is subcontracting to a separate/different Small Diverse Business or Small Business.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
126	Section 26 13 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The Limitation of Liability section states that the Contractor's liability is equal to the value of the contract. Based on the annual purchasing figures provided, the value of the contract over three years will be significant. Given a reseller does not have significant control over the OEM equipment they are providing, does this mean the Commonwealth intends to hold the reseller Contractor liable for the total value of all purchases over the life of the Contract? For example, Lot 5 has an annual approximate value of \$13M. Over the three years this would be a liability total of \$39M to the reseller Contractor.	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
127	LOT 6	Appendix C Cost Submittal	The services options for Lot 6 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the storage unit, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.	Since the majority of the spend will be driven towards the Best Value configurations, please provide services/options costs relevant to the Best Value configurations. These costs will be considered as not to exceed costs and the total cost will be defined in the Statement of Work.

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#	RFP Page Number	RFP Section Reference	Question	Answer
128	LOT 6	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Storage services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and storage implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	No; please provide fixed option pricing based on the designated service listed. Also, please refer to the answer to Question #127 .
129	LOT 5	Appendix C Cost Submittal	The services options for Lot 5 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the server, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.	Please refer to the answer to Question #127 .
130	LOT 5	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Server services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and server implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	Please refer to the answer to Question #127 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
131	38	IV-3-B-3	<p>Item 3 states that the Commonwealth will develop a Statement of Work for each service. Can the Commonwealth provide this Statement of Work for each of the listed Optional Services so that all vendors are providing pricing based on the same scope of work. For example, does the Commonwealth expect the Contractor to provide insurance for the value of the equipment being moved? If so, what value should be assumed for items x, xi and xii. What steps are considered part of installation? Is the Contractor to assume that the equipment is shipped to the installation location, or is logistics and transportation services required? What is the size of the image being deployed, and how many images will be required to be maintained? Outside of physical installation on the desk and cable connection, what other steps are required of the Contractor, and what is the average time these steps will take? How many devices can the Contractor assume each installer can deploy each day?</p>	<p>Statements of Work are prepared by the agency at the time of purchase.</p>
132	38	IV-3-B-3	<p>For Lots 5 and 6, many manufacturers do not allow machines under warranty to be moved without manufacturer service personnel providing both packaging and re-install services. Should the contractor assume that machines to be moved in items x and xi are the Best Value configurations to provide accurate comparisons between proposals?</p>	<p>Please refer to the answer to Question #127.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
133	LOT 6	Appendix C Cost Submittal	For the cost evaluation, will the Best Value cost configurations be compared between vendors, or will the grand total cost including non-best value, leasing and services be used for the calculation?	The grand total calculation will include best value, non-best value, leasing and services.
134	38-39	IV-3-B-4	The Commonwealth states the required quote format, but it does not require the list price to be included in the quote, how will the Commonwealth know that they are receiving the required minimum discount without the list price being included?	This issue is addressed in Section IV-3.E of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
135	38	IV-3-B-3	Will the Commonwealth provide a full statement of work for each requested service?	Yes.
136	38	IV-3-B-3	For any service, will the purchasing agency ensure elevator access for buildings move than 1 story high?	No, since not all building will contain elevators.
137	38	IV-3-B-3	For the service of “installation,” is the Offeror required to provide status reports of installations completed, installations outstanding and issues? What is the desired frequency of these reports?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.

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#	RFP Page Number	RFP Section Reference	Question	Answer
138	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume equipment will be shipped to the installation location, or does this service include the Contractor receiving the equipment, transporting it to the installation location, and physical installation?	This will be decided as part of the Statement of Work at the time of purchase but should be considered as part of supply chain management and managed logistics services included in this RFP.
139	38	IV-3-B-3	For the service of “installation,” what installation steps must be performed other than physical installation? What is the average time per device to perform these steps?	<p>At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.</p> <p>Regarding average time, the Commonwealth does not have this information.</p>
140	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that no steps (other than connecting to the main unit) are to be performed on external PC devices (keyboard, mouse, power, Ethernet)?	At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.

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#	RFP Page Number	RFP Section Reference	Question	Answer
141	38	IV-3-B-3	For the service of “installation,” how many devices on average can a single installer expect to install per day?	This will be decided as part of the Statement of Work at the time of purchase.
142	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all units must be powered on, in order to verify the login screen appears (if pre-imaged) or to verify that the operating system boots (if non-imaged)?	Yes.
143	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all newly implemented devices will require serial number documentation to be delivered to the customer at project completion?	Yes.
144	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that the removal of cardboard and packing material from the location is required, if requested by the Commonwealth agency?	Yes.
145	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that detailed configuration instructions and configuration data (IP addresses, user name, location, etc.), along with detailed location information will be provided to the Offeror a minimum of five business days prior to the scheduled installation?	This will be decided as part of the Statement of Work at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
146	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that troubleshooting of general hardware, software and connectivity issues is not required of the Offeror?	The device must be fully functional to consider installation complete. Please refer to the response to Question #142 .
147	38	IV-3-B-3	For the service of “installation,” will the customer perform a backup of relevant user data prior to Offeror performing installation tasks?	Installation services are preformed prior to user data being placed of the device.
148	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that hardware issues encountered during the time of installation will be coordinated for service by the Commonwealth with the manufacturer as part of associated warranty services?	Please refer to the response to Question #146 .
149	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that the requested asset tag will be the OEM-installed serial number installed on the system unit during production of the unit?	This will be decided as part of the Statement of Work at the time of purchase.
150	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) of associated devices using a barcode scanner?	This will be decided as part of the Statement of Work at the time of purchase.
151	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) in writing?	This will be decided as part of the Statement of Work at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
152	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to provide asset tag and serial number information to customer in an Excel spreadsheet format after the tags have been installed?	This will be decided as part of the Statement of Work at the time of purchase.
153	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that asset tags will be provided to installation team at least five (5) business days prior to the first installation start date?	This will be decided as part of the Statement of Work at the time of purchase.
154	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency personnel work with the Offeror to determine best method of data transfer for the environment/network/device in question?	Yes, this is project specific and will be addressed in the Statement of Work a the time of purchase.
155	38	IV-3-B-3	For the service of “Data Transfer,” is the Offeror to assume that only UP to 10GB of one directory tree and local Outlook folders (identified in advance in writing by the site or IT contact) is to be performed per unit?	No, there is no threshold.
156	38	IV-3-B-3	For the service of “Data Transfer,” how far (in feet) will the new system be from the existing system? Will these locations be specified in advance, in writing, by the site or IT contact?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
157	38	IV-3-B-3	For the service of “Data Transfer,” will the Offeror be provided with the directory structure and location of Outlook folders to be transferred?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
158	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide application licenses required if 3rd party data transfer application is to be used?	The agency will provide access to the data transfer application, if applicable.
159	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide network access or external hard drives to facilitate this data transfer?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
160	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to observe the function of equipment to be relocated, including possibly performing diagnostic tests, as necessary? Is the Offeror to note any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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#	RFP Page Number	RFP Section Reference	Question	Answer
161	38	IV-3-B-3	For the service of "Preparation for Shipment," is the Offeror to disconnect all peripheral equipment from the system unit at the end user location?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
162	38	IV-3-B-3	For the service of "Preparation for Shipment," is the Offeror to uninstall only one monitor, system unit, keyboard and mouse, as well as scan and write down asset tag, serial number information from deinstalled unit?	Responsible for uninstalling computing device and associated peripherals, including, but not limited to multiple monitors. Also responsible for inventory listing of devices, including asset tag and serial number information.
163	38	IV-3-B-3	For the service of "Preparation for Shipment," is the Offeror to pack, label and transport equipment to a staging area within the existing facility?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
164	38	IV-3-B-3	For the service of "Preparation for Shipment," will the purchasing agency provide a list of all equipment to be deinstalled by serial number and asset tag?	Yes.

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#	RFP Page Number	RFP Section Reference	Question	Answer
165	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency backup all data on each system, as well as ensure no confidential data remains on systems to be transported?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
166	38	IV-3-B-3	Can the Commonwealth confirm that the DGS warehouse located at 2221 Forster Street, Harrisburg, PA will remain the location of the DGS warehouse for the duration of this contract?	If this location changes during the term of the contract, OA OIT Procurement will review with the award Offeror(s) to determine if compensation will be granted for a change in location.
167	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
168	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is all relevant equipment required to be palletized for easy removal and storage at the DGS warehouse location?	Yes, pallets are required.

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#	RFP Page Number	RFP Section Reference	Question	Answer
169	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to provide equipment inventory being delivered to both agency and DGS warehouse personnel? What format would this inventory need to be in? Are there specific Commonwealth forms that are required to be filled out with delivery of returned equipment?	Yes. The inventory format will be agency-specific. Commonwealth will provide DGS Surplus Forms to the successful Contractors.
170	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” will the purchasing agency provide a dock and pallet jack for unloading of palletized PC equipment at the warehouse location, as well as provide an appointment date/time for delivery to ensure dock and warehouse availability?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
171	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to work under supervision of the purchasing agency or directly with DGS on the return of equipment?	The Contractor will work under the supervision of the purchasing agency until arrival at the DGS Surplus Warehouse.
172	38	IV-3-B-3	Is there any limitation on the quantity of returned equipment that can be delivered at one time to the DGS warehouse?	The agency will work with DGS to determine delivery schedule.
173	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the Offeror will be picking up pre-packed PCs from an agency location and delivering to a new location?	Yes, successful Contractors will be picking up pre-packed PCs from an agency location and delivering to a new location.

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#	RFP Page Number	RFP Section Reference	Question	Answer
174	38	IV-3-B-3	For the service of device relocation, will the Offeror be responsible for providing equipment insurance?	Yes.
175	38	IV-3-B-3	For the service of device relocation, will the purchasing agency provide a schedule to the Offeror to deliver equipment from the staging/storage area to the employee's desks or installation area?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
176	38	IV-3-B-3	For the service of device relocation, will the Offeror be required to provide status reports of installations completed, installations outstanding and issues?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
177	38	IV-3-B-3	For the service of device relocation, can the Offeror assume that this scope does not include the installation of any new equipment, including but not limited to, peripherals and add -on cards?	Yes.
178	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the purchasing agency is responsible for any data destruction, data transfer, troubleshooting, data backup, virus removal, asset tagging, and device transport upstairs where an elevator is not available?	No, these will be the Offeror responsibilities for this service.

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#	RFP Page Number	RFP Section Reference	Question	Answer
179	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
180	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Offeror assume that the purchasing agency will provide a specific location for the disk wiping process within the same building? Will the purchasing agency provide electric for a minimum of 10 units simultaneously?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
181	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	The vendor will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
182	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the offeror be required to observe the function of equipment to be relocated, including possibly performing diagnostic tests and recording any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.
183	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the Offeror be required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.

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#	RFP Page Number	RFP Section Reference	Question	Answer
184	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
185	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” does the purchasing agency request all serial numbers of working and non-working units?	Yes.
186	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” in what format would the Commonwealth request a report with proof of disk wipe to the agency contact? Can this be sent electronically to the agency?	Please refer to the information provided in ITP SEC-015.
187	38	IV-3-B-3	For the service of “Off-premise Disk Wipe”, can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	Successful Contractors will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
188	38	IV-3-B-3	For the service of “Hard Drive Removal,” can the Commonwealth confirm that the Offeror would be only required to remove the hard drive from the existing device, label the hard drive, and transport it to a designated customer site?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
189	38	IV-3-B-3	For the service of “Hard Drive Removal,” will the Offeror be required to provide any documentation to be included with the removed hard drive?	Please refer to the information provided in ITP SEC-015.

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#	RFP Page Number	RFP Section Reference	Question	Answer
190	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume this service is to be completed at an off-site location?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
191	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume a maximum of a 50 GB image will be installed per device? Can the Commonwealth also confirm that a test device is to be sent to the purchasing agency prior to full imaging production for image validation?	No. This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
192	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume that after device imaging, verification of boot-up, and packaging, that the scope is complete?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
193	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency supply a fully tested image with all required software, device drivers, licensing and software activations installed?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
194	38	IV-3-B-3	For the service of “Image Deployment,” in what format will the purchasing agency provide the image to the Offeror?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
195	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency require more than one ‘gold’ image per scheduled installation?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
196	38	IV-3-B-3	For the service of “Image Deployment,” will there be a documented Change Process if purchasing agency requests and image update during scheduled installation?	The agency will work with the successful Contractor on a documented Change Process.
197	38	LOT 1	For Lot 1, the leasing amount that is requested is the annual cost of the four year lease. However, the total in the upper portion of the spreadsheet is the annual cost multiplied by the quantity, not the entire 4 year cost. Does the Commonwealth wish to calculate based on the entire lease cost or only the annual cost?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
198	29	III-4-C	In the case of two competing Small Diverse Prime offers in a single lot, will each SDB receive the maximum points for that section?	Yes. Any Small Diverse Business responding as Prime Offeror will receive the maximum 200 points for the Small Diverse Business and Small Business Participation Submittal. See RFP 6100039046 Part II, Section II-4C5 for scoring methodology.

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#	RFP Page Number	RFP Section Reference	Question	Answer
199	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have a preference for migration methodologies? Commonly used methods include array based and host based migrations.	No, the Commonwealth does not have a preference.
200	Lot 5	Appendix C Cost Submittal	Please specify the scope of the Commonwealth's server environment in terms of physical and virtual environments. If possible, please specify number of host/virtual host by environment.	The Commonwealth does not have this information; however, there is an emphasis on virtualization across all agencies.
201	Lot 6	Appendix C Cost Submittal	In reference to the cloud as a whole which cloud provider, if any, do you use today?	Cloud services is not within the scope of this procurement.
202	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have any mainframe exiting today on the floor? If so, how long you plan to keep it?	These devices will be procured through a separate procurement.
203	39	IV-3.D.(2)	Does the OEM Representative have to be an employee of the designated OEM or can the OEM Representative be an employee of the Prime Contractor's Team?	The OEM representative must be an employee of the OEM. This is to ensure direct access to the OEM is available for issue resolution.
204	38	IV-3. Requirements.	On the cost worksheet, you are looking for a consumption model pricing does it require the Operating systems and applications provided by the supplier?	Consumption based pricing models are to be defined by Offerors for review by the Commonwealth.

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#	RFP Page Number	RFP Section Reference	Question	Answer
205	38	IV-3. Requirements	On the cost worksheet consumption model, do you require managed services for any of the three scenarios (onsite, outsourced data center, or our own data center)? We can do all three if that is what you are looking for?	Please refer to the answer to Question #204 .
206	38	IV-3. Requirements	Do you have a preference on the usage model billing (number of users, server utilization) types we can do or something else in mind?	Please refer to the answer to Question #204 .
207	Tab 5&6	Appendix C Cost Submittal	There is no allowance for Converged and Hyper Converged solutions? How is that being handled since it is on the current contract?	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
208	Tab 6	Appendix C Cost Submittal	Under the current contract, we also have been able to sell data protection backup storage solutions. These don't really fit into your 3 categories. How should that be handled?	Please provide those solutions with relevant pricing and any other added services, in "Additional Options" in the "Services – Options – Upgrades" section

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209	Tab 1	Appendix C Cost Submittal	<p>We believe the Desktop specification of an Intel® Core™ i5-6600 (3.9 GHz) CPU or equal is not in the best interest of the State.</p> <p>Please allow us to explain: All microprocessors are not created equal and therefore using a clock speed like 3.9Ghz could lead to disappointing performance for the State. The real issue is around the “or equal” concept. There is an industry standard benchmark For PC performance productivity call SYSmark 2014 (see here for details). The Intel® Core™ i5-6600 (3.9 GHz) CPU you request has a SYSmark 2014 number of 1638. Another CPU in the industry called the AMD FX-4350 4.2 GHz has a SYSmark 2014 score of 925. (the higher the score on the SYSmark 2014 test, the better the performance). A typical evaluation without the SYSmark numbers would have most people believing that 4.2Ghz is an “equal or better” CPU than one operating at 3.9Ghz – but clearly that could not be further from the truth. The Intel processor exceeds the AMD processor performance by 77%. Clearly these two processors are not in the same category and should not be evaluated against each other. We recommend the State use a benchmark performance level to guarantee they are comparing systems with similar performance levels and guarantee your satisfaction with the winning solution. For instance, we recommend the specification read: The Desktop system must</p>	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.
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#	RFP Page Number	RFP Section Reference	Question	Answer
			achieve a SYSmark 2014 performance level of at least 1638 to be considered for this category.	
210	Tab 6	Appendix C Cost Submittal	What SLA's should be used when considering RTO and RPO for backup and recovery?	These are determined by the service level procured with the device.
211	Tab 6 Lines 37, 38	Appendix C Cost Submittal	The minimum configuration specifications are for IBM's SVC. Are you looking for responses for the other OEM's similar or equivalent technical solution or only IBM's?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
212	Tab 6	Appendix C Cost Submittal	Does the configuration need to be identical to what is mentioned in the spreadsheet or are you open to modernization? IE 146GB, 300GB 10k and 15K RPM spinning drives are old technology - is that the technology that CoPA wants to move forward with?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
213	Tab 6	Appendix C Cost Submittal	Will denser drive options be considered (we are able to offer a 15TB SSD)?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
214	Tab 6	Appendix C Cost Submittal	All the specs on the spreadsheet are tailored to spinning disk. Will an All Flash configuration be considered?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
215	Tab 6	Appendix C Cost Submittal	What will the purpose be between the two configurations? Non-best value vs best value. Will these be two separate storage offerings? Higher performing storage tier and lower performing storage tier?	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual server orders will be custom based on the needs of the customer at the time of order.
216	Tab 6	Appendix C Cost Submittal	Will the RAID types be consistent across all frames or will some frames be configured differently than others?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
217	Tab 6	Appendix C Cost Submittal	What will the initial frame building block capacity be day 1? Usable TiB, provisioned TiB, and written TiB?	The Commonwealth does not have this information.

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#	RFP Page Number	RFP Section Reference	Question	Answer
218	Tab 6	Appendix C Cost Submittal	<p>Best practice is to solution for Capacity/Configuration/Workloads i.e. Approximate number of LUNs Approximate number of hosts Approximate number of host initiators IOPS and MB/sec per array, peak and average Read/Write ratio</p> <p>What applications will run on the new infrastructure (e.g. Oracle database, SAP, SQL, Exchange, VDI, Splunk, etc)?</p> <p>What host platforms (server types) and operating systems/versions are present in the environment?</p> <p>What storage protocols will be considered — block, file, or both?</p> <p>How should we take this into account?</p>	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
219	Tab 6	Appendix C Cost Submittal	<p>SVC is mentioned. What is the purpose of SVC? Will this be used for data services IE compression and encryption? Will SVC be used for storage virtualization and data mobility?</p> <p>What is considered base vs advanced software that is to be included i.e. remote replication, local replication /snapshots, File, etc.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
220	Tab 6	Appendix C Cost Submittal	Are fiber channel switches to be included? 4GB ports are mentioned, will 16GB be considered?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
221	Tab 6	Appendix C Cost Submittal	4GB HBAs are mentioned for the hosts. Going forward will this be true or will 16GB HBAs be considered?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
222	Tab 6	Appendix C Cost Submittal	Will backup/recovery solutions be part of this RFP?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section of Appendix C, Cost Submittal Response Template.
223	Tab Lot (all)	Appendix C Cost Submittal	How does the Commonwealth expect training for the various solutions to be presented as part of this RFP?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
224	Tab 6	Appendix C Cost Submittal	Is self-service storage provisioning being considered?	This is beyond the scope of this procurement.
225	Tab 5 & 6	Appendix C Cost Submittal	There is no infrastructure such as networking identified in RFP? Is networking to be considered in the response? If not, what is planned network that will be utilized? What about other infrastructure components such as firewall, load balancers, etc?	This is beyond the scope of this procurement.
226	35	IV-3. A	Is CoPA looking to receive only a certain number of responses for each OEM since OEM's have hundreds of certified partners that could respond? If so, what is the number responses per OEM CoPA is accepting?	There is no limit on the number of responses per OEM.
227	4	Calendar of Events	The schedule has the Responses to Questions expected on Friday January 13. The following Monday, January 16 is a Federal Holiday (MLK). Because the current due date is Friday January 27th, this does not give vendors sufficient time to review and revise any content based on the response to the QA and any possible amendment. We are asking for a one-week due date extension to the schedule as currently published. This will give us sufficient time to finalize and ship the proposal on time to meet the revised due date.	Please refer to the answer to Question #1 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
228	26	II.3	<p>The RFP stipulates the Cost Proposal is to be sealed (section II.3). However, at the bidder's conference, it was mentioned that the cost proposal and the technical proposal reviews will be done simultaneously for the full evaluation (i.e., it was stated that a newer technology that met or exceeded the requirements specified would be technically evaluated with the price since the technical evaluators would be able to see the pricing as well). Will the cost proposal remain sealed until the technical proposal evaluation and scoring has been completed? Will there be a release of the technical scoring along with a public cost opening? It is suggested that additional technical scoring points be given if the proposed configuration exceeds the minimum configuration stated in the RFP and be separately evaluated from pricing. This allows the evaluation to be fair and objective.</p>	<p>The technical and cost scoring will be completed independent from each other. The technical scoring team will be given access to Appendix C, Submittal Response Template, to ensure device specifications meet the requirements of each lot. Additionally, costs will not be opened publicly. Pursuant to Section 513(d) of the <i>Commonwealth Procurement Code</i>, 62 Pa. C.S. § 513(d), proposals "shall be opened so as to avoid disclosure of their contents to competing offerors."</p>
229	Tab 5& 6	Appendix C Cost Submittal	<p>Management software and process(es)? Will these be necessary in the response?</p>	<p>Management software and process(es) may be procured as a component of the hardware purchased, so long as a software license agreement has been negotiated with the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
230	Tab 5& 6	Appendix C Cost Submittal	What workloads will be running on these platforms? What are your performance objectives? (iOPS, throughput, etc.)	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
231	Tab 6	Appendix C Cost Submittal	Besides components like firewalls is there requirements for security (DAR or data inflight encryption)?	Please refer to the Information Technology Policies located at http://www.oa.pa.gov/Policies/Pages/itp.aspx# .
232	Tab 6	Appendix C Cost Submittal	When sizing, is there any guidance on compression/dedup ratios? Or should we consider industry standard for general purpose workloads?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
233	35	E.4	Do any form-factor preferences exist?	The default is for Lot 1, Desktops, is minitowers with options for small form factor, ultra-small form factor and desktop.
234	35	E.4	Please provide processor generations (versions) as many of the processors mentioned here have various iterations (or specify "latest").	Please provide the processor generation defined in the specifications located in Appendix C, Cost Submittal Response Template.

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#	RFP Page Number	RFP Section Reference	Question	Answer
235	35	E.4	Please confirm “BaseT” on 10G network card(s) (this is in often cases an SFP adapter and not BaseT).	For Lot 5, the default is BaseT with the option for SFP.
236	35	E.4	Please elaborate or provide example “Self-Cleaning” server requirement.	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
237	35	E.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	The intent is to move from a capital expenditure model to an operational expenditure model with added agility.
238	35	F.4	SVC Nodes are specific to IBM storage. Please ensure that SVC Nodes are not a requirement for submissions. In addition, please confirm the technical requirement for “I/O Groups” so that functionality can be appropriately duplicated in response.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
239	35	F.4	Please confirm arbitrated loop is only within the storage architecture itself and will not be used for any host-to-storage communication.	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
240	35	F.4	Please confirm that while storage switches will support an OPEN device attachment, that no FICON requirement exists within the identified configuration.	There are currently no FICON requirements that exist within the identified configuration.

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#	RFP Page Number	RFP Section Reference	Question	Answer
241	35	F.4	<p>For Each Configuration:</p> <ol style="list-style-type: none"> 1) Is the Commonwealth open to more economical storage options rather than the 146GB 15k Disk type? 2) Please confirm 4TB usable disk storage for the entire disk array 3) Please provide an IOPS (Input/Output per second) target to ensure that requirements are obtained using modern storage sizing and functionality techniques 4) Please advise on the object-storage presentation method (REST API/CIFS/NFS) required from the array 5) Please provide additional data service desired or applicable to the sizing effort (i.e. – deduplication, compression, etc..) 6) Please provide any security functionality required within the storage array (i.e. – Encryption of data at rest) 	<p>The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
242	35	F.4	<p>Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.</p>	<p>Please refer to the answer to Question #237.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
243	18-20	Appendix H	Lot 5 relates to Server Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
244	20-23	Appendix H	Lot 6 relates to Storage Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
245	All	Appendix E	<p>The Commonwealth includes a Software License Agreement as Appendix E. How does the Commonwealth envision resellers to respond to this document?</p> <p>Please consider that resellers are not the publisher of the software and have no authority to amend their terms of use?</p>	The reseller needs to be aware there must be an agreement between the commonwealth and the software publisher prior to a third party software being provided though this contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
246	Tab Lot (all)	Appendix C Cost Submittal	There are a wide variety of Accessibility needs and many hundreds of products which address them. Some products serve a primary function and also serve to address a disability in another way and this list is quite dynamic as new technology advances are made. It seems impractical to list all of these within the pricing sheet as designed. So, to the point: If an Offeror provides hundreds of products that address a multitude of disability options across all six lots, how would the Commonwealth wish to see this information presented for evaluation? Perhaps a discount structure could be leveraged to better serve the Commonwealth as opposed to a FFP on this many potential products?	Accessibility options are for informational purposes only. Once awarded, the commonwealth will determine which options to make available for the contract.
247		Appendix C Cost Submittal	In the optional services, by data transfer, do you mean data migration from one system to the other or something else? And if so, what else?	Data transfer is the transfer of data from one device to another or from a network to a device.
248	Lot 6	Appendix C Cost Submittal	Lot 6 cost submittal response has title "Services-Options-Monitors". Is the word "Monitors" supposed to be there and if so for what reason?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
249	5	Appendix H	The instructions for Appendix H state “Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for which you are submitting a proposal.” Will the Commonwealth allow bidders to delete the yellow text boxes within ‘Appendix H, Technical Submittal Template’ and replace them with our written responses directly into the body of the Word document to facilitate proper formatting of our content, or is it mandatory that all written content be contained within the yellow text boxes provided?	This issue is addressed in the revised Appendix H, Technical Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
250	Lots 5 & 6 All Defined Configurations	Appendix C Cost Submittals	Hyper-Converged is not listed as a technology covered in this RFP. Can you please advise on the purchasing model through this contract vehicle?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
251	LOT 5	Appendix C Cost Submittal	What is meant by the term "Self-Cleansing Capability?"	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
252	LOT 5/6	Appendix C Cost Submittal	Most manufacturers do not offer Basic warranty service for enterprise level hardware such as servers and storage as requested in the RFP but offer a minimum standard level of service that equals the Enhanced category. How should the Offeror handle this situation?	Please provide the most applicable pricing available based on each service level tier.
253	LOT 5/6	Appendix C Cost Submittal	List prices for the equipment are different for each level of service being offered. How should the offeror indicate different list prices for each service level in Appendix C?	The discount level indicates the service level. The list price of the device should not change.
254		APPENDIX E	As a reseller, our company does not own or have the ability to negotiate software license terms, those must be negotiated with the licensor itself. How will the Commonwealth handle this situation?	Please refer to the answer to Question #245 .
255	AM-06.1	APPENDIX K	Does "defective hardware" refer to machines that are received in an inoperable condition? Are there any other situations that would relate to "defective hardware" under this SLA?	Yes, this SLA refers to any defective or incorrectly delivered hardware.

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#	RFP Page Number	RFP Section Reference	Question	Answer
256	42	Contracting Requirements - Small Diverse Business Certification	If the OEM responds as a Prime Contractor with a SDB as an agent, what counts towards "actual contract spend" with the SDB? Would the entire purchase amount count towards the spend or just the agent fee (ie. the margin received by the SDB)?	<p>If SDB is issuing a PO for purchases of goods and then invoices the Prime for same goods, then SDB will receive full credit for the invoices submitted.</p> <p>If the Prime is the one who is responsible for PO's for goods and the SDB is only receiving a percentage (%) lift/margin, then the SDB only receives credit for the % lift/margin.</p>
257	Tab for Lot 1 and Lot 2	Appendix C Cost Submittal	Can the Commonwealth specify the type of lease that we should price? For example, does the Commonwealth want to retain ownership of the equipment at the end of the lease or trade it in for refreshed technology.	<p>Please refer to Section K, Purchase Option, of Appendix 1 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.</p> <p>As to the type of lease, this will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
258	Section 1 C & D	Appendix L, Service Mgmt Integration Requirements	Can the Commonwealth go into more technical detail regarding the responsibilities of the offeror with respect to transmission or receipt of data for the web service integration referenced in Section C and the integration with monitoring tools in Section D?	Hardware associated with this ITSM solution consist of Virtual MidServer that are maintained and managed by OA/OIT at the EDC on the virtual farm. SNMP monitoring of these devices is the responsibility of OA/OIT.
259	38	Supply Chain Mgmt / Managed Logistics	The Commonwealth has stated that they would like a contractor that can provide staging and storage. There is not a related item in the Cost Proposal for staging and storage. Are we to assume the Commonwealth is looking for this to be offered free of charge? If yes, what kind of expectations does the Commonwealth have in terms of batch delivery? For example, staging 500 units and delivering in 100 unit batches has a very different cost than staging 500 units and delivery in 10 unit batches.	This issue is addressed in Part IV, Section IV-3 of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
260	Lots 1 & 2 Services	Appendix C Cost Submittal	What is meant by the service "Preparation for Shipment"? Is this an add-on service in the case that asset tagging or image deployment are performed offsite?	This service will be procured when an agency requires that the Contractor prepare and pack device(s) for shipment from one Commonwealth location to another. This charge does not apply to the initial delivery of the device.

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#	RFP Page Number	RFP Section Reference	Question	Answer
261	Order Delivery	Appendix K, Service Level Agreements	The Commonwealth has requested a ten (10) delivery timeframe on equipment. Servers and storage that are configured to order can typically take longer than 10 business days to build and deliver depending on the complexity of the system. Can this requirement be waived for Lots 5 and 6?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
262	Order Delivery	Appendix K Service Level Agreements	At various times, manufacturers around the globe experience issues due to shortages in parts supply. While it is very infrequent, it has happened, and if it happens during the term of the contract would the Commonwealth be flexible in the issuance of credits for orders if the communication between the vendor and the Commonwealth on these issues is immediate and consistent?	This type of situation should be planned for by the contractors, but will be addressed on a case by case basis during the term of the contract.
263	Lot 6 All Configurations; row 37 and 68 "Nodes"	Appendix C Cost Submittal	The requirement for "Storage Volume Controllers(SVC)" is a proprietary product offering from only one vendor, this will limit competition. Please update the node requirements to reflect the technical specification that is required.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
264	34 F.	Lot 6—Storage Hardware	This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions. In Appendix C. Cost Submittal Response Template (rev. 12.15.16), tab lot 6 the component requirement are the same and only reflect a Storage Area Network (SAN) solution. In attachment C we do not see technical requirements for a NAS solution, can you please clarify?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
265	Lot 5 All Configurations; row 39 and 61 "Self-Cleansing Capabilities"	Appendix C Cost Submittal	Is Self-Cleansing Capabilities a service that needs to be included in the base price of the hardware?	Yes.
266	Lot 5 Best Value High End Server 1B; row 44 "Flash"	Appendix C Cost Submittal	When referencing “flash adapter” are you using that interchangeably for IO accelerators? NVMe accelerators?	Yes, the item is generic so as not limit to a single vendor or technology.

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#	RFP Page Number	RFP Section Reference	Question	Answer
267	Lot 5 Non-Best Value configs	Appendix C Cost Submittal	You call for “on board SATA” and 100G HDD. What is the purpose of these drives?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
268	Lot 6 Non-Best Value Object Storage	Appendix C Cost Submittal	The storage technology interface requested is fiber channel along with the cables but there is a notation for SCSI and a request for a Network Interface Card. Can you please clarify what you are looking for in this request?	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
269	Lot 5 & 6	Appendix C Cost Submittal	The List Price data entry cell for each of the Configurations is blacked out for the Enhanced and Critical Service Levels, however each service level will require a unique list price, can the state update the template to distinguish separate list prices for each service level? Alternatively, if it is the intent that the pricing in this section only include standard warranty and support after warranty should be included in the Options/Upgrade section please specify as such.	Please provide one representative list price and apply separate discount off lists per service level tier.

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#	RFP Page Number	RFP Section Reference	Question	Answer
270	Lot 5 & 6	Appendix C Cost Submittal	What is the purpose of the “Discount off List for all other Low End Servers/Cells” cells in the Lot 5 Cells, C50 and Cell C56 Lot 6 Cells? If discounts need to apply to all potential non-best value configurations, please specify the technical requirements range for Low, Medium and High End Server ranges.	We would like the Offeror to be explicit in terms of the overall discount off list that is applied to the potential non-best value configurations. This discount off list should be representative of the discounts applied to each corresponding service tier. The technical requirements are specified in each “Component” and associated “Minimum Requirements.”
271	Lot 5 & 6	Appendix C Cost Submittal	How many years’ post warranty service is required? Please confirm (4) years of support is required for all products.	4 years are the minimum years of support required for all products. We will allow up to 60 months however.
272	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you provide the location(s) where the equipment is to be in production?	In Commonwealth-owned or Commonwealth-managed locations.
273	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	If offsite hosting of the equipment and services is allowable, are there locations restrictions? If so, please list.	Offsite hosting is beyond the scope for this RFP

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#	RFP Page Number	RFP Section Reference	Question	Answer
274	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	In a consumption model, can you provide the starting capacity in storage and servers you require, and expected growth for the next 4 years.	This information is not available at this time.
275	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you please specify the length of the procurement contract? Minimum years and any extensions.	The term of the contract(s) will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. The Commonwealth may renew any of the contracts for up to two (2) additional years.
276	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Does the State have specific software or OS requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
277	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	For a consumption model, does the State allow the use of offsite Administration or does the State need any assistance with administering the storage and server environment.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
278	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Initial workloads? Is there legacy equipment HPE – Financial Services could buy back and remove ongoing maintenance cost.	This is dependent upon the contract under which the legacy equipment was procured.
279	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How is Demand Management integrated with Capacity Management to ensure that capacity is adjusted in accordance with demand forecasts and patterns?	The Commonwealth expects the Offeror to propose pricing models that include demand and capacity management.
280	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Is there a formal capacity plan produced yearly, that incorporates Business forecasts and requirements?	The Commonwealth does not have this information at this time.
281	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the average hardware utilization rate before you have to order new hardware?	New hardware is ordered to replace end-of-life hardware and the implementation of new applications/projects.
282	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is your desired infrastructure state? (Hybrid private/public?) Is infrastructure shared/optimized across projects and business?	This question has no bearing on an Offeror’s response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
283	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the typical provisioning lifecycle, from concept/requirements to full scale production deployment?	This can vary project to project and agency to agency.
284	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How are you dealing with increasing IT demands while trying to mitigate risks and cut costs? If the infrastructure is over-provisioned, how much extra capacity (%) do you typically add?	This can vary project to project and agency to agency.
285	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How does IT demonstrate their value to the business in terms that the business understands?	This question has no bearing on an Offeror's response to this RFP.
286	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever experienced a sudden, sustained and unexpected surge in IT services?	This question has no bearing on an Offeror's response to this RFP.
287	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever "run out" of IT Infrastructure capacity, or got so close to 100% processing/storage capacity that you've had to take urgent action, e.g. rent temporary capacity or request urgent approvals?	No, the Commonwealth has not experienced this.

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#	RFP Page Number	RFP Section Reference	Question	Answer
288	29	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	In order to qualify as an Small Diverse Business, a business must first qualify as a Small Business. A Small Diverse Business is, by definition, a Small Business. A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. Please refer to RFP Part I, Section I-13 of RFP 6100039046.
289	20	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	Please refer to the answer to Question #288 . A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. A Small Diverse Business by definition is an Small Business. However, an Small Diverse Business receives a higher percentage of points than an Small Business in scoring. Please refer to the scoring formula in RFP 6100039046 Part III, Section III-4C5.

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#	RFP Page Number	RFP Section Reference	Question	Answer
290	4	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after January 27, 2017?	The Commonwealth cannot determine a timeframe at this time since we are not sure how many proposals will be received for this procurement.
291	35	Requirements IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	That would satisfy the requirement for (3) years of experience working with public sector clients. Please note this is not a mandatory requirement, this is a preference and will be evaluated as part of the vendor proposal.
292	35	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
293	Lot 6 SAN switches	Appendix C Cost Submittal	Redundant SAN switches to initially support 20 connections (16 connections to 8 servers, and 4 connections to 1 storage array). Expansion capability to 64 ports was requested. Will the expansion ports be for servers, storage, or both?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
294	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Does the Commonwealth of PA want separate block and object storage devices, or do they anticipate running mixed block and object storage environments on the same storage devices?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
295	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the total usable space requested. The best value arrays were requested with capacities of 4 TB (RAID5), and the non-best value arrays were requested with capacities of 2 TB (RAID5). Are these usable or raw capacities? Are the 4 TB and 2 TB capacities per controller or per array? 1 PB total usable storage was also specified. Please clarify how the specifications calculate to 1 PB.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
296	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Initial arrays were requested with 4 TB and 2 TB capacities, with anticipated quantities of 25 over the 3-year contract. Does the Commonwealth of PA anticipate storage additions to the initial array(s), or 25 separate arrays? If 25 separate arrays, will these reside in the same data center, and will they replicate to each other? If separate arrays will reside in separate data centers, how far apart will these be?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
297	Lot 6 Non-best value object storage arrays	Appendix C Cost Submittal	The non-best value object storage array mentions FC, iSCSI, and IP-based, but the switches requested are to support 4 Gb/sec, which would be FC. Please clarify if the Commonwealth of PA looking for iSCSI, FC, or FCoE storage, and what switch technology.	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
298	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What types of IT administrative servers will be in use? Physical servers, or virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
299	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What server environment(s) will be deployed? Physical servers? Virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Server environments may include, but are not limited to, DEV, CIT, TRG, TFP, UAT, & PROD. Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
300	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What percentage of your current storage is a) Dell, b) EMC, c) HDS (Hitachi), d) HPE, e) IBM, f) NetApp, and g) Nimble?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
301	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What self-cleaning technology is in use today on a) servers, b) desktops, c) laptops, d) tablets, and e) storage?	Please review the Commonwealth’s ITP SEC-015, Data Cleansing Policy, for more information on the broader spectrum of Self-Cleansing requirements.
302	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Best Value Storage compared to Best Value Block Storage and Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
303	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Non-Best Value Storage compared to Non-Best Value Block Storage and Non-Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
304	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	The RFQ specifies "8 Storage Volume Controllers(SVC) nodes, configured in two (2) node clusters providing four (4) I/O Groups." This requirement is specific to old technology IBM storage. Is the intent of Lot 6 of this RFQ to essentially lock out other vendors (OEMs)? If not, then the specifications of Lot 6 need to be rewritten to encompass more modern storage offerings from all eligible vendors (HPE Dell, EMC, HDS, IBM, NetApp, and Nimble).	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
305	Lot 5 & 6 Services - Options - Monitors	Appendix C Cost Submittal	Please clarify the following service: "Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)." Does this refer to returning failed disks (with keep your disk support) to the Commonwealth of PA's warehouse, via a shipping or courier service?	This service refers to the shipment of decommissioned devices from the agency to the DGS Surplus Warehouse by the Contractor.
306	Lot 5 Best and Non Best Value Configuration s	Appendix C Cost Submittal	Although we have read the reference document, we would like further clarification on what is meant about "Self-Cleansing Lot 5 Capabilities".	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.

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#	RFP Page Number	RFP Section Reference	Question	Answer
307	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittals	It has been noted that the configurations are based on years old technology. Would you prefer that we quote refurbished in order to meet the specifications? If not, we will need better guidance on what your needs are so that all bids will still be comparable.	The requirements are for new equipment. Please provide proposals that meet the Commonwealth's minimum requirements as stated in Appendix C. In the adjacent columns, please provide your suggested enhanced specs in the corresponding "Actual Spec Proposed, if higher" column.
308	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittals	Could you clarify what your goal is for "Non Best Value Configurations"?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
309	Lot 5 Services - Options - Monitors	Appendix C Cost Submittals	You mentioned "Image Deployment "but most servers were configured with no OS. Can you clarify what OS and deployment options you require?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
310	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You included "Hard Drive Removal" in this section but specified "Keep Your Hard Drive" in the configurations. Can you clarify?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
311	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades" you include options that depend on the individual specification/configuration. How would you like that to be noted?	Please provide the respective individual specification/configuration in the associated "Notes, if any" column or in the "Additional Options" section at the bottom of the "Services – Options – Upgrades" section.
312	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades", what do you mean by "HBA requirement"? Above, you specified 2 different type of HBAs.	Offerors should respond with the HBA's that it can provide.
313	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	For "Disk Wipe", do you have a preferred method?	Please refer to the information provided in ITP SEC-015.

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#	RFP Page Number	RFP Section Reference	Question	Answer
314	LOT 5	Appendix C Cost Submittal	Since an emerging cost effective technology for servers is the modular or blade server implementation, would it not behoove the Commonwealth to add a modular configuration to the pricing analysis? This would provide a more accurate assessment to the Commonwealth of future costs. It would greatly enhance our thought process in truly understanding your virtualized environment today and how we can shape its tomorrow for the commonwealth. Alternately, could a separate or 'sub lot' be added for this technology?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
315	36	IV-3. A.2.i	To increase competition with qualified OEMs, will the Commonwealth consider revising their choice for Gartner's Magic Quadrant for Modular Servers to include more current version(s) from 2016?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
316	Tab Lot (all)	Appendix H Technical Submittal	Does the state want references to highlight the qualifications of the OEM, the offeror or both?	The qualifications should focus on the Offeror's ability to provide the OEMs products and services.
317		RFP	How does this contract differ from COSTARS contract 3	The awarded contracts are for Commonwealth agencies to utilize. COSTARS contracts are not available for use by commonwealth agencies.

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#	RFP Page Number	RFP Section Reference	Question	Answer
318		RFP	What agencies would procure product from this contract that cannot purchase off COSTARS? Why would an agency utilize one over the other?	Please refer the answer to Question #317 .
319	8	I-12	The RFP states "Offerors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive". Does the Commonwealth want two CD-ROMs or Flash drives with one copy on each?	Yes.
320	Lines 13-16; Lines 17-20 SLA ID AM-04.1 and SLA ID AM-04.2	Appendix K. SLAs	These SLAs appear to be created for OEMs selling direct. As a reseller of the equipment, we cannot control certain aspects of the requirements listed in these SLAs. Will the Commonwealth consider revising these requirements to accommodate resellers wishing to bid?	No.
321	5	I-5. Type of Contract	According to the RFP, "It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in Appendix A." Does the firm, fixed price refer to both product procurement and services contracts?	Yes.

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#	RFP Page Number	RFP Section Reference	Question	Answer
322	Lot 5 Configurations	Appendix C Cost Submittal	<p>Will the Commonwealth provide more specific requirements within the configurations? For instance, within the functional parameters alone, there are multiple options (blades vs. rack-mount, 1u vs. 2U, centralized vs. distributed vs. shared infrastructure, highly-densed drives v.s highly-densed CPU, L1 vs. L2 vs L3. for caching, SLC v.s MLC vs. TLC for SSD, 10k vs. 15k vs. SATA/NS-SAS for HDD, etc.). In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.</p>	<p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
323	Lot 6 Configuration s	Appendix C Cost Submittal s	Will the Commonwealth provide more specific requirements within the configurations? For instance, in regard to converged vs. hyperconverged infrastructure, along with software-defined storage, there are open-ended hardware parameters within the spreadsheet. For instance, for the Intel Xeon E3-1220 - is the Commonwealth referring to Broadwell or Hashwell? For RAM, are you referring to LRDIMM or RDIMM? Each has a different capacity and each supports different processor models, and different servers support different processor cores/model. In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
324	Lot 6 Configuration s	Appendix C Cost Submittal s	How does the Commonwealth plan on addressing backup and recovery since it is not called out as a specification?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section.
325	Lot 6 Configuration s	Appendix C Cost Submittal s	How does the Commonwealth plan on addressing a Converged/Hyperconverged infrastructure, as it is not called out in the specifications?	Please refer to the answer to Question #2 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
326	Lots 5 and 6 Consumption Based Pricing	Appendix C Cost Submittal	In regard to the consumption model cost request, does the Commonwealth want to see pricing offered for different classifications of storage (for instance, slow = .01 fast = .05 and super-fast = .10 or some delineation of class of storage)?	The Commonwealth will review responses based on options provided.
327	Lots 5 and 6	Appendix C Cost Submittal	Will the Commonwealth allow bidders to show price deviation methods (meaning, the price can increase or decrease depending on the amount consumed by the Commonwealth)?	This is based on the pricing model proposed by the Offeror.
328	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "yes", against what mean average will each bidder be considered?	This is based on the pricing model proposed by the Offeror.
329	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "no", how does the Commonwealth account for usage driving their cost up or down?	This is based on the pricing model proposed by the Offeror.
330	Lots 5 and 6	Appendix C Cost Submittal	Is the Commonwealth asking the bidder to build the consumption model that will be used?	Yes, please provide the proposed Consumption Based Model pricing that would best accommodate the Commonwealth's Server/Storage needs.
331	36-37	IV-3. Requirement	Will the Commonwealth consider use of the 2016 Gartner's Magic Quadrant as a guide in choosing an OEM?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
332	Lot 5	Appendix C Cost Submittal	Are bidders required to put arrays in multiple sites?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
333	Lot 5 Configuration	Appendix C Cost Submittal	Does the Commonwealth desire to see pricing on a per workload basis versus physical server, number of cores or virtual machines?	Pricing is based on the physical server. All other pricing options should be included in the "Options" section.
334	A.	Appendix L - Service Management Integration Requirements	Per A. a., "a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*." What is the Commonwealth's current integration model, data model, and error handling methodology for the ITSM system?	Please refer to the answer to Question Number #91 .
335	Lot 6 Consumption Based Pricing	Appendix C Cost Submittal	Will the Commonwealth provide their current storage utilization information, as well as expected growth over the next 5 years?	This information is not available at this time.
336	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide performance criteria? E.g. 2ms response times for block storage, 5ms for file storage and 10ms for object storage.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
337	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide availability requirements? E.g. 99%, 99.99% or 99.999% uptime requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
338	Lot 6 Line 33	Appendix C Cost Submittal	Do you want a total of 20 ports in the bid response or 20 ports per switch?	The minimum is 20 ports.
339	Lot 6 Lines 25, 33, 34	Appendix C Cost Submittal	The term “GB” is used – what does this mean (Gigabyte, Gigabit, something else)?	The term GB refer to “Gigabyte.”
340	Lot 6 Line 34	Appendix C Cost Submittal	How many switches do you want in the bid response – 1 or 2?	There is a minimum of 20 ports, regardless of the number of switches.
341	Lot 6 Line 35	Appendix C Cost Submittal	Why are you asking storage vendors to bid HBA’s. We think this belongs in the server lot	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
342	Lot 6 Lines 37, 38	Appendix C Cost Submittal	The term “SVC” is used. What does this mean? IBM’s virtualization engine? If we are not using IBM as our OEM supplier, how do we bid SVC? We were told we have to stay within one OEM’s product line.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
343	Lot 6 Line 40	Appendix C Cost Submittal	Are you asking us to include in our bid a 64 port switch with 20 SFP in it?	The requirement is for the switch(es) to be scalable to 64 ports.
344	Lot 6 Line 41	Appendix C Cost Submittal	The newer 16Gb and 32Gb FC specs, do not allow for arbitrated loop. Only 8Gb specs and lower provided for AL support. 8Gb optic support in newer switches is unavailable or very limited and may not meet port count/scalability specifications. Is this acceptable?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
345	Lot 6 Line 44	Appendix C Cost Submittal	“Ability to support 146GB... drives”. Is support for 146GB drives a requirement? Newer storage subsystems support a 300GB minimum size for 15K and 10K SAS drives.	146GB is the minimum. Offerors may quote any drive that exceeds these specifications.
346	Lot 6 Lines 47, 48	Appendix C Cost Submittal	How will “Scalability” and “Reliability” be measured?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
347	Lot 6 Line 115	Appendix C Cost Submittal	“SCSI” is assume to mean “iSCSI”. Is this a correct assumption?	Yes, that is correct.

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#	RFP Page Number	RFP Section Reference	Question	Answer
348	Lot 6 General	Appendix C Cost Submittal	There are a number of specs/minimum requirements that call out 4GB (vs Gb, we assume gigabit?). Is support for 4Gb HW required? Newer storage subsystems support 8Gb HW and up. However, 8Gb HW can support 4Gb speeds. This is specifically critical in responding to line 112, as it requests for “4GB” Storage Controller FC interface upgrade costs. Our vendor partners no longer support 4Gb HW.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
349	Lot 6 General	Appendix C Cost Submittal	What is self-cleansing technology? Can you provide an example?	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
350	Lot 6 General	Appendix C Cost Submittal	Do we include racks in our bid response or are you providing standard racks?	Offerors may propose racks as an option.
351	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth is asking for MFD pricing separately but it has placed an MFD in the Market basket. Would the Commonwealth consider removing that item (J7X28A#BGJ) from the Market Basket?	Yes, the Commonwealth will replace and remove this item from the Market Basket.

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#	RFP Page Number	RFP Section Reference	Question	Answer
352	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth has publicly stated that it wants to do away with Desktop/single function printing. Would the Commonwealth consider removing from the Market Basket the single function printers part #s CN550A#B1H and E6B69A#BGJ?	Yes, the Commonwealth will replace and remove these items from the Market Basket.
353	Lot 3 Market Basket	Appendix C Cost Submittal	Schneider and APC are the same company. Will the Commonwealth make any adjustments here?	Yes, the Commonwealth will make the consolidation of both listed companies under APC.
354	33-36	Part IV	Will the Commonwealth re-consider allowing "Offerors" to submit a bid for more than one manufacturer where stated only one is permissible?	No.
355	Defective Hardware Replacement SLA ID 06.1	Appendix K. SLAs	Will the Commonwealth detail the time frame in which a product is considered defective?	Please refer to Section 12, <i>Acceptance</i> , of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.
356	All	Appendix K. SLAs	Can any or all of the SLAs be waived if so noted on the PO?	Yes, if noted in the purchase order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
357	34	Section C	Will the Commonwealth explain the role of the back-up awardee?	The role of the back-up awardee is to ensure full coverage of IT peripheral devices in a case where the best value provider does not have access to a product requested by the commonwealth.
358	8 Section 19	Appendix A	Presently invoices are submitted to one address. Is the statement below the intention moving forward? Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.	Invoices will still be submitted to one address but separate billing accounts must be established by the contractor so invoicing is submitted to the correct agency.
359	3	Section 6	P-Cards taken via the telephone exposes the Commonwealth to a high risk of fraudulent orders. Will the Commonwealth entertain a more secure way to process P-Cards?	The prefer method of acceptance is over the phone. The commonwealth will review additional options of P-Card acceptance with the awarded Offeror(s)

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#	RFP Page Number	RFP Section Reference	Question	Answer
360	Lot 2 - Rugged Devices	Appendix C Cost Submittal	In regard to the Hard Drive requirements for the rugged laptops, is the Commonwealth of PA looking for an HDD or SSD option? Is there a preference? Would either option be considered?	The Commonwealth prefers a Solid-State Drive; however, a hard disk drive is acceptable.
361	Services	Appendix C Cost Submittal	Custom integration (<i>imaging/asset tagging/BIOS</i>) adds time to the manufacturing process. How many additional days are acceptable for customized orders?	Additional time will be addressed between the Contractor and the agency if a change occurs after the start of integration.
362	SLA ID - AM-04.1	Appendix K. SLAs	Referencing the 10 Day SLA for product order to ship...is there a possibility this 10 day can/ will apply to only the base unit configuration without customization of upgrade options?	Applies to all units.
363	Lot 1, Desktops	Appendix C Cost Submittal	Since all microprocessors are not created equal, we believe using a generic parameter like clock speed could lead to disappointing performance, and therefore may not be in the best interest of the State. Would the Commonwealth consider adding Intel processors as a requirement, and that the Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered?	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.
364	Lot 1, Desktops	Appendix C Cost Submittal	The Commonwealth is requesting 1 DVI port on the desktop. Would you accept a DisplayPort as an acceptable option?	Yes, a DisplayPort would be an acceptable option. If a replacement, then an adaptor to DVI must be included.

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#	RFP Page Number	RFP Section Reference	Question	Answer
365	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth has standardized on Windows 10. Is the Win7 downgrade still required?	At this time, Windows 10 Pro will be accepted with the Windows 7 downgrade. The agencies then have the ability to reimagine with Windows 10 Enterprise and will provide the licensing information at the time of the purchase.
366	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with A/C wireless standard. Is this acceptable?	Yes, A/C wireless is acceptable.
367	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with Bluetooth v4.x. Is this acceptable?	Yes, so long as it meets or exceeds minimum requirements set forth in the specifications.
368	Lot 1, Laptops	Appendix C Cost Submittal	An optical USB mouse with scroll is listed as standard. Please confirm this is correct and required to ship with each laptop ordered.	Yes, it is correct and is required to ship with each laptop ordered unless otherwise identified in the SOW or Purchase Order.
369	Lot 2, Non-Traditional Desktops	Appendix C Cost Submittal	Are these meant to be Workstations?	The definition of Non-Traditional Desktop includes zero client and thin client.
370	Lot 5 & 6 Servers and Storage	Appendix C Cost Submittal	Under the Universal Options section can you please clarify the "Preparation for Shipment"	Please refer to the answer to Question #260 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
371	Lots 1, 2, and 4	Appendix C Cost Submittal	<p>In Appendix C, the term of the lease requested for Lots 1,2, and 4 is four years. However, more detail is needed to ensure all parties are quoting the same. There are three aspects that need clarification: lease type, payment frequency, and payment timing. Please advise on the following:</p> <p>1) Lease Type: Is this a Fair Market Value lease? 2) Payment Frequency: Are payments to be monthly, quarterly, or annually? 3) Payment Timing: In arrears or in advance?</p>	<p>1) Lease Type: Fair Market Value. 2) Payment Frequency: Annual. 3) Payment Timing: In advance following initial invoice.</p>
372	38	IV-3.B.5	<p>The Services section of the RFP reads that “The Contractor must honor all quotes for at least ninety (90) days.” Is this 90-day validity period also to be considered the validity period of lease rate quotes in Appendix C? Since leasing rates by nature are not able to be held for extended periods of time, we need to understand the validity period expected.</p>	No, it is not.

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#	RFP Page Number	RFP Section Reference	Question	Answer
373	36	IV-3. A (5) (i)	<p><u>Lot #5 Requirement:</u> "Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Magic Quadrant for Modular Servers - May 2015 will be considered for this lot: (a) Dell, (b) HP, and (c) Lenovo."</p> <p>If the Commonwealth wishes to limit offerors to provide Gartner "Magic Quadrant" leading solutions, please update the RFP to refer to the most current May, 2016 Gartner Magic Quadrant report found at: https://www.gartner.com/doc/reprints?id=1-2EEWKHH&ct=150504.</p> <p>[The current RFP qualification is based on an out-of-date market analysis which has been superseded by Gartner's most current "Magic Quadrant for Modular Servers" dated May 2016. The use of an out-of-date industry analysis artificially creates an exclusionary specification and an unlevel playing field among otherwise qualified offerors.]</p>	<p>This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
374	34	IV-2 (E) (1) & Appendix H Technical Submittal Response Template and Appendix C Cost Worksheet	<p><u>Lot #5 Requirement:</u> "(1) The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the "Best Value OEM" for Lot 5."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot 5.</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical standards have been included which would support a "best value" evaluation of the Lot #5 technologies.</p>	<p>a. Appendix H: The Commonwealth evaluate the products from a technical perspective.</p> <p>b. Appendix C: You are correct, costs will be evaluated based on the standard specifications provided.</p> <p>c. Technical standards are based on the specifications listed in Appendix C.</p>

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375	36	IV-3. A (3) and Cost Submittal	<p>Lot #3 Requirement: "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>How were the named vendors determined that appear on Appendix C?</u></p> <p>a. The title, “Top Manufacturers” does not appear to relate to technical industry solution rankings in each category, but rather solely to existing Commonwealth suppliers/historical spend.</p> <p>b. This constitutes an exclusionary spec which effectively limits competition to existing Commonwealth suppliers who appear as the a single manufacturer brand per solution category in Appendix C, e.g.,</p> <p>i. in the category of “Communications/Conferencing”, Appendix C essentially names only Microsoft/Polycom as named communications suppliers.</p> <p>ii. Other industry leading OEM brands currently in the embedded base are completely missing from Appendix C, e.g., the global market leader for video endpoints have been excluded from the named brand list.</p>	<p>a. Correct.</p> <p>b. The devices identified are strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.</p> <p>c. The addition of the total line items values of the OEMs products purchased through the current IT peripheral contracts.</p>
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Questions & Answers
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			c. How was the historical spend calculated for each named brand? i. E.g., what was the method for determining historical average? ii. Other OEM manufacturers representing higher Commonwealth spend than those listed in Appendix C have been excluded.	

Questions & Answers
RFP 6100039046
Information Technology Hardware

376	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>This is a "best value" bid. However, the scoring criteria appears based solely criteria which favors the existing Commonwealth manufacturers.</u></p> <p>a. While non-named manufacturers can be included under the umbrella post award via the "maximum" mark-up, please explain how a fair best value comparison can be conducted across the "non-named brands" since there is no comparable data provided for analysis, and the data provided is not standardized across providers?</p> <p>b. The bid encompasses a broad scope of technology solutions each of which should be evaluated by technology-specific performance/cost criteria. Some of these lend themselves to a purely cost based analysis, e.g., power supplies, printers, cameras, scanners. However, other more complex technologies, e.g., Communications, Video Conferencing, require "best value" evaluation of technical specifications to ensure equal comparison before determining resulting costs. This RFP contains no technology specifications for evaluation of the proposed</p>	<p>a. Using historical spend, the Commonwealth wanted to capture the manufacturers that represented the majority of that spend, with a designated maximum markup for any other manufacturer that is not mentioned.</p> <p>b. Please provide additional proposed technologies in Appendix H: Technical Submittal.</p> <p>c. No, this will continue to be procured as one Lot in the best interest of the Commonwealth.</p>
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Questions & Answers
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>technologies, particularly in the categories of "video conferencing" and "communications".</p> <p>c. Would the Commonwealth consider separating these into different lots or solicitations?</p>	
377	33	IV-2, C (2) (ii)	<p>Lot #3 Requirement: Please define what "Communications" means and includes in the context of Lot #3 - IT Peripherals in this RFP, e.g., does "communications" include wireless access points? IP Phones? Video Conferencing endpoints?</p>	<p>A communication device is a hardware device capable of transmitting an analog or digital signal over the telephone, other communication wire, or wirelessly. Yes. Yes.</p>

Questions & Answers
RFP 6100039046
Information Technology Hardware

378	33	<p>IV-2 . C [1) and Appendix H Technical Submittal Response Template</p>	<p>Lot #3 Requirement: "(1) The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option. Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot # 3</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical or price standards have been included which would support beyond the warranty for the remainder of the contract term.</p> <p>d. Pricing does not consider or include support/subscription maintenance (the all in cost of ownership) of the brand/technology solutions bid in any lot.</p>	<p>Based on the cumulative Technical, Cost, and SDB / SB scores, the Commonwealth will ultimately make a decision on deeming an Offeror "Primary" and an Offeror "Secondary" to fulfill their required needs</p>
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Questions & Answers
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
379	Row 21 Volume Capability Speed	Appendix C Cost Submittal	Can the Commonwealth define functional concurrency and the features that it relates to?	Functional concurrency refers to the device being able to print, process print jobs, scan to email and faxing simultaneously.
380	Row 61 Digital Output	Appendix C Cost Submittal	Can the Commonwealth clarify how and why TIFF 6.0 is being used vs other TIFF formats? Would the Commonwealth remove the requirement for devices to support TIFF 6.0 ?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
381	Lot 6	Appendix C Cost Submittal	What is the Commonwealth's desired approach specific to object and file storage?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.

Date: January 23, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 8

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

1. PA IT Hardware RFP rev. (1.23.17) – Updated Section I-29 COSTARS PROGRAM
2. Appendix F, COSTARS Program Election Form rev. (1.23.17)

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

APPENDIX F

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500, or \$500 for a Department of General Services Self-Certified Small Business, or \$166 for a Department of General Services-verified Small Diverse Business) at the beginning of each contract year and upon each contract renewal date.

If you are a Department of General Services Self-Certified Small Business or Department of General Services-verified Small Diverse Business, you must submit a copy of your active Small Business Contracting Program certificate with your bid response.

Corporate or Legal Entity Name

Signature/Date

Printed Name/Title

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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APPENDIX S, LEASE ACCEPTANCE CERTIFICATE

APPENDIX T, OCI SUPPLIER PUNCH OUT OVERVIEW

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Friday, February 10, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Teamplate (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for each Lot on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope); and
- (8) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities forms (Appendix I)**, if applicable (Technical Submittal envelope).
- (9) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each OEM the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal

prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from:

<http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. **Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
- (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.

- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then

it shall submit along with its proposal a written explanation of why it cannot make such certification.

- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror which is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror which submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.
- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.
- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any

additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members.

DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A "local public procurement unit" is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the *Commonwealth Procurement Code*. However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible

for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

(1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of

General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the proposal submittal.

- (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.

F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.

- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.

- (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:

- (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.

- (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.

- (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.

- (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for

any purpose whatsoever from the date of Contract termination forward.

- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
- (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:
<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.

- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:

- (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
- (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
- (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

I-31. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

- A. **General.** A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.

B. Additional Terms.

- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
- (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
- (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
- (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

C. Prices.

- (1) **Price adjustment.** For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30.**
- (2) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

- D. Usage Reports on External Procurement Activities.** The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer

for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

- E. **Electronic Copy of Participating Addendum.** The Contractor, upon request of the Contracting Officer, shall submit **one** (1) electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on the **Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal**.
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form. At minimum, the Letter of Intent must include the following:
 - (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or

Small Business (Offerors may use the historical data to establish an estimated dollar value); and

- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation (SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

Small Diverse Business and Small Business Raw Score =

$$200 (SDB\% + (1/3 * SB \%))$$

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M)**
– The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single Original Equipment Manufacturer (OEM) for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500K), Rugged Devices (\$1M) and Non-Traditional Desktops (\$150K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

- (4) All hard drives that exist are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend)—IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
- (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend)—Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic – Two (2)-Day** On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical** – Mission-critical response with **four (4)-hour** on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend)—IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:

- (i) **Basic – Two (2)-Day On-site parts and/or labor dispatch**—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
- (ii) **Enhanced** – Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical** – Mission-critical response with **four (4)-hour on-site parts and/or labor on-site support**, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only original equipment manufacturers (OEMs) or certified resellers of brands listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks - November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include e a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only OEM or certified resellers of OEM will be considered for this lot.
- (ii) Offeror must provide devices with self-cleansing technology in order to meet the Commonwealth’s data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy* http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers - May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.

- (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM's full server product line.
 - (iii) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
 - (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
 - (v) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
 - (vi) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide devices with self-cleansing technology in order to meet the Commonwealth's data security needs.
 - (a) Please refer to ITP SEC-015, *Data Cleansing Policy*: http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for

up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the devices procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (ii) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (iii) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
 - (iv) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
 - (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis within **one (1) week** of the availability change; and
 - 2) on a permanent basis no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. In the event that a staff person is removed from the contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.
- (6) **Secure E-procurement Portal (Lot applicable):**
- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure E-procurement Portal

personalized for the Commonwealth of Pennsylvania which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T. OCI Supplier Punch Out Overview** for more information.

- (ii) The secure e-procurement site must have the capability to generate daily reports that reflect all the items ordered by Agency/Bureau for any given time frame throughout the term of the contract. The secure e-procurement site must also allow for adhoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to, Manufacturer, Product Name, Part Number or SKU, Purchase Order Number, and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement site must allow agency users the ability to print a quote directly from the shopping cart to attach to the agency PO.

C. **Optional Services.**

- (1) Contractors should provide a quote for warranties and Services, when requested by the Commonwealth, at any time during the term of the contract. Standalone orders for warranties and maintenance made during the term of the contract may extend up to **four (4) years** past the expiration date of the contract.
- (2) The Commonwealth will develop a statement of work (“SOW”) for each Services order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth’s discretion. Separate pricing must be provided for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.** The Contractor must, at a minimum:
 - (a) Assign a project manager to every installation.
 - (b) Work with agency to develop a schedule to deliver equipment at the employees’ desks.
 - (c) Provide status reports of installations completed, installations outstanding, and issues.
 - (d) Unpack equipment.

- (e) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external devices to computer.
 - (f) Power on the System.
 - (g) If pre-imaged system, verify that the system comes up to the login screen and run agency-provided restore script(s) after login.
 - (h) If non-imaged system, verify that OS boots.
 - (i) If requested by the Commonwealth, remove all packing materials and boxes from the site within one week after the installation has been completed.
- (ii) **Asset Tagging (Onsite & Offsite).** The Contractor must, at a minimum:
- (a) The Contractor must affix an Identification Tag Number and Commonwealth Agency inventory asset tag to all new devices procured.
 - (b) The Identification Tag Number must be readable from WMI (Windows Management Instrumentation), if applicable.
 - (c) Each Identification Tag must be located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls.
 - (d) Identification numbers, serial numbers, Commonwealth Agency inventory asset tag numbers, and associated equipment identification information must be provided to the Commonwealth Agency in an electronic format, which can be incorporated into existing Equipment Databases. The Commonwealth Agency will provide database formats to be used by the Contractor.
 - (e) The Contractor must provide the Identification numbers, serial numbers, Commonwealth Agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth.
 - (f) It will be determined at the time of purchase if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).** The Contractor must, at a minimum:
- (a) The Contractor and the Agency will determine the format of the image delivered.
 - (b) The Contractor must deploy the image specified by the purchasing agency on each computing device.
 - (c) If an Agency requires images, the Contractor must accept and store the images provided.
 - (d) The Contractor must certify the images for use with the proposed hardware and provide test unit to Agency for final verification.

- (e) The Contractor will perform this service off-site unless otherwise identified in the SOW.
- (f) It will be determined at the time of purchase if the service will be performed onsite or offsite.
- (iv) **Bundle—Install, Image Deployment, Tag.**
 - (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.** The Contractor must, at a minimum:
 - (a) The Contractor may transfer data using the CWOPA network, a crossover cable, or an external hard drive that is property of the Commonwealth.
 - (b) The Contractor must also copy all local Outlook folders.
 - (c) The Contractor must copy this data onto the new system which has already been imaged.
 - (d) The Contractor must copy all local outlook folders.
 - (e) The Contractor must disconnect all systems.
 - (f) The Contractor must not retain any data associated with the data transfer.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
 - (a) The Contractor must fully prepare and pack the device ready for delivery and shipment.
- (vii) **Hard Drive Removal.** The Contractor must, at a minimum:
 - (a) The Contractor must arrive at the Commonwealth designated location at the time scheduled with the agency to uninstall and fully remove the hard drive in question.
 - (b) The Commonwealth may choose to keep the removed hard drive and provide delivery location of removed hard drive.
 - (c) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015.
 - (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth:
 - (e) The Commonwealth may keep the defective or leased hard drive.
 - (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) The Contractor must uninstall, pack, and pick up the equipment from the agency at the time scheduled with the agency.
 - (b) The Contractor must arrive at the Commonwealth-designated location at the time scheduled with the agency.

- (c) The Contractor must cleanse the device in the equipment as detailed in Commonwealth ITB SEC015 at its current location and provide proof of the disk wipe to the agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) The Contractor must uninstall, pack, and pick up the equipment from the agency at the time scheduled with the agency.
 - (b) The Contractor must cleanse the device as detailed in Commonwealth ITB SEC015 at its current location and provide proof of the disk wipe to the agency.
 - (c) The Contractor must return the equipment at the time and location specified by the agency.
- (x) **Relocation within 25 Miles.** The Contractor must, at a minimum:
 - (a) The Contractor must provide relocation of devices within the same building or within a 25 mile radius.
 - (b) The Contractor must unpack and reinstall the devices at the new designated desk. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.** The Contractor must, at a minimum:
 - (a) The Contractor must provide relocation of devices beyond a 25 mile radius.
 - (b) The Contractor must unpack and reinstall the devices at the new designated desk. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth.
- (xii) **Device Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
 - (a) The Contractor must deliver the packed devices to the DGS warehouse located at:
DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to SRM purchase orders, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance* of **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.**

E. Quote Requirements.

- (1) All quotes must comply with the following and be pre-approved by the Commonwealth at the outset of the contract.
 - (i) At a minimum, all quotes shall include: contract number, manufacturer contract number (if applicable), service period (if applicable), manufacturer product ID, manufacturer product title, line item descriptions, list price so the Commonwealth can verify discounts on quotes, expected delivery date and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. Volume Orders:

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. Service Level Agreements. The Contractor must meet the SLAs as described in **Appendix K, Service Level Agreements.**

H. Standard Configuration Reviews.

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. Quarterly Business Reviews. The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the contractor will be kept confidential by the Commonwealth. The objective of the above meeting is to reach a mutual agreement on product replacement during the life of the contract. Additionally, any pending changes that

will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

- J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template**.
- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the purchasing agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased including the manufacturer, product description/base configuration details, manufacturer part number and any additional upgrades purchased, and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided as well as the base configuration cost as well as the cost and quantity of any upgrades purchased. Please include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information, Equipment Information, Maintenance/Services Information and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities, achievements, challenges, and Contractor's recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K**,

Service Level Agreements. The format of the report must be approved by the Commonwealth before ordering can commence.

- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:

1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 4. Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor

Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: January 26, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 9

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- PA IT Hardware RFP rev. (1.26.17). Revised Section I-12. A and added Section II.8. Iran Free Procurement Certification and Disclosure. Revised Section IV-3. C. (v, vi, vii, ix, x, xi)
- Appendix C, Cost Submittal Response Template rev. (1.26.17) - Removed the TAA (Trade Agreements Act) Compliant Component.
- Appendix U, Iran Free Procurement Certification Form has been added.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Item	Description

Lot 6 - Storage - Best Value Configurations

Item	Description	Quantity	Unit	Price	Total Price

Item	Description	Quantity	Unit	Price	Total Price

Item	Description	Quantity	Unit	Price	Total Price

Lot 6 - Storage - Non Best Value Configurations

Item	Description	Quantity	Unit	Price	Total Price

Item	Description	Quantity	Unit	Price	Total Price

Item	Description	Quantity	Unit	Price	Total Price

Lot 6 - Services - Options - Upgrades

Item	Description	Quantity	Unit	Price	Total Price

Lot 6 - Accessibility Needs

Item	Description	Quantity	Unit	Price	Total Price

Lot 6 - Consumption Based Pricing

Item	Description	Quantity	Unit	Price	Total Price

IRAN FREE PROCUREMENT CERTIFICATION FORM

(Pennsylvania’s Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the Procurement Code **and** is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS **and** is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

OPTION #2 – EXEMPTION

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Friday, February 10, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Template (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for each Lot on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope);
- (8) **One (1) paper copy** of the Offeror's **Iran Free Procurement Certification Form (Appendix U)** (Technical Submittal envelope);
- (9) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope); and
- (10) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each Original Equipment Manufacturer (OEM) the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal

receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must

additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania *Right-to-Know-Law*, 65 P.S. § 67.101, *et seq.* If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
 - (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The

selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest

may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror that is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror that submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law (Section 1711.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1711.1) to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.

- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.

- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members’ participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A “local public procurement unit” is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any

State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the [Commonwealth Procurement Code](#). However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the proposal submittal.
 - (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor

as a COSTARS vendor, and only so long as the required Contract fee is kept current.

- (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
- (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:
 - (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
 - (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
 - (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

- B. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”
- C. General. A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.
- D. Additional Terms.
- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
 - (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
 - (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
 - (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.
- E. Prices.
- (1) *Price adjustment*. For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30**.
 - (2) The Contractor’s pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor’s pricing may be adjusted up or down based on market conditions only with the

mutual agreement of both the Contractor and any external procurement activity.

- F. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

- G. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on **Appendix Q, Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal** (attached as **Appendix Q**).
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form (attached as **Appendix Q**). At minimum, the Letter of Intent must include the following:

- (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business (Offerors may use the historical data to establish an estimated dollar value);
- (2) A description of the services or supplies the Small Diverse Business or Small Business will provide;
- (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies;
- (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
- (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.

- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the Contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

II-8. Iran Free Procurement Certification and Disclosure. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix U** of this RFP. Offerors, pursuant to **Part III, Section III-4.E**) must submit in hardcopy the signed **Iran Free Procurement Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Problem, Offeror's Public Sector Experience and References, Reporting Ability, Personnel Qualifications, Cost Savings Plan, Emergent Technology Plans, and Service Integration and Asset Management Capabilities, Products and Services Proposed, and Implementation Plan.** Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx
- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available.

The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. Small Diverse Business Participation:

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than **one percent (1%)** of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. **Two-thirds (2/3)** of the total points are allocated to Small Diverse Business participation (SDB%).
4. **One third (1/3)** of the total points is allocated to Small Business participation (SB%).
5. Based on a maximum total of **200** available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

Small Diverse Business and Small Business Raw Score =

$$200 (SDB\% + (1/3 * SB \%))$$

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the Contract is executed.

- E. **Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, an offeror must: **a) certify it is not on the current list of persons engaged in investment activities in Iran** created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the [Commonwealth Procurement Code](#) and is eligible to contract with the Commonwealth under Sections 3501—3506 of the [Commonwealth Procurement Code](#); or **b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).** All offerors must complete and return the Iran Free Procurement Certification form, (**Appendix U, Iran Free Procurement Certification Form**), which is attached hereto and made part of this RFP. The completed and signed Iran Free Procurement Certification form must be submitted in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

See the following web page for current Iran Free Procurement list:

<http://www.dgs.pa.gov/businesses/materials%20and%20services%20procurement/procurement-resources/pages/default.aspx#>

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the Contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the Contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [Contractor Responsibility Program](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M).** The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single OEM for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500 K), Rugged Devices (\$1 M) and Non-Traditional Desktops (\$150 K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.

- C. **Lot 3—General IT Peripherals** (\$16M historical annual spend). IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.
- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the Contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
 - (2) Key Peripherals sub-categories include, but are not limited to:
 - (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking.
 - (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.
- D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single offeror.**
 - (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
- E. **Lot 5—Server Hardware** (\$13M in historical annual spend). Servers are the backbone of the Commonwealth’s hardware operating environment.
- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
 - (2) **Each Offeror shall propose a single OEM for this Lot.**

- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend). IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” **A waiver** from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.

- (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMS listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks—November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **Appendix L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the OEMs listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only the OEM or certified resellers of the OEM will be considered for this lot.
- (ii) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers—May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.
 - (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM’s full server product line.

- (iii) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the Contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Offerors shall describe their ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **General:** Information relating to key personnel is as follows:
 - (a) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (b) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (c) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate Commonwealth agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all Commonwealth agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
- (ii) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis, within **one (1) week** of the availability change; and
 - 2) on a permanent basis, no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. If a staff person is removed from the Contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

(6) **Secure E-procurement Portal (Lot applicable):**

- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure e-procurement portal personalized for the Commonwealth which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T, OCI Supplier Punch Out Overview**, more information.
- (ii) The secure e-procurement portal must have the capability to generate daily reports that reflect all the items ordered by Commonwealth agency/bureau for any given time frame throughout the term of the Contract. The secure e-procurement site must also allow for ad hoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to: Manufacturer; Product Name; Part Number or SKU; Purchase Order Number; and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement portal must allow Commonwealth users to print a quote directly from the shopping cart to attach to the Commonwealth agency's purchase order.

C. Optional Services.

- (1) Contractors should provide a quote for warranties and Services, when requested by a Commonwealth agency, at any time during the term of the Contract. Standalone orders for warranties and maintenance made during the term of the Contract may extend up to **four (4) years** past the expiration date of the Contract.
- (2) The Commonwealth agency will develop a statement of work ("SOW") for each Service order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth's discretion. Offeror's must provide separate pricing for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.**
 - (a) The Contractor must, at a minimum:
 - 1) Assign a project manager to every installation;

- 2) Provide status reports of installations completed, installations outstanding, and issues;
 - 3) Unpack equipment;
 - 4) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external equipment to computer;
 - 5) Power on the device or system;
 - 6) If pre-imaged system, verify that the system comes up to the login screen and run Commonwealth agency-provided restore script(s) after login; and
 - 7) If non-imaged system, verify that OS boots.
- (b) As part of the SOW, the Commonwealth agency will specify whether Contractor must remove all packing materials and boxes from the site within **one (1)** week after the installation has been completed.
- (c) The Contractor and the Commonwealth agency will develop a schedule to deliver equipment at the employees' desks or other location specified by the Commonwealth agency.
- (ii) **Asset Tagging (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Affix an Identification Tag Number and Commonwealth agency inventory asset tag to all new equipment procured;
 - 2) Ensure that the Identification Tag Number is readable from WMI (Windows Management Instrumentation), if applicable.
 - 3) Ensure that each Identification Tag is located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls;
 - 4) Provide identification numbers, serial numbers, Commonwealth agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth in an electronic format, which can be incorporated into existing Equipment databases. The Commonwealth agency will provide database formats to be used by the Contractor; and
- (b) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Deploy the image specified by the Commonwealth agency on each computing device;

- 2) If a Commonwealth agency requires images, the Contractor must accept and store the images provided;
 - 3) Certify the images for use with the proposed hardware and provide test unit to Commonwealth agency for final verification; and
- (b) The format of the delivered image will be specified in the SOW.
 - (c) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iv) **Bundle—Installation, Image Deployment and Asset Tagging.**
- (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.**
- (a) The Contractor must, at a minimum:
 - 1) Copy all local Outlook folders;
 - 2) Copy all specified data onto the new, pre-imaged system;
 - 3) Copy all local outlook folders;
 - 4) Disconnect all systems and
 - 5) Not retain any data associated with the data transfer.
 - (b) The Contractor may transfer data using the Commonwealth’s network, a crossover cable or Commonwealth-owned and provided external hard drive.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
- (a) Verify the functionality and condition of the equipment with the agency
 - (b) Disconnect existing PC and peripheral equipment, and remove it from the desk area
 - (c) Fully prepare and pack the equipment ready for delivery and shipment. Including but not limited to; securely boxing and palitizing (if necessary) of the devices.
- (vii) **Hard Drive Removal.**
- (a) The Contractor must, at a minimum:
 - 1) Arrive at the Commonwealth designated location at the time scheduled with the Commonwealth agency to uninstall and fully remove the hard drive in question;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Cleanse the hard drive as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf; and

- 4) Allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Commonwealth agency with no additional cost to the Commonwealth.
 - i) The Commonwealth agency may keep the defective or leased hard drive.
 - ii) Contractor must cleanse the hard drive as detailed in Commonwealth ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (b) The Commonwealth agency may choose to keep the removed hard drive and provide delivery location of removed hard drive.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall the equipment from the Commonwealth agency at the scheduled time;
 - (b) Arrive at the Commonwealth-designated location at the scheduled time; and
 - (c) Cleanse the device in the equipment as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at its current location and provide proof of the disk wipe to the Commonwealth agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall, pack, and pick up the equipment from the Commonwealth agency at the scheduled time;
 - (b) Cleanse the device as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at a location approved by the Commonwealth and provide proof of the disk wipe to the Commonwealth agency; and
 - (c) Return the equipment at the time and location specified by the Commonwealth agency.
- (x) **Relocation within 25 Miles.**
 - (a) The Contractor must, at a minimum:
 - 1) Provide relocation of equipment within the same building or within a 25-mile radius;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency; and
 - (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.**
 - (a) The Contractor must, at a minimum:

- 1) Provide relocation of equipment beyond a 25 mile radius; and
 - 2) Verify the functionality and condition of the equipment with the agency
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency.
- (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xii) **Equipment Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
- (a) Deliver the packed equipment to the DGS warehouse located at:

DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to purchase orders generated via the Commonwealth's SAP Supplier Relationship Management (SRM) system, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services*.

E. Quote Requirements.

- (1) All quotes must comply, at a minimum, with the following and be pre-approved by the Commonwealth at the outset of the Contract.
 - (i) Include: contract number, manufacturer contract number (if applicable); service period (if applicable); manufacturer product ID; manufacturer product title; line item descriptions; list price so the Commonwealth can verify discounts on quotes; expected delivery date; and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. **Volume Orders:**

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, Commonwealth agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. **Service Level Agreements.** The Contractor must meet the service level agreements (SLAs) as described in **Appendix K, Service Level Agreements.**

H. **Standard Configuration Reviews.**

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions, Section 52, Changes.** These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the Contractor will be kept confidential by the Commonwealth. The objective of this meeting is to reach a mutual agreement on product replacement during the life of the Contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template.**

- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the Commonwealth agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased, including the manufacturer; product description/base configuration details; manufacturer part number; any additional upgrades purchased; and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided; base configuration cost; and cost and quantity of any upgrades purchased. Include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information; Equipment Information; Maintenance/Services Information; and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information; and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities; achievements; challenges; and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology

in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror’s receipt of payment from the Commonwealth for such work.

- 4.** Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: January 27, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 10

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- Questions and Answers Information Technology Hardware rev.(1.26.17)

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
1	4	Calendar of Events	Dates for Pre-Proposal Conference has been moved out more than 2 weeks to Jan 5th, 2017. Will the dates for Questions, Response to questions, and the final Due Date for RFP also be moved out accordingly	Yes, the due date for the RFP response has been extended to February 10, 2017.
2	36,37	IV-3. A (5), IV-3. A (6)	Will the Commonwealth accept submissions for hyper-converged Server & Storage solutions based on Manufacturer hardware noted? Specifically, Dell is an OEM provider for many of the leading hyper-convergence providers and is listed as an acceptable Server & Storage manufacturer. The Commonwealth indicates an interest in the 'latest in related computer-based technologies,' of which hyper-convergence would fit, as it delivers more efficient data capabilities on less physical infrastructure and associated costs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
3	38	IV-3. A	Lot 5-Server Hardware indicates only Intel servers. Are IBM Power Systems servers part of the RFP or will they be added via an addendum or related request?	These devices will be procured through a separate procurement.
4	35,36	IV-3. Requirements. General IT	What platform does the State's punch-out system run on?	The punch-out system runs on SAP Supplier Relationship Management 7.0.

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
5	35,36	IV-3. Requirements	It states that "(ii) Offerors must be able to provide a punch-out site for order placement." Does this mean that you need the Supplier's system to feed into the State's already existing punch-out system?	Yes, that is correct.
6	38-39	IV-3. Requirements. B. Associated Services (4)	Without knowing an exact order date vendors cannot give an exact delivery date. Therefore, can the expected delivery date be removed as minimum included for quotes?	This section refers an estimated delivery date based on the vendor working with the agency. The final delivery date will be set in accordance with the applicable Service Level Agreement listed in Appendix K, Service Level Agreements.
7	38-39	IV-3. Requirements. B. Associated Services (4)	Service purchase orders are not always available when ordering hardware, can "other related purchase orders for service date" be removed as minimum included for quotes?	No, please refer to the answer to Question #6 .
8	Quote Accuracy Consistency (QAC)	Appendix K SLAs	What is the criteria that all quote accuracy is based on?	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.

Questions & Answers (Revised 1/26/2017)

RFP 6100039046

Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
9	39 and 44	IV-3. Requirements. B. Associated Services (5)	Custom quotes may be available to honor up to 90 days or more, but on a continual basis due to continual industry technology changes, will the Commonwealth consider keeping with the industry standard of 30 days?	No, the Commonwealth will not amend this requirement.
10	41 of 44	IV-3. Requirements J. Quarterly Report	Can the Commonwealth modify the requirement of Agency Information in the Quarterly report to "Agency Information, if provided"	No, the Commonwealth will not amend this requirement.
11	Customer Inquiry Response Time (CIRT)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with giving prompt customer service, will the Commonwealth consider removing this SLA and instead confirm that if a request is brought to The Supplier's attention by the Office of Administration, that the supplier has four (4) business hours to acknowledge and confirm follow-up for the subject request?	No, the Commonwealth will not amend this service level agreement.
12	Quote Accuracy Consistency (QAC)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with providing accurate quotes based on the Commonwealth preapproval per the RFP term confirmed for quote requirements, will the Commonwealth consider removing this SLA?	No, the Commonwealth will not remove this service level agreement.
13	Quote Delivery for Catalog Items (QDCI)	Appendix K. SLAs	It is understood that all quotes will be instantly available online for the approved standards. Anything else would be a custom quote request which is entitled to a well thought through custom configuration based on the customer's	This SLA refers to catalog items, not items that would require custom configurations.

Questions & Answers (Revised 1/26/2017)

RFP 6100039046

Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			needs. In consideration of this, will the Commonwealth consider modifying this SLA to a date agreed upon between the ordering entity and the Supplier?	
14	Order Delivery (OD)	Appendix K. SLAs	Given that the industry standard averages 3 weeks on delivery, will the Commonwealth consider modifying this this SLA to 15 business days for the preapproved modeled Standards on contract, 20 business days for customized Standards?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
15	Order Delivery (OD)	Appendix K. SLAs	Given that some issues can occur within an order, will the Commonwealth consider modifying this SLA to 95% fulfillment?	No, the Commonwealth will not amend this service level agreement.
16	Invoice Receipt (IR)	Appendix K. SLAs	Given that many Agencies request for scheduled deliveries and special services, will the Commonwealth consider modifying this SLA to from sixty (60) days to a date mutually agreed to by the Supplier and the Ordering Entity?	No, the Commonwealth will not amend this service level agreement.
17	Defective Hardware Replacement (DHR) Appendix K. SLAs	Appendix K. SLAs	Given that some orders are customized, replacement product will not always be readily available for an overnight shipment. Will the Commonwealth consider modifying this the days to the same days set in the Order Delivery SLA per each Lot?	No, the Commonwealth will not amend this service level agreement.

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
18	Billing #19	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Not all PO's contain an Agency on the "Bill To" section of the PO. If an agency isn't defined in the "Bill To" of the PO, how do we respond?	Invoices on PO's should be sent to the Office of the Budget, resource account found at http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx . Invoices should be submitted in an email with the invoice attached as a PDF document, or mailed to our PO box where the invoice would then be scanned into our workflow process. Invoices, as a matter of usual and normal practice, should never be sent to the agency first.
19	4-year Warranty On-Site Next Business Day	Appendix C Cost Submittal	If options (i.e.) docking stations, mice, bags are ordered separately are they also needing the 4-year Warranty On- Site Next Business Day? Or only when ordered in a bundled unit?	All products ordered shall have a four (4) year warranty including options.
20	Lot 1 Laptops and Ultra-Portable Laptops	Appendix C Cost Submittal	When building a laptop with an i5-7200 and i7-7500 Windows 7 cannot be installed, will Win 10 be accepted without the Win 7 downgrade? Or will you accept a i5 and i7 6000 series processors?	At this time, Windows 10 Pro will be accepted with the Windows 7 downgrade. The agencies then have the ability to reimage with Windows 10 Enterprise and will provide the licensing information at the time of the purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
21	Lot 2 Rugged Laptops	Appendix C Cost Submittal	Would you prefer a Solid-State Drive over a Spindle Drive, because a spindle drive is more fragile?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
22	Lot 2 Rugged Tablets	Appendix C Cost Submittal	Will the Commonwealth accept a 3rd party product for a category in the Lot not manufactured by the bidder but is authorized to resell?	Yes, so long as the device meets the Commonwealth's specifications.
23	Lot 2 Rugged Tablets	Appendix C Cost Submittal	The spec calls out a 7-inch screen, would you consider a like or better screen?	Yes. Please provide available specs for like or better screen.
24	Lot 2 Non-Traditional Desktop	Appendix C Cost Submittal	Can you clarify what your definition of a Non-Traditional Desktop means? i.e. Mini, Thin Client	The definition of Non-Traditional Desktop includes zero client and thin client.
25	Options	Appendix C Cost Submittal	If an upgrade is needed i.e. memory, hard drives, is the expectation that these be included in the build at time of delivery, or to save cost, would you be able to install those components to the standard builds?	The expectation is that the options will be included with the build at time of delivery.
26	RFP	4 Calendar of Events	Given that little time there is to respond to a RFP of this scale, and to assist Suppliers to be able to offer the best quality response possible, will the Commonwealth consider releasing answers to questions as they become available?	The Commonwealth will adjust bid posting dates and due dates to allow vendors ample time with responses to all questions.

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#	RFP Page Number	RFP Section Reference	Question	Answer
27	RFP	4 Calendar of Events	Provided that The Commonwealth's answers to questions will yield Suppliers the ability to provide a more complete response, will The Commonwealth consider modifying the Deadline to submit Questions to 7 business days before the proposal due date, but not guaranteeing answers if submitted past January 6th?	Please refer to the response to Question #26 .
28	RFP	4 Calendar of Events	Given the large scope of this RFP and the fact that most Suppliers were not fully staffed with dedicated resources, will The Commonwealth please consider to extend the Proposal due date to February 7th?	Please refer to the answer to Question # 1 .
29	Data Set Delivery (DSD)	Appendix K. SLAs	It states that " The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth". To clarify, after every order processed, the supplier is to provide a report to the end user these details about their order? or are these details to be reported on the quarterly report?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7. SLA SM-01 has been revised to five (5) business days. After every order processed, the contractor must provide a report to the agency within five (5) business days following receipt of the order and also make this information available as part of the quarterly report.

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#	RFP Page Number	RFP Section Reference	Question	Answer
30	27	II-5	If Appendix F COSTARS Program Election Form is submitted, we understand that we will be responsible to pay one COSTARS fee for the Contract if awarded, no matter how many Lots we are awarded. Is this correct?	The COSTARS fee is a per contract fee. The Commonwealth has not determined if it will award a vendor multiple lots as part of one contract. If it is determined the award must be split into separate contract, an Offeror awarded more than one contract from RFP 6100039046, the COSTARS fee will be applied per contract.
31	41	IV-3. Requirements J. Quarterly Report (1)	Since ordering system reported do not capture when an upgrade was selected, reporting on the upgrades cost and quantity is not possible. In consideration of this, will The Commonwealth please consider to remove this requirement?	The ordering system reporting capabilities should provide the commonwealth the ability to see when options are purchased as part of a device configuration.
32	41	IV-3. Requirements J. Quarterly Report (1)	We understand that The Commonwealth wants to see a breakdown of all the sales reported by the base and the upgrade details to verify accurate charging by the Supplier. Will the Commonwealth consider in lius of this requirement to add a term requiring the Supplier to comply with a Price Audit upon request?	Please refer to the response to Question #31 .
33	21	I-29 COSTARS PROGRAM G. (2)	For this additional report submitted to DGS COSTARS, is this to include the sales just for those that have identified themselves as	This requirement only applies to reporting COSTARS member's purchases

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#	RFP Page Number	RFP Section Reference	Question	Answer
			COSTARS members or for all sales on the contract?	
34	21	I-29 COSTARS PROGRAM G. (2)	If the report is to include only those that have identified themselves as COSTARS members, and there are not any COSTARS member sales to report for the previous reporting period, should the Contractor report online "No Sales"?	Yes, or wording to that effect.
35	24	II-1 Objections and Additions	We understand that we are to identify any terms and conditions in Appendix A, Appendix K, and Appendix E that we would like to negotiate as well as submit any additional terms and conditions we would like to add to any of these appendices. Is this correct?	Yes, that is correct. A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the "Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes" to the Appendices identified in Part II, Section II-1, and that "[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix

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				A, Appendix K, and Appendix E.”
36		II-1 Objections and Additions	<p>The following sentence can be confusing: "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above." Does this mean that we can submit our additional terms and conditions for consideration, but just not say that our proposed request is conditioned on the negotiation of the terms and conditions?</p>	<p>Offerors may not propose the wholesale replacement of the Commonwealth’s terms and conditions with those of the Offeror’s. To do so would result in the rejection of the Offerors proposal as set forth in RFP 6100039046at Part II, Section II-1, Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices:</p> <p style="padding-left: 40px;">“The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.”</p> <p>A suggested method of incorporating additional terms</p>

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				<p>and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”</p>
37	35	IV-3 Requirements A. (1) v.	This term for Lot 1 says "Products shall include a four (4) year warranty with on site, next business day service and allow the Commonwealth to keep hard drives." Can the Commonwealth please clearly define the word 'Products'?	Any device, including accessories/peripherals procured as part of the awarded contracts.
38	8. Section 20-Payment	Appendix A. Standard Contract Terms and Conditions for IT	If a Supplier's standard is payment terms 30 days from the correct invoice, which is option b, is it acceptable to indicate this is our method as opposed to options a and c mentioned?	Offerors may propose any changes to Appendices A, K and/or E in accordance with Part II, Section II-1 of RFP

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services		6100039046, relating to Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices.
39	Limitation of Liability	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
40	Default	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
41	Termination	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
42	All SLAs	Appendix K. SLAs	Is the Commonwealth opening to additional language recommendations and negotiation on these SLAs?	Please refer to the answer to Question #38 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
43	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that vendors are unable to procure?	Alternative items must meet the same spec or higher provided by the corresponding item in the market basket. Alternative items are only to be provided if the vendor does not have the ability to quote the item defined. Vendors must be capable of providing 90% of the Top Manufacturers listed in Appendix C.
44	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that are end of life?	Yes, alternatives will be accepted for products that are end-of-life.
45	36 of 44	IV - 3 requirements Lot 3	Will the Commonwealth accept bids from vendors that can't provide 90% on lot 3?	No.
46	24 of 44	Part II Proposal Requirements A Technical submittal	The instructions for the technical submittal state offerors are to include activities outlined in Part IV, Statement of Work. Please confirm IV-4 contract requirements -small diverse business participation and Appendix R - Model Form of Small Diverse and Small Business Subcontract Agreement both within Part IV - Statement of work are to go in the technical submittal and not the SDB/SB Participation Submittal	Please refer to RFP 6100039046FP, Part II – Proposal Requirements introduction (third sentence). “All cost data relating to this proposal and all Small Diverse Business/Small Business – cost data should be kept separate from and not included in the Technical Submittal....” Each

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				<p>Proposal shall consist of the following three separately sealed submittals: A. Technical Submittal; B. SDB/SB Participation Submittal form(s); C. Cost Submittal”.</p> <p>See RFP IV-4 (D) that Appendix R- Model Form of Small Diverse and Small Business Subcontract Agreement – “The selected Offerorr and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within (30) days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in Appendix R, Model Form of Small Diverse and Small</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
				Business Subcontract Agreement.
47	Term of Lease and B. Payments	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The lease terms states up to 60 months. However, the pricing sheet only allows for lease payment but does not outline what term. Do you want 48 months? The current contract is 4 years with annual payments. Does the COPA still want the pricing sheet with a 4-year lease with annual payments used for the lease payment?	The Commonwealth will evaluate based on 48-month leases, however, lease terms can be for up to 60 months.
48	36-37	IV-3. A (5-6)	We are a public-sector reseller for Fujitsu, and our team is interested in submitting Fujitsu products for consideration in Lots 5 and 6. Would it be possible to add Fujitsu as an acceptable OEM for these lots? If not, can the Commonwealth explain why it has chosen to limit competition to the chosen OEMs?	The Commonwealth has selected the Gartner's Magic quadrant as an objective industry standard.
49			Can the prime contract holder designate resellers who can operate under the auspices of the prime's award?	No, the prime contract holder cannot designate resellers to operate under the auspices of the prime's award.
50			Can punch-out site be maintained by the OEM instead of the Offeror?	Yes, but the awarded Offeror is still responsible for meeting the requirements of this solicitation.

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#	RFP Page Number	RFP Section Reference	Question	Answer
51	38	IV-3. A (6)(vi)	Offerors must have the ability to integrate physical hardware, based on Agency requirements, for operational effectiveness. Please provide some examples of "operational effectiveness" for clarity with regards to the Commonwealth's expectations.	Any kind of practice which allows a business or other organization to maximize the use of their inputs by developing products at a faster pace than competitors or reducing defects, for example. Operational effectiveness is often divided into four components: Leading and controlling functional performance, measuring and improving the process, leveraging and automating process and continuously improving performance.
52	36,37	IV-3. A (5)	For Lot 5, Server Hardware – the RFP has narrowed down to Intel-based servers. The Commonwealth has also deployed Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined). Beyond the Commonwealth, COSTARS members, may also purchase these types of servers and associated warranty/maintenance through the use of current COPA contracts. Is the Commonwealth moving forward with this RFP, without the ability to procure Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated	These devices will be procured through a separate procurement.

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			systems (servers/storage combined), along with associated services?	
53	43	IV-4. D.1	Since volumes of purchase are unknown at this time, it would be impossible to agree to a locked-in dollar commitment to a minority supplier at this time. Is it the Commonwealth's intent to evaluate only the percentage of commitment for purposes of the scoring of the Small Diverse Business and Small Business (SDB/SB) submittal?	Yes, the Small Diverse Business/Small Business point allocation is based entirely on the percentage of actual contract spend committed to Small Diverse Business/Small Business.
54	29	III-4. C.1 Contracting Requirements – Small Diverse Business Contracting	For purposes of calculating the percentage of spend, can the Commonwealth clarify if the amounts used for the numerator and denominator are the amounts for services provided by the SDB and SB firms, and that the amounts do not include equipment sourced through the SDB and SB firms?	Please refer to the answer to Question #256 . The full value of purchase orders for equipment and/or software purchases made by subcontractor/supplier count toward the Small Diverse Business/Small Business commitment when then full value of the PO is paid by the Small Diverse Business/Small Business subcontractor/supplier and reimbursed to the Small Diverse Business/Small Business subcontractor/supplier by the prime.

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#	RFP Page Number	RFP Section Reference	Question	Answer
55	Section 26 (Limitation of Liability)	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This term stacks the liability as the contract moves forward and could become a very large number over the 3 to 5 years of the contract term. This may limit participation from vendors. Will the Commonwealth consider altering this term to limit the Contractor's liability to the Commonwealth under the Contract to the greater of \$250,000 or the value of the Purchase Order?	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
56	13	I-12. a	Is an e-signature acceptable on the Proposal Cover Sheet, or is an original wet signature required on this sheet and/or all other forms being submitted to the Commonwealth?	The Proposal Cover Sheet must contain an original wet signature.
57		Appendix H. Technical Submittal Response	In an effort to remain sensitive to paper resources, will the Commonwealth accept a reference within our response to our Financial statements webpage?	Yes, if it is provided as a direct link.
58	41 of 59 and 52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Do these sections cover the financing of other non-hardware items, such as the financing of related equipment services described in IV-3. B Associated Services on RFP document Page 38 of 44?	Yes, these sections cover the financing of the hardware, software and any service made as part of the purchase order.
59	44	Appendix A. Standard Contract Terms and Conditions for IT	Can the Commonwealth please provide a copy of the form of the Acceptance Certificate? We cannot locate it on the Forms page of the	Appendix S, Lease Acceptance Certificate, is posted as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services	Department of General Services' webpage (www.dgs.state.pa.us).	
60	44-51	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is it correct to state that the Contractor (hardware vendor) may assign the actual lease for hardware items (including the right to title and the rental payments) to an Initial Assignee as opposed to just the rights to payment?	Subsection H 1 of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, allows for either the assignment of payment to a third party or the assignment of the lease to an Initial Assignee.
61	44-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Will there be separate PO's for the non-hardware items when the hardware is leased, or will there be one PO which explicitly states which items are to be financed versus leased (i.e. will the PO state under which terms & conditions each item will be obtained - Lease (Appendix 1) terms versus Installment Payment (Appendix 2) terms)?	Purchase Orders with a lease involved will only contain leased items. If a standalone service is being purchased outright for a leased device, it should be a separate Purchase Order.
62	46 and 55	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), in Section H it states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee.	In the event of an assignment, the Contractor must provide the assignment document to agency. The agency will then work with the Contractor to obtain any additional information needed.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			We have not seen one, so we are wondering if there is such a form? Or is there none provided and this is to be a form of the Contractor's devising?	
63	45-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Leasing and in Section C, it states that title shall not pass to the Lessee but remain with the Purchaser at delivery. Please confirm this section regarding title is only applicable to hardware items.	Subsection C of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, provides that title transfers at time of delivery and acceptance only in the case of a Lease/Purchase. Otherwise, title to the Leased Property remains with the Contractor until the "final installment or other concluding payment option."
64	50	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This section indicates "The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and	No, all cost should be included within the lease cost.

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			<p>destruction of any hard drive(s) upon the return of a Leased item."</p> <p>Since the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards or for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) is a service which should be accounted for as a loan and not part of a lease, would it be acceptable to quote a two-part rate for any item with a hard drive, financing the cost for disk services simultaneously but separately from the Item itself?</p>	
65	53 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Installment Payment and in Section C, it states that title shall pass to the Purchaser at delivery. Please confirm that this section is only applicable to hardware items.	Yes, transfer of title as discussed in Section C of Appendix 2 of Appendix A, Standard Terms and Conditions for IT Supplies and Related Services, only applicable to hardware items.
66	52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Our belief is that the non-hardware items (even if related to the hardware items being leased) should always be under the Installment Payment Terms & Conditions of Appendix 2 since there is no title to pass on these items -- does COPA agree?	If non-hardware items are not included as part of the lease payment, then a separate Purchase Order must be issued for the outright payment of a non-hardware item.

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#	RFP Page Number	RFP Section Reference	Question	Answer
67	52 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Appendix 2 is for Installment Payment, and in Section A, it mentions a Fair Market Value Option, yet Section C states that title passes at delivery, so it is not clear how there could be any Fair Market Value Option. Please clarify.	This issue is addressed in the revised Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, posted on January 20, 2017, as part of Addendum Number 7. Appendix 2 has been amended to delete the reference to fair market value.
68	46, 47, 55, and 56 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), Section H states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee, etc.</p> <p>Where can the acknowledgement of Lease PO be found? Is it a Commonwealth form or a form of the Contractor's devising?</p>	Please refer to the answer to Question # 52 .
69	Tab Lot 6	Appendix C. Cost Submittal Response Template	Please provide more clarity differentiating the 3 storage platforms (Best Value Storage, Best Value Object Based Storage and Best Value Block Storage) with workload examples?	The Commonwealth requires pricing and solutions for all three storage platforms. At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.

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70	Lot 6	Appendix C Cost Submittal	Which of the 3 platforms will support File/NAS, and which will support Object/S3?	At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
71	Lot 6	Appendix C Cost Submittal	Which NAS APIs (CIFs / NFS / SMB) will be required for each platform?	Please refer to the answer to Question #70 .
72	Lot 6	Appendix C Cost Submittal	Are points awarded based on discount percentage or discounted price?	Points will be awarded based on the total extended product and service cost.
73	Lot 6	Appendix C Cost Submittal	Is non-best value a percentage that will have to be honored across any storage configuration?	The discount off list will apply for each specified Storage category (i.e. non-best value block or non-best value object based and any other device purchased as part of the awarded contract).
74	Lot 6	Appendix C Cost Submittal	Please advise how the Commonwealth would like to see the breakdown of the worksheet of data so as to facilitate clear, visible printed data?	Part I, Section I-12 of RFP 6100039046 has been revised to allow for the electronic submission Appendix C, Cost Submittal Template. A paper copy should not be submitted. The Electronic Copy shall be submitted as part of the electronic versions of the

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#	RFP Page Number	RFP Section Reference	Question	Answer
				proposals required pursuant to Part I, Section I-12.B.
75	38	I IV-3. B Associates Services	Will COPA provide minimum and average number of client systems to be installed per onsite deployment visit?	This information cannot be provided since agencies have different roll out schedule based on funds availability and staffing.
76	38	I IV-3. B Associates Services	Will COPA provide a site list (with equipment counts would be ideal)?	This information is not available at this time.
77	38	I IV-3. B Associates Services	Do you prefer on-site or off site imaging and asset tagging?	This is project specific and will be addressed in the SOW. Options for onsite and office site services have been added to Appendix C, Cost Submittal Template, as part of Addendum Number 7.
78	38	I IV-3. B Associates Services	Will customer provide labels or label guns to create asset tags?	The Contractor will be responsible for labels and label guns these unless provided by the agency.
79	38	I IV-3. B Associates Services	Will customer provide a site or application to record assets?	This will be covered as part of pre-sales assistance.

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				The agency will work with Contractor to design the solution at the time of purchase.
80	38	I IV-3. B Associates Services	With regards to Data Transfer, does existing data reside on old computer or will we pull it from the network?	Data may exist on the old computer as well as the network. This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
81	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the average amount of data to be transferred?	The Commonwealth does not have this information.
82	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the largest amount of data we can expect 10GB? 20GB?	Please refer to the answer to Question # 81 .
83	38	I IV-3. B Associates Services	Will customer provide the image on portable drives in quantities (USB drive?) to roll out on multi-installs?	The Contractor and the Agency will determine the format of the image delivered but the commonwealth will not provide media for the image to be loaded onto.

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#	RFP Page Number	RFP Section Reference	Question	Answer
84	38	I IV-3. B Associates Services	Will customer provide the disk wipe software in quantities (USB drive?) to roll out on multi-unit installs?	The Commonwealth will provide an .iso image but the vendor would have to provide its own media. The image can only be used to wipe commonwealth devices.
85	38	I IV-3. B Associates Services	Is the customer going to provide transportation of equipment from site to site or will we need to transport new equipment from warehouse to install site?	The contractor will be responsible for transportation of the devices.
86	38	I IV-3. B Associates Services	Is the customer going to provide transportation to equipment returning to Forster St. in Harrisburg or will we need to transport legacy equipment to warehouse?	Yes, unless the Commonwealth is procuring that services from vendor.
87	38	I IV-3. B Associates Services	With regards to Storage, will vendors be responsible to provide the design and storage configuration on the new equipment or will the install team follow a configuration script provided by the customer and work in conjunction with a remote team?	This will be covered as part of pre-sales assistance. The agency will work with vendor to design the solution at the time of purchase.
88	4	Calendar of Events	With the rescheduling of the prebidders conference to occur after questions have been submitted, will COPA consider allowing a second round of questions based on any questions that may arise from discussions at the prebidders?	There will not be a formally defined second round of questions. If additional questions are received the commonwealth will do our best to respond timely.

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89	28	III-4	For the technical section, what are the metrics being used to evaluate or measure up to 40%? Can you provide more specificity about the formula being used?	Please refer to Part III, Section III-4. A of RFP 6100039046 for this information and refer to the following link: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
90	28	III-4	For the cost section, can you provide a few examples using the included formula?	As indicated in Part III, Section III-4, please refer to the following link for information relating to cost formula: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
91	1	Appendix L Service Management Integration Requirements	What is the current integration model, data model, and error handling methodology?	Currently, the integration model used is SOAP with a B2B connector. The data model list the fields, values, maximum lengths and, if required in an excel spreadsheet. The error handling list the error codes and descriptions and the methodology, in the case of OA, is ServiceNow.

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92	1	Appendix L Service Management Integration Requirements	What kind of Integrations is required for what ITSM tool?	Currently it is SOAP, however it will change to REST. We decided that we would mandate the integration, then if an agency or vendor could not use the current integration tool, documentation requesting a change would be required.
93	1	Appendix L Service Management Integration Requirements	What is the format of the mandatory data fields?	The format for all fields will be in the data model.
94	1	Appendix L Service Management Integration Requirements	What kind of Web Service Integration?	Please refer to the response to Question #92 .
95	1	Appendix L Service Management Integration Requirements	What kind of Integration is required for what monitoring tool?	Please refer to the response to Question #92 .
96	38	6.1.1	IBM is requesting which company's competitive storage hardware is being replaced along with the model. Thank you.	There are multiple vendor stage solutions implemented across the Commonwealth.

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97	12	Section I-22	With a concern that the Commonwealth could potentially, given the current verbiage above, establish the effective date at a date a year or more beyond the execution date, will the Commonwealth consider changing the above sentence to the following? “The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. After all approvals required by Commonwealth contracting procedures have been obtained, the respective contract shall be fully executed by the selected Offeror and by the Commonwealth. If the Commonwealth does entertain such a change, will Section 1 of Appendix A likewise be edited to conform?”	No, the Commonwealth will not amend this section.
98	Lot 6	Appendix C Cost Submittal	In the following file, Tab: LOT6, Appendix C. Cost Submittal Response Template (rev. 12.15.16), there is a requirement for Nodes of IBM SVC. Does the Commonwealth of PA consider this a hard requirement specific to IBM SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
99		Appendix C Cost Submittal	What does the Commonwealth mean by storage virtualization?	Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit. Storage virtualization is usually implemented via software

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				<p>applications and often used in SAN (storage area network), a high-speed subnetwork of shared storage devices, and makes tasks such as archiving, back-up, and recovery easier and faster.</p> <p>A similar phrase, virtualization-aware storage, facilitates management and monitoring of storage in virtualized environments</p>
100		Appendix C Cost Submittal	Does the Commonwealth have the need to have multiple vendor arrays managed by one front end vendor?	Common administration is preferred but not required.
101		Appendix C Cost Submittal	We would like to offer compression in a flash only solution and also offer you a hybrid configuration. We will able to base these upon your performance needs. Based upon question 6 response we will develop the configurations to adhere to your needs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
102		Appendix C Cost Submittal	We have seen the configurations listed mirror each other. Would be it possible to have them broken out in technical requirements you need for each?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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103		Appendix C Cost Submittal	In reference to our question 102 I would like to expand on it by stating if you have the need to backend virtualization the benefit is tenfold. It allows you to have legacy arrays still kept on the datacenter floor and the luns managed by your new front end array and as well array based migrations can be performed with ease. We would like your thoughts on using an approach method like this.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
104	33	IV-2.E.	The RFP indicates \$13m in historical annual spend for all servers in Lot 5. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 3,602,279.00 2015- \$7,937,040.00 2016- \$2,882,640.00
105	33	IV-2.E.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 5, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP 6100039046.
106	34	IV-2. F.	The RFP indicates \$9m in historical annual spend for all storage hardware in Lot 6. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 6,161,593.00 2015- \$12,138,408.00 2016- \$22,927,947.00
107	34	IV-2. F.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 6, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP.

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108	35	IV-3. A	Does offeror's 3-year experience with public sector clients need to be specific to each Lot being bid on, or can the experience/reference be for other products and/or services than the specific Lots to be bid on?	Experience with public sector clients should be Lot specific and will be evaluated based on the requirements of each lot.
109	37	IV-3-A.5(iii)	The RFP requires "self-cleansing technology", and refers to ITP SEC-015. However, ITP SEC-015 does not discuss or describe "self-cleansing technology". Can the Commonwealth expand and clarify what is desired from the "self-cleansing technology" requirement?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
110	37	IV-3-A.5(v)	The RFP requires the ability to integrate the physical hardware. Can the Commonwealth clarify how this requirement differs from the later requirement to provide optional installation services in section IV-3-B. Associated Services (3)(i) on page 38?	This provision requires the Offeror to be able to perform the required contract services set forth in Part IV, Section IV-3B.
111	38	IV-3. B.(3)	For IV-3.B Associated Services, are the "Optional Services" listed in item (3) (installation, asset tagging, image deployment, etc) required to be quoted in the offeror's RFP response, or simply required to be quoted when/if a Commonwealth agency requests them under a subsequent "SOW"?	The pricing is to be quoted in Appendix C, Cost Submittal Response Template. The final Statement of Work will be developed based on the pricing provided.

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112	4	Calendar of Events	Who will be attending the pre-proposal conference for the Commonwealth?	Please refer to Appendix #4 for this RFP 6100039046.
113	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 1?	HP and Lenovo
114	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 5?	Cisco, Dell, HP, Hitachi, IBM and Lenovo
115	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 6?	Dell, EMC, HP, Hitachi, IBM and Lenovo
116	17	I-28	Information Technology Policies – PLT001 – Desktop and Laptop Standards. This policy references the expired Dell PC contract. Is this policy applicable to these procurements?	This policy will be updated upon award of RFP 6100039046.
117	7 24	I-12 Part II	If a prime is proposing on more than 1 lot, should each lot be submitted as a separate technical proposal, or can they be combined into one proposal response?	The technical proposals can be combined into one proposal but must maintain the format of Appendix H, Technical Submittal Response Template.
118	17	I-27	Regarding the text boxes (yellow shaded) for responses, the current text boxes limit responses to a single page. Should new text boxes be created for responses longer than 1 page in length	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			to eliminate formatting issues with page breaks; or can answers be submitted underneath the yellow text boxes if needed?	that will be posted as part of Addendum Number 7.
119			The current PC contract includes standard service items of "on-site imaging" and "device relocation within same building." Are these services no longer required by the Commonwealth?	This is addressed in the revised Appendix C, Cost Submittal Response Template, that will be posted as part of Addendum Number 7. Device relocation within the same building falls under "device relocation within 25 miles."
120	LOT 6	Appendix C Cost Submittal	Is any additional direct attached storage required for the SVC nodes, or will external virtualization be required?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
121	LOT 6	Appendix C Cost Submittal	Will the 8 node (4 IO Group) SVC be housed in one location?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
122	LOT 6	Appendix C Cost Submittal	Any Disaster Avoidance / Recovery solutions requirements for replication?	Please provide any disaster avoidance/recovery solutions in the Services/Options section of Appendix C, Cost Submittal Response Template.

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123	LOT 6	Appendix C Cost Submittal	We noticed that the multiple configurations of Lot 6 are identical; are you just looking for a single 8 node, 4 way cluster of SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
124	7	I-12	Should the cost proposal be submitted with all proposed lots kept in one file and in one printout? Or, if proposing on three lots, for example, should one paper copy of each lot be submitted?	Part I, Section I-12 of the RFP has been revised to allow for the electronic submission Appendix C, Cost Submittal Response Template. A paper copy should not be submitted. The electronic copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.
125	25	II-2	If an Offeror who is a SDB Small Diverse Business and SB is submitting as a prime, would its percentage commitment for SDB and SB <u>Subcontracting</u> participation be 100% or 0Appendix?	Based on a maximum total of 200 points for the Small Diverse Business and Small Business Participation Submittal, the Offeror who submits as a Small Diverse Business Prime will receive the maximum total of 200 points. Therefore, the Offeror will receive 100% of the points. An Small Diverse Business submitting as prime would make

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				<p>that distinction in the “Offeror Information” box on the first page of the Appendix Q, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. No entry would be made in the “Subcontracting Information” box unless the prime is subcontracting to a separate/different Small Diverse Business or Small Business.</p>
126	Section 26 13 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>The Limitation of Liability section states that the Contractor’s liability is equal to the value of the contract. Based on the annual purchasing figures provided, the value of the contract over three years will be significant. Given a reseller does not have significant control over the OEM equipment they are providing, does this mean the Commonwealth intends to hold the reseller Contractor liable for the total value of all purchases over the life of the Contract? For example, Lot 5 has an annual approximate value of \$13M. Over the three years this would be a liability total of \$39M to the reseller Contractor.</p>	<p>Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.</p>
127	LOT 6	Appendix C Cost Submittal	<p>The services options for Lot 6 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide</p>	<p>Since the majority of the spend will be driven towards the Best Value configurations, please</p>

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			<p>services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the storage unit, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.</p>	<p>provide services/options costs relevant to the Best Value configurations. These costs will be considered as not to exceed costs and the total cost will be defined in the Statement of Work.</p>
128	LOT 6	Appendix C Cost Submittal	<p>Would the Commonwealth consider a maximum services hourly rate for the Storage services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and storage implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.</p>	<p>No; please provide fixed option pricing based on the designated service listed. Also, please refer to the answer to Question #127.</p>
129	LOT 5	Appendix C Cost Submittal	<p>The services options for Lot 5 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the server, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of</p>	<p>Please refer to the answer to Question #127.</p>

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			the machine to move, as well as the size and weight.	
130	LOT 5	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Server services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and server implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	Please refer to the answer to Question #127 .
131	38	IV-3-B-3	Item 3 states that the Commonwealth will develop a Statement of Work for each service. Can the Commonwealth provide this Statement of Work for each of the listed Optional Services so that all vendors are providing pricing based on the same scope of work. For example, does the Commonwealth expect the Contractor to provide insurance for the value of the equipment being moved? If so, what value should be assumed for items x, xi and xii. What steps are considered part of installation? Is the Contractor to assume that the equipment is shipped to the installation location, or is logistics and transportation services required? What is the size of the image being deployed, and how many images will be required to be maintained? Outside of physical installation on the desk and cable connection,	Statements of Work are prepared by the agency at the time of purchase.

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			what other steps are required of the Contractor, and what is the average time these steps will take? How many devices can the Contractor assume each installer can deploy each day?	
132	38	IV-3-B-3	For Lots 5 and 6, many manufacturers do not allow machines under warranty to be moved without manufacturer service personnel providing both packaging and re-install services. Should the contractor assume that machines to be moved in items x and xi are the Best Value configurations to provide accurate comparisons between proposals?	Please refer to the answer to Question #127 .
133	LOT 6	Appendix C Cost Submittal	For the cost evaluation, will the Best Value cost configurations be compared between vendors, or will the grand total cost including non-best value, leasing and services be used for the calculation?	The grand total calculation will include best value, non-best value, leasing and services.
134	38-39	IV-3-B-4	The Commonwealth states the required quote format, but it does not require the list price to be included in the quote, how will the Commonwealth know that they are receiving the required minimum discount without the list price being included?	This issue is addressed in Section IV-3.E of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
135	38	IV-3-B-3	Will the Commonwealth provide a full statement of work for each requested service?	Yes.

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136	38	IV-3-B-3	For any service, will the purchasing agency ensure elevator access for buildings more than 1 story high?	No, since not all buildings will contain elevators.
137	38	IV-3-B-3	For the service of “installation,” is the Offeror required to provide status reports of installations completed, installations outstanding and issues? What is the desired frequency of these reports?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
138	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume equipment will be shipped to the installation location, or does this service include the Contractor receiving the equipment, transporting it to the installation location, and physical installation?	This will be decided as part of the Statement of Work at the time of purchase but should be considered as part of supply chain management and managed logistics services included in this RFP.
139	38	IV-3-B-3	For the service of “installation,” what installation steps must be performed other than physical installation? What is the average time per device to perform these steps?	<p>At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.</p> <p>Regarding average time, the Commonwealth does not have this information.</p>

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140	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that no steps (other than connecting to the main unit) are to be performed on external PC devices (keyboard, mouse, power, Ethernet)?	At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.
141	38	IV-3-B-3	For the service of “installation,” how many devices on average can a single installer expect to install per day?	This will be decided as part of the Statement of Work at the time of purchase.
142	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all units must be powered on, in order to verify the login screen appears (if pre-imaged) or to verify that the operating system boots (if non-imaged)?	Yes.
143	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all newly implemented devices will require serial number documentation to be delivered to the customer at project completion?	Yes.
144	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that the removal of cardboard and packing material from the location is required, if requested by the Commonwealth agency?	Yes.

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145	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that detailed configuration instructions and configuration data (IP addresses, user name, location, etc.), along with detailed location information will be provided to the Offeror a minimum of five business days prior to the scheduled installation?	This will be decided as part of the Statement of Work at the time of purchase.
146	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that troubleshooting of general hardware, software and connectivity issues is not required of the Offeror?	The device must be fully functional to consider installation complete. Please refer to the response to Question #142 .
147	38	IV-3-B-3	For the service of “installation,” will the customer perform a backup of relevant user data prior to Offeror performing installation tasks?	Installation services are preformed prior to user data being placed of the device.
148	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that hardware issues encountered during the time of installation will be coordinated for service by the Commonwealth with the manufacturer as part of associated warranty services?	Please refer to the response to Question #146 .
149	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that the requested asset tag will be the OEM-installed serial number installed on the system unit during production of the unit?	This will be decided as part of the Statement of Work at the time of purchase.

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150	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) of associated devices using a barcode scanner?	This will be decided as part of the Statement of Work at the time of purchase.
151	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) in writing?	This will be decided as part of the Statement of Work at the time of purchase.
152	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to provide asset tag and serial number information to customer in an Excel spreadsheet format after the tags have been installed?	This will be decided as part of the Statement of Work at the time of purchase.
153	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that asset tags will be provided to installation team at least five (5) business days prior to the first installation start date?	This will be decided as part of the Statement of Work at the time of purchase.
154	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency personnel work with the Offeror to determine best method of data transfer for the environment/network/device in question?	Yes, this is project specific and will be addressed in the Statement of Work a the time of purchase.
155	38	IV-3-B-3	For the service of “Data Transfer,” is the Offeror to assume that only UP to 10GB of one directory tree and local Outlook folders (identified in advance in writing by the site or IT contact) is to be performed per unit?	No, there is no threshold.

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156	38	IV-3-B-3	For the service of “Data Transfer,” how far (in feet) will the new system be from the existing system? Will these locations be specified in advance, in writing, by the site or IT contact?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
157	38	IV-3-B-3	For the service of “Data Transfer,” will the Offeror be provided with the directory structure and location of Outlook folders to be transferred?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
158	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide application licenses required if 3rd party data transfer application is to be used?	The agency will provide access to the data transfer application, if applicable.
159	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide network access or external hard drives to facilitate this data transfer?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
160	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to observe the function of equipment to be relocated, including possibly performing diagnostic tests, as necessary? Is the Offeror to	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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			note any damage to exterior of equipment to be packed?	
161	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to disconnect all peripheral equipment from the system unit at the end user location?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
162	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to uninstall only one monitor, system unit, keyboard and mouse, as well as scan and write down asset tag, serial number information from deinstalled unit?	Responsible for uninstalling computing device and associated peripherals, including, but not limited to multiple monitors. Also responsible for inventory listing of devices, including asset tag and serial number information.
163	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to pack, label and transport equipment to a staging area within the existing facility?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
164	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency provide a list of all	Yes.

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			equipment to be deinstalled by serial number and asset tag?	
165	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency backup all data on each system, as well as ensure no confidential data remains on systems to be transported?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
166	38	IV-3-B-3	Can the Commonwealth confirm that the DGS warehouse located at 2221 Forster Street, Harrisburg, PA will remain the location of the DGS warehouse for the duration of this contract?	If this location changes during the term of the contract, OA OIT Procurement will review with the award Offeror(s) to determine if compensation will be granted for a change in location.
167	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
168	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is all relevant equipment required to be palletized for easy removal and storage at the DGS warehouse location?	Yes, pallets are required.

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169	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to provide equipment inventory being delivered to both agency and DGS warehouse personnel? What format would this inventory need to be in? Are there specific Commonwealth forms that are required to be filled out with delivery of returned equipment?	Yes. The inventory format will be agency-specific. Commonwealth will provide DGS Surplus Forms to the successful Contractors.
170	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” will the purchasing agency provide a dock and pallet jack for unloading of palletized PC equipment at the warehouse location, as well as provide an appointment date/time for delivery to ensure dock and warehouse availability?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
171	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to work under supervision of the purchasing agency or directly with DGS on the return of equipment?	The Contractor will work under the supervision of the purchasing agency until arrival at the DGS Surplus Warehouse.
172	38	IV-3-B-3	Is there any limitation on the quantity of returned equipment that can be delivered at one time to the DGS warehouse?	The agency will work with DGS to determine delivery schedule.
173	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the Offeror will be	Yes, successful Contractors will be picking up pre-packed PCs

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			picking up pre-packed PCs from an agency location and delivering to a new location?	from an agency location and delivering to a new location.
174	38	IV-3-B-3	For the service of device relocation, will the Offeror be responsible for providing equipment insurance?	Yes.
175	38	IV-3-B-3	For the service of device relocation, will the purchasing agency provide a schedule to the Offeror to deliver equipment from the staging/storage area to the employee's desks or installation area?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
176	38	IV-3-B-3	For the service of device relocation, will the Offeror be required to provide status reports of installations completed, installations outstanding and issues?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
177	38	IV-3-B-3	For the service of device relocation, can the Offeror assume that this scope does not include the installation of any new equipment, including but not limited to, peripherals and add -on cards?	Yes.
178	44-45	IV-3-C-2(x)-(xi)	For the service of device relocation, can the Commonwealth confirm that the purchasing agency is responsible for any data destruction, data transfer, troubleshooting, data backup, virus	Successful Contractors shall be responsible to verify with agency that data destruction, transfer and/or backups were completed prior to moving

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			removal, asset tagging, and device transport upstairs where an elevator is not available?	equipment. As set forth in Part IV, Section IV-3.C.2(x) and (xi) of RFP 6100039046, damages “resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.”
179	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
180	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Offeror assume that the purchasing agency will provide a specific location for the disk wiping process within the same building? Will the purchasing agency provide electric for a minimum of 10 units simultaneously?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
181	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	The vendor will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
182	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the offeror be required to observe the function of equipment to be relocated, including possibly performing diagnostic tests and recording any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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#	RFP Page Number	RFP Section Reference	Question	Answer
183	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the Offeror be required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
184	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
185	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” does the purchasing agency request all serial numbers of working and non-working units?	Yes.
186	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” in what format would the Commonwealth request a report with proof of disk wipe to the agency contact? Can this be sent electronically to the agency?	Please refer to the information provided in ITP SEC-015.
187	38	IV-3-B-3	For the service of “Off-premise Disk Wipe”, can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	Successful Contractors will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
188	38	IV-3-B-3	For the service of “Hard Drive Removal,” can the Commonwealth confirm that the Offeror would be only required to remove the hard drive from the existing device, label the hard drive, and transport it to a designated customer site?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
189	38	IV-3-B-3	For the service of “Hard Drive Removal,” will the Offeror be required to provide any documentation to be included with the removed hard drive?	Please refer to the information provided in ITP SEC-015.
190	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume this service is to be completed at an off-site location?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
191	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume a maximum of a 50 GB image will be installed per device? Can the Commonwealth also confirm that a test device is to be sent to the purchasing agency prior to full imaging production for image validation?	No. This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
192	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume that after device imaging, verification of boot-up, and packaging, that the scope is complete?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
193	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency supply a fully tested image with all required software, device drivers, licensing and software activations installed?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
194	38	IV-3-B-3	For the service of “Image Deployment,” in what format will the purchasing agency provide the image to the Offeror?	This issue is addressed in the revised RFP 6100039046, posted

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				on January 20, 2017, as part of Addendum Number 7.
195	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency require more than one ‘gold’ image per scheduled installation?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
196	38	IV-3-B-3	For the service of “Image Deployment,” will there be a documented Change Process if purchasing agency requests and image update during scheduled installation?	The agency will work with the successful Contractor on a documented Change Process.
197	38	LOT 1	For Lot 1, the leasing amount that is requested is the annual cost of the four year lease. However, the total in the upper portion of the spreadsheet is the annual cost multiplied by the quantity, not the entire 4 year cost. Does the Commonwealth wish to calculate based on the entire lease cost or only the annual cost?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
198	29	III-4-C	In the case of two competing Small Diverse Prime offers in a single lot, will each SDB receive the maximum points for that section?	Yes. Any Small Diverse Business responding as Prime Offeror will receive the maximum 200 points for the Small Diverse Business and Small Business Participation

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				Submittal. See RFP 6100039046 Part II, Section II-4C5 for scoring methodology.
199	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have a preference for migration methodologies? Commonly used methods include array based and host based migrations.	No, the Commonwealth does not have a preference.
200	Lot 5	Appendix C Cost Submittal	Please specify the scope of the Commonwealth's server environment in terms of physical and virtual environments. If possible, please specify number of host/virtual host by environment.	The Commonwealth does not have this information; however, there is an emphasis on virtualization across all agencies.
201	Lot 6	Appendix C Cost Submittal	In reference to the cloud as a whole which cloud provider, if any, do you use today?	Cloud services is not within the scope of this procurement.
202	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have any mainframe exiting today on the floor? If so, how long you plan to keep it?	These devices will be procured through a separate procurement.
203	39	IV-3.D.(2)	Does the OEM Representative have to be an employee of the designated OEM or can the OEM Representative be an employee of the Prime Contractor's Team?	The OEM representative must be an employee of the OEM. This is to ensure direct access to the OEM is available for issue resolution.
204	38	IV-3. Requirements.	On the cost worksheet, you are looking for a consumption model pricing does it require the	Consumption based pricing models are to be defined by

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#	RFP Page Number	RFP Section Reference	Question	Answer
			Operating systems and applications provided by the supplier?	Offerors for review by the Commonwealth.
205	38	IV-3. Requirements	On the cost worksheet consumption model, do you require managed services for any of the three scenarios (onsite, outsourced data center, or our own data center)? We can do all three if that is what you are looking for?	Please refer to the answer to Question #204 .
206	38	IV-3. Requirements	Do you have a preference on the usage model billing (number of users, server utilization) types we can do or something else in mind?	Please refer to the answer to Question #204 .
207	Tab 5&6	Appendix C Cost Submittal	There is no allowance for Converged and Hyper Converged solutions? How is that being handled since it is on the current contract?	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
208	Tab 6	Appendix C Cost Submittal	Under the current contract, we also have been able to sell data protection backup storage solutions. These don't really fit into your 3 categories. How should that be handled?	Please provide those solutions with relevant pricing and any other added services, in “Additional Options” in the “Services – Options – Upgrades” section
209	Tab 1	Appendix C Cost Submittal	<p>We believe the Desktop specification of an Intel® Core™ i5-6600 (3.9 GHz) CPU or equal is not in the best interest of the State.</p> <p>Please allow us to explain: All microprocessors are not created equal and therefore using a clock speed like 3.9Ghz could lead to disappointing performance for the State. The real issue is around the “or equal” concept. There is an industry standard benchmark For PC performance productivity call SYSmark 2014 (see here for details). The Intel® Core™ i5-6600 (3.9 GHz) CPU you request has a SYSmark 2014 number of 1638. Another CPU in the industry called the AMD FX-4350 4.2 GHz has a SYSmark 2014 score of 925. (the higher the score on the SYSmark 2014 test, the better the performance). A typical evaluation without the SYSmark numbers would have most people believing that 4.2Ghz is an “equal or better” CPU than one operating at 3.9Ghz – but clearly that could not be further from the truth. The Intel processor</p>	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			exceeds the AMD processor performance by 77%. Clearly these two processors are not in the same category and should not be evaluated against each other. We recommend the State use a benchmark performance level to guarantee they are comparing systems with similar performance levels and guarantee your satisfaction with the winning solution. For instance, we recommend the specification read: The Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered for this category.	
210	Tab 6	Appendix C Cost Submittal	What SLA's should be used when considering RTO and RPO for backup and recovery?	These are determined by the service level procured with the device.
211	Tab 6 Lines 37, 38	Appendix C Cost Submittal	The minimum configuration specifications are for IBM's SVC. Are you looking for responses for the other OEM's similar or equivalent technical solution or only IBM's?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
212	Tab 6	Appendix C Cost Submittal	Does the configuration need to be identical to what is mentioned in the spreadsheet or are you open to modernization? IE 146GB, 300GB 10k and 15K RPM spinning drives are old technology - is that the technology that CoPA wants to move forward with?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
213	Tab 6	Appendix C Cost Submittal	Will denser drive options be considered (we are able to offer a 15TB SSD)?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
214	Tab 6	Appendix C Cost Submittal	All the specs on the spreadsheet are tailored to spinning disk. Will an All Flash configuration be considered?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
215	Tab 6	Appendix C Cost Submittal	What will the purpose be between the two configurations? Non-best value vs best value. Will these be two separate storage offerings? Higher performing storage tier and lower performing storage tier?	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual server orders will be custom based on the needs of the customer at the time of order.
216	Tab 6	Appendix C Cost Submittal	Will the RAID types be consistent across all frames or will some frames be configured differently than others?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
217	Tab 6	Appendix C Cost Submittal	What will the initial frame building block capacity be day 1? Usable TiB, provisioned TiB, and written TiB?	The Commonwealth does not have this information.

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#	RFP Page Number	RFP Section Reference	Question	Answer
218	Tab 6	Appendix C Cost Submittal	<p>Best practice is to solution for Capacity/Configuration/Workloads i.e. Approximate number of LUNs Approximate number of hosts Approximate number of host initiators IOPS and MB/sec per array, peak and average Read/Write ratio</p> <p>What applications will run on the new infrastructure (e.g. Oracle database, SAP, SQL, Exchange, VDI, Splunk, etc)?</p> <p>What host platforms (server types) and operating systems/versions are present in the environment?</p> <p>What storage protocols will be considered — block, file, or both?</p> <p>How should we take this into account?</p>	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
219	Tab 6	Appendix C Cost Submittal	<p>SVC is mentioned. What is the purpose of SVC? Will this be used for data services IE compression and encryption? Will SVC be used for storage virtualization and data mobility?</p> <p>What is considered base vs advanced software that is to be included i.e. remote replication, local replication /snapshots, File, etc.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
220	Tab 6	Appendix C Cost Submittal	Are fiber channel switches to be included? 4GB ports are mentioned, will 16GB be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
221	Tab 6	Appendix C Cost Submittal	4GB HBAs are mentioned for the hosts. Going forward will this be true or will 16GB HBAs be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
222	Tab 6	Appendix C Cost Submittal	Will backup/recovery solutions be part of this RFP?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section of Appendix C, Cost Submittal Response Template.
223	Tab Lot (all)	Appendix C Cost Submittal	How does the Commonwealth expect training for the various solutions to be presented as part of this RFP?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
224	Tab 6	Appendix C Cost Submittal	Is self-service storage provisioning being considered?	This is beyond the scope of this procurement.
225	Tab 5 & 6	Appendix C Cost Submittal	There is no infrastructure such as networking identified in RFP? Is networking to be considered in the response? If not, what is planned network that will be utilized? What about other infrastructure components such as firewall, load balancers, etc?	This is beyond the scope of this procurement.
226	35	IV-3. A	Is CoPA looking to receive only a certain number of responses for each OEM since OEM's have hundreds of certified partners that could respond? If so, what is the number responses per OEM CoPA is accepting?	There is no limit on the number of responses per OEM.
227	4	Calendar of Events	The schedule has the Responses to Questions expected on Friday January 13. The following Monday, January 16 is a Federal Holiday (MLK). Because the current due date is Friday January 27th, this does not give vendors sufficient time to review and revise any content based on the response to the QA and any possible amendment. We are asking for a one-week due date extension to the schedule as currently published. This will give us sufficient time to finalize and ship the proposal on time to meet the revised due date.	Please refer to the answer to Question #1 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
228	26	II.3	<p>The RFP stipulates the Cost Proposal is to be sealed (section II.3). However, at the bidder’s conference, it was mentioned that the cost proposal and the technical proposal reviews will be done simultaneously for the full evaluation (i.e., it was stated that a newer technology that met or exceeded the requirements specified would be technically evaluated with the price since the technical evaluators would be able to see the pricing as well). Will the cost proposal remain sealed until the technical proposal evaluation and scoring has been completed? Will there be a release of the technical scoring along with a public cost opening? It is suggested that additional technical scoring points be given if the proposed configuration exceeds the minimum configuration stated in the RFP and be separately evaluated from pricing. This allows the evaluation to be fair and objective.</p>	<p>The technical and cost scoring will be completed independent from each other. The technical scoring team will be given access to Appendix C, Submittal Response Template, to ensure device specifications meet the requirements of each lot. Additionally, costs will not be opened publicly. Pursuant to Section 513(d) of the <i>Commonwealth Procurement Code</i>, 62 Pa. C.S. § 513(d), proposals “shall be opened so as to avoid disclosure of their contents to competing offerors.”</p>
229	Tab 5& 6	Appendix C Cost Submittal	<p>Management software and process(es)? Will these be necessary in the response?</p>	<p>Management software and process(es) may be procured as a component of the hardware purchased, so long as a software license agreement has been negotiated with the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
230	Tab 5& 6	Appendix C Cost Submittal	What workloads will be running on these platforms? What are your performance objectives? (iOPS, throughput, etc.)	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
231	Tab 6	Appendix C Cost Submittal	Besides components like firewalls is there requirements for security (DAR or data inflight encryption)?	Please refer to the Information Technology Policies located at http://www.oa.pa.gov/Policies/Pages/itp.aspx# .
232	Tab 6	Appendix C Cost Submittal	When sizing, is there any guidance on compression/dedup ratios? Or should we consider industry standard for general purpose workloads?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
233	35	E.4	Do any form-factor preferences exist?	The default is for Lot 1, Desktops, is minitowers with options for small form factor, ultra-small form factor and desktop.
234	35	E.4	Please provide processor generations (versions) as many of the processors mentioned here have various iterations (or specify "latest").	Please provide the processor generation defined in the specifications located in Appendix C, Cost Submittal Response Template.

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#	RFP Page Number	RFP Section Reference	Question	Answer
235	35	E.4	Please confirm “BaseT” on 10G network card(s) (this is in often cases an SFP adapter and not BaseT).	For Lot 5, the default is BaseT with the option for SFP.
236	35	E.4	Please elaborate or provide example “Self-Cleaning” server requirement.	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
237	35	E.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	The intent is to move from a capital expenditure model to an operational expenditure model with added agility.
238	35	F.4	SVC Nodes are specific to IBM storage. Please ensure that SVC Nodes are not a requirement for submissions. In addition, please confirm the technical requirement for “I/O Groups” so that functionality can be appropriately duplicated in response.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
239	35	F.4	Please confirm arbitrated loop is only within the storage architecture itself and will not be used for any host-to-storage communication.	This will be covered as part of pre-sales assistance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				The agency will work with Contractor to design the solution at the time of purchase.
240	35	F.4	Please confirm that while storage switches will support an OPEN device attachment, that no FICON requirement exists within the identified configuration.	There are currently no FICON requirements that exist within the identified configuration.
241	35	F.4	<p>For Each Configuration:</p> <ol style="list-style-type: none"> 1) Is the Commonwealth open to more economical storage options rather than the 146GB 15k Disk type? 2) Please confirm 4TB usable disk storage for the entire disk array 3) Please provide an IOPS (Input/Output per second) target to ensure that requirements are obtained using modern storage sizing and functionality techniques 4) Please advise on the object-storage presentation method (REST API/CIFS/NFS) required from the array 5) Please provide additional data service desired or applicable to the sizing effort (i.e. – deduplication, compression, etc..) 6) Please provide any security functionality required within the storage array (i.e. – Encryption of data at rest) 	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
242	35	F.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	Please refer to the answer to Question #237 .
243	18-20	Appendix H	Lot 5 relates to Server Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
244	20-23	Appendix H	Lot 6 relates to Storage Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
245	All	Appendix E	<p>The Commonwealth includes a Software License Agreement as Appendix E. How does the Commonwealth envision resellers to respond to this document?</p> <p>Please consider that resellers are not the publisher of the software and have no authority to amend their terms of use?</p>	The reseller needs to be aware there must be an agreement between the commonwealth and the software publisher prior to a third party software being provided through this contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
246	Tab Lot (all)	Appendix C Cost Submittal	There are a wide variety of Accessibility needs and many hundreds of products which address them. Some products serve a primary function and also serve to address a disability in another way and this list is quite dynamic as new technology advances are made. It seems impractical to list all of these within the pricing sheet as designed. So, to the point: If an Offeror provides hundreds of products that address a multitude of disability options across all six lots, how would the Commonwealth wish to see this information presented for evaluation? Perhaps a discount structure could be leveraged to better serve the Commonwealth as opposed to a FFP on this many potential products?	Accessibility options are for informational purposes only. Once awarded, the commonwealth will determine which options to make available for the contract.
247		Appendix C Cost Submittal	In the optional services, by data transfer, do you mean data migration from one system to the other or something else? And if so, what else?	Data transfer is the transfer of data from one device to another or from a network to a device.
248	Lot 6	Appendix C Cost Submittal	Lot 6 cost submittal response has title "Services-Options-Monitors". Is the word "Monitors" supposed to be there and if so for what reason?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
249	5	Appendix H	The instructions for Appendix H state "Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>which you are submitting a proposal.” Will the Commonwealth allow bidders to delete the yellow text boxes within ‘Appendix H, Technical Submittal Template’ and replace them with our written responses directly into the body of the Word document to facilitate proper formatting of our content, or is it mandatory that all written content be contained within the yellow text boxes provided?</p>	<p>posted on January 20, 2017, as part of Addendum Number 7.</p>
250	Lots 5 & 6 All Defined Configurations	Appendix C Cost Submittal	<p>Hyper-Converged is not listed as a technology covered in this RFP. Can you please advise on the purchasing model through this contract vehicle?</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
251	LOT 5	Appendix C Cost Submittal	<p>What is meant by the term "Self-Cleansing Capability?"</p>	<p>Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
252	LOT 5/6	Appendix C Cost Submittal	Most manufacturers do not offer Basic warranty service for enterprise level hardware such as servers and storage as requested in the RFP but offer a minimum standard level of service that equals the Enhanced category. How should the Offeror handle this situation?	Please provide the most applicable pricing available based on each service level tier.
253	LOT 5/6	Appendix C Cost Submittal	List prices for the equipment are different for each level of service being offered. How should the offeror indicate different list prices for each service level in Appendix C?	The discount level indicates the service level. The list price of the device should not change.
254		APPENDIX E	As a reseller, our company does not own or have the ability to negotiate software license terms, those must be negotiated with the licensor itself. How will the Commonwealth handle this situation?	Please refer to the answer to Question #245 .
255	AM-06.1	APPENDIX K	Does "defective hardware" refer to machines that are received in an inoperable condition? Are there any other situations that would relate to "defective hardware" under this SLA?	Yes, this SLA refers to any defective or incorrectly delivered hardware.
256	42	Contracting Requirements - Small Diverse Business Certification	If the OEM responds as a Prime Contractor with a SDB as an agent, what counts towards "actual contract spend" with the SDB? Would the entire purchase amount count towards the spend or just the agent fee (ie. the margin received by the SDB)?	If SDB is issuing a PO for purchases of goods and then invoices the Prime for same goods, then SDB will receive full credit for the invoices submitted.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>If the Prime is the one who is responsible for PO's for goods and the SDB is only receiving a percentage (%) lift/margin, then the SDB only receives credit for the % lift/margin.</p>
257	Tab for Lot 1 and Lot 2	Appendix C Cost Submittal	<p>Can the Commonwealth specify the type of lease that we should price? For example, does the Commonwealth want to retain ownership of the equipment at the end of the lease or trade it in for refreshed technology.</p>	<p>Please refer to Section K, Purchase Option, of Appendix 1 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.</p> <p>As to the type of lease, this will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
258	Section 1 C & D	Appendix L, Service Mgmt Integration Requirements	<p>Can the Commonwealth go into more technical detail regarding the responsibilities of the offeror with respect to transmission or receipt of data for the web service integration referenced in Section C and the integration with monitoring tools in Section D?</p>	<p>Hardware associated with this ITSM solution consist of Virtual MidServer that are maintained and managed by OA/OIT at the EDC on the virtual farm. SNMP monitoring of these devices is the responsibility of OA/OIT.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
259	38	Supply Chain Mgmt / Managed Logistics	The Commonwealth has stated that they would like a contractor that can provide staging and storage. There is not a related item in the Cost Proposal for staging and storage. Are we to assume the Commonwealth is looking for this to be offered free of charge? If yes, what kind of expectations does the Commonwealth have in terms of batch delivery? For example, staging 500 units and delivering in 100 unit batches has a very different cost than staging 500 units and delivery in 10 unit batches.	This issue is addressed in Part IV, Section IV-3 of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
260	Lots 1 & 2 Services	Appendix C Cost Submittal	What is meant by the service "Preparation for Shipment"? Is this an add-on service in the case that asset tagging or image deployment are performed offsite?	This service will be procured when an agency requires that the Contractor prepare and pack device(s) for shipment from one Commonwealth location to another. This charge does not apply to the initial delivery of the device.
261	Order Delivery	Appendix K, Service Level Agreements	The Commonwealth has requested a ten (10) delivery timeframe on equipment. Servers and storage that are configured to order can typically take longer than 10 business days to build and deliver depending on the complexity of the system. Can this requirement be waived for Lots 5 and 6?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
262	Order Delivery	Appendix K Service Level Agreements	At various times, manufacturers around the globe experience issues due to shortages in parts supply. While it is very infrequent, it has happened, and if it happens during the term of the contract would the Commonwealth be flexible in the issuance of credits for orders if the communication between the vendor and the Commonwealth on these issues is immediate and consistent?	This type of situation should be planned for by the contractors, but will be addressed on a case by case basis during the term of the contract.
263	Lot 6 All Configuration s; row 37 and 68 "Nodes"	Appendix C Cost Submittal	The requirement for "Storage Volume Controllers(SVC)" is a proprietary product offering from only one vendor, this will limit competition. Please update the node requirements to reflect the technical specification that is required.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
264	34 F.	Lot 6—Storage Hardware	This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions. In Appendix C. Cost Submittal Response Template (rev. 12.15.16), tab lot 6 the component requirement are the same and only reflect a Storage Area Network (SAN) solution. In attachment C we do not see technical requirements for a NAS solution, can you please clarify?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
265	Lot 5 All Configuration	Appendix C Cost Submittal	Is Self-Cleansing Capabilities a service that needs to be included in the base price of the hardware?	Yes.

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	s; row 39 and 61 "Self-Cleansing Capabilities"			
266	Lot 5 Best Value High End Server 1B; row 44 "Flash"	Appendix C Cost Submittal	When referencing “flash adapter” are you using that interchangeably for IO accelerators? NVMe accelerators?	Yes, the item is generic so as not limit to a single vendor or technology.
267	Lot 5 Non-Best Value configs	Appendix C Cost Submittal	You call for “on board SATA” and 100G HDD. What is the purpose of these drives?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
268	Lot 6 Non-Best Value Object Storage	Appendix C Cost Submittal	The storage technology interface requested is fiber channel along with the cables but there is a notation for SCSI and a request for a Network Interface Card. Can you please clarify what you are looking for in this request?	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
269	Lot 5 & 6	Appendix C Cost Submittal	The List Price data entry cell for each of the Configurations is blacked out for the Enhanced and Critical Service Levels, however each service	Please provide one representative list price and

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#	RFP Page Number	RFP Section Reference	Question	Answer
			level will require a unique list price, can the state update the template to distinguish separate list prices for each service level? Alternatively, if it is the intent that the pricing in this section only include standard warranty and support after warranty should be included in the Options/Upgrade section please specify as such.	apply separate discount off lists per service level tier.
270	Lot 5 & 6	Appendix C Cost Submittal	What is the purpose of the “Discount off List for all other Low End Servers/Cells” cells in the Lot 5 Cells, C50 and Cell C56 Lot 6 Cells? If discounts need to apply to all potential non-best value configurations, please specify the technical requirements range for Low, Medium and High End Server ranges.	We would like the Offeror to be explicit in terms of the overall discount off list that is applied to the potential non-best value configurations. This discount off list should be representative of the discounts applied to each corresponding service tier. The technical requirements are specified in each “Component” and associated “Minimum Requirements.”
271	Lot 5 & 6	Appendix C Cost Submittal	How many years’ post warranty service is required? Please confirm (4) years of support is required for all products.	4 years are the minimum years of support required for all products. We will allow up to 60 months however.
272	Lots 5 & 6	Appendix H Technical Submittal	Can you provide the location(s) where the equipment is to be in production?	In Commonwealth-owned or Commonwealth-managed locations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	Section 19 Consumption Model			
273	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	If offsite hosting of the equipment and services is allowable, are there locations restrictions? If so, please list.	Offsite hosting is beyond the scope for this RFP
274	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	In a consumption model, can you provide the starting capacity in storage and servers you require, and expected growth for the next 4 years.	This information is not available at this time.
275	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you please specify the length of the procurement contract? Minimum years and any extensions.	The term of the contract(s) will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. The Commonwealth may renew any of the contracts for up to two (2) additional years.
276	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Does the State have specific software or OS requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
277	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	For a consumption model, does the State allow the use of offsite Administration or does the State need any assistance with administering the storage and server environment.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
278	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Initial workloads? Is there legacy equipment HPE – Financial Services could buy back and remove ongoing maintenance cost.	This is dependent upon the contract under which the legacy equipment was procured.
279	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How is Demand Management integrated with Capacity Management to ensure that capacity is adjusted in accordance with demand forecasts and patterns?	The Commonwealth expects the Offeror to propose pricing models that include demand and capacity management.
280	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Is there a formal capacity plan produced yearly, that incorporates Business forecasts and requirements?	The Commonwealth does not have this information at this time.
281	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the average hardware utilization rate before you have to order new hardware?	New hardware is ordered to replace end-of-life hardware and the implementation of new applications/projects.

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#	RFP Page Number	RFP Section Reference	Question	Answer
282	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is your desired infrastructure state? (Hybrid private/public?) Is infrastructure shared/optimized across projects and business?	This question has no bearing on an Offeror's response to this RFP.
283	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the typical provisioning lifecycle, from concept/requirements to full scale production deployment?	This can vary project to project and agency to agency.
284	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How are you dealing with increasing IT demands while trying to mitigate risks and cut costs? If the infrastructure is over-provisioned, how much extra capacity (%) do you typically add?	This can vary project to project and agency to agency.
285	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How does IT demonstrate their value to the business in terms that the business understands?	This question has no bearing on an Offeror's response to this RFP.
286	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever experienced a sudden, sustained and unexpected surge in IT services?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
287	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever “run out” of IT Infrastructure capacity, or got so close to 100% processing/storage capacity that you’ve had to take urgent action, e.g. rent temporary capacity or request urgent approvals?	No, the Commonwealth has not experienced this.
288	29	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	In order to qualify as an Small Diverse Business, a business must first qualify as a Small Business. A Small Diverse Business is, by definition, a Small Business. A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. Please refer to RFP Part I, Section I-13 of RFP 6100039046.
289	20	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	Please refer to the answer to Question #288 . A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. A Small Diverse Business by definition is an Small Business. However, an Small Diverse Business receives a higher percentage of points than an Small Business in

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#	RFP Page Number	RFP Section Reference	Question	Answer
				scoring. Please refer to the scoring formula in RFP 6100039046 Part III, Section III-4C5.
290	4	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after January 27, 2017?	The Commonwealth cannot determine a timeframe at this time since we are not sure how many proposals will be received for this procurement.
291	35	Requirements IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	That would satisfy the requirement for (3) years of experience working with public sector clients. Please note this is not a mandatory requirement, this is a preference and will be evaluated as part of the vendor proposal.
292	35	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
293	Lot 6 SAN switches	Appendix C Cost Submittal	Redundant SAN switches to initially support 20 connections (16 connections to 8 servers, and 4 connections to 1 storage array). Expansion capability to 64 ports was requested. Will the expansion ports be for servers, storage, or both?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
294	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Does the Commonwealth of PA want separate block and object storage devices, or do they anticipate running mixed block and object storage environments on the same storage devices?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
295	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the total usable space requested. The best value arrays were requested with capacities of 4 TB (RAID5), and the non-best value arrays were requested with capacities of 2 TB (RAID5). Are these usable or raw capacities? Are the 4 TB and 2 TB capacities per controller or per array? 1 PB total usable storage was also specified. Please clarify how the specifications calculate to 1 PB.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
296	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Initial arrays were requested with 4 TB and 2 TB capacities, with anticipated quantities of 25 over the 3-year contract. Does the Commonwealth of PA anticipate storage additions to the initial array(s), or 25 separate arrays? If 25 separate arrays, will these reside in the same data center,	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on

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			and will they replicate to each other? If separate arrays will reside in separate data centers, how far apart will these be?	the needs of the agency at the time of order.
297	Lot 6 Non-best value object storage arrays	Appendix C Cost Submittal	The non-best value object storage array mentions FC, iSCSI, and IP-based, but the switches requested are to support 4 Gb/sec, which would be FC. Please clarify if the Commonwealth of PA looking for iSCSI, FC, or FCoE storage, and what switch technology.	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
298	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What types of IT administrative servers will be in use? Physical servers, or virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
299	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What server environment(s) will be deployed? Physical servers? Virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Server environments may include, but are not limited to, DEV, CIT, TRG, TFP, UAT, & PROD. Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
300	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What percentage of your current storage is a) Dell, b) EMC, c) HDS (Hitachi), d) HPE, e) IBM, f) NetApp, and g) Nimble?	This question has no bearing on an Offeror's response to this RFP.

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301	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What self-cleaning technology is in use today on a) servers, b) desktops, c) laptops, d) tablets, and e) storage?	Please review the Commonwealth's ITP SEC-015, Data Cleansing Policy, for more information on the broader spectrum of Self-Cleansing requirements.
302	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Best Value Storage compared to Best Value Block Storage and Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
303	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Non-Best Value Storage compared to Non-Best Value Block Storage and Non-Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
304	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	The RFQ specifies "8 Storage Volume Controllers(SVC) nodes, configured in two (2) node clusters providing four (4) I/O Groups." This requirement is specific to old technology IBM storage. Is the intent of Lot 6 of this RFQ to essentially lock out other vendors (OEMs)? If not, then the specifications of Lot 6 need to be rewritten to encompass more modern storage	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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			offerings from all eligible vendors (HPE Dell, EMC, HDS, IBM, NetApp, and Nimble).	
305	Lot 5 & 6 Services - Options - Monitors	Appendix C Cost Submittal	Please clarify the following service: "Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)." Does this refer to returning failed disks (with keep your disk support) to the Commonwealth of PA's warehouse, via a shipping or courier service?	This service refers to the shipment of decommissioned devices from the agency to the DGS Surplus Warehouse by the Contractor.
306	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Although we have read the reference document, we would like further clarification on what is meant about "Self-Cleansing Lot 5 Capabilities".	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
307	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	It has been noted that the configurations are based on years old technology. Would you prefer that we quote refurbished in order to meet the specifications? If not, we will need better guidance on what your needs are so that all bids will still be comparable.	The requirements are for new equipment. Please provide proposals that meet the Commonwealth's minimum requirements as stated in Appendix C. In the adjacent columns, please provide your suggested enhanced specs in the corresponding "Actual Spec Proposed, if higher" column.

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#	RFP Page Number	RFP Section Reference	Question	Answer
308	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Could you clarify what your goal is for "Non Best Value Configurations"?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
309	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You mentioned "Image Deployment "but most servers were configured with no OS. Can you clarify what OS and deployment options you require?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
310	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You included "Hard Drive Removal" in this section but specified "Keep Your Hard Drive" in the configurations. Can you clarify?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
311	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades" you include options that depend on the individual specification/configuration. How would you like that to be noted?	Please provide the respective individual specification/configuration in the associated "Notes, if any" column or in the "Additional Options" section at the bottom of the "Services – Options – Upgrades" section.

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#	RFP Page Number	RFP Section Reference	Question	Answer
312	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades", what do you mean by "HBA requirement"? Above, you specified 2 different type of HBAs.	Offerors should respond with the HBA's that it can provide.
313	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	For "Disk Wipe", do you have a preferred method?	Please refer to the information provided in ITP SEC-015.
314	LOT 5	Appendix C Cost Submittal	Since an emerging cost effective technology for servers is the modular or blade server implementation, would it not behoove the Commonwealth to add a modular configuration to the pricing analysis? This would provide a more accurate assessment to the Commonwealth of future costs. It would greatly enhance our thought process in truly understanding your virtualized environment today and how we can shape its tomorrow for the commonwealth. Alternately, could a separate or 'sub lot' be added for this technology?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
315	36	IV-3. A.2.i	To increase competition with qualified OEMs, will the Commonwealth consider revising their choice for Gartner's Magic Quadrant for Modular Servers to include more current version(s) from 2016?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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316	Tab Lot (all)	Appendix H Technical Submittal	Does the state want references to highlight the qualifications of the OEM, the offeror or both?	The qualifications should focus on the Offeror's ability to provide the OEMs products and services.
317		RFP	How does this contract differ from COSTARS contract 3	The awarded contracts are for Commonwealth agencies to utilize. COSTARS contracts are not available for use by commonwealth agencies.
318		RFP	What agencies would procure product from this contract that cannot purchase off COSTARS? Why would an agency utilize one over the other?	Please refer the answer to Question #317 .
319	8	I-12	The RFP states "Offerors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive". Does the Commonwealth want two CD-ROMs or Flash drives with one copy on each?	Yes.
320	Lines 13-16; Lines 17-20 SLA ID AM-04.1 and SLA ID AM-04.2	Appendix K. SLAs	These SLAs appear to be created for OEMs selling direct. As a reseller of the equipment, we cannot control certain aspects of the requirements listed in these SLAs. Will the Commonwealth consider revising these requirements to accommodate resellers wishing to bid?	No.

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321	5	I-5. Type of Contract	According to the RFP, "It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in Appendix A." Does the firm, fixed price refer to both product procurement and services contracts?	Yes.
322	Lot 5 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, within the functional parameters alone, there are multiple options (blades vs. rack-mount, 1u vs. 2U, centralized vs. distributed vs. shared infrastructure, highly-densed drives v.s highly-densed CPU, L1 vs. L2 vs L3. for caching, SLC v.s MLC vs. TLC for SSD, 10k vs. 15k vs. SATA/NS-SAS for HDD, etc.). In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order
323	Lot 6 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, in regard to converged vs. hyperconverged infrastructure, along with software-defined storage, there are open-ended hardware parameters within the spreadsheet. For instance, for the Intel Xeon E3-1220 - is the Commonwealth referring to Broadwell or	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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			Hashwell? For RAM, are you referring to LRDIMM or RDIMM? Each has a different capacity and each supports different processor models, and different servers support different processor cores/model. In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	
324	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing backup and recovery since it is not called out as a specification?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section.
325	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing a Converged/Hyperconverged infrastructure, as it is not called out in the specifications?	Please refer to the answer to Question #2 .
326	Lots 5 and 6 Consumption Based Pricing	Appendix C Cost Submittal	In regard to the consumption model cost request, does the Commonwealth want to see pricing offered for different classifications of storage (for instance, slow = .01 fast = .05 and super-fast = .10 or some delineation of class of storage)?	The Commonwealth will review responses based on options provided.
327	Lots 5 and 6	Appendix C Cost Submittal	Will the Commonwealth allow bidders to show price deviation methods (meaning, the price can increase or decrease depending on the amount consumed by the Commonwealth)?	This is based on the pricing model proposed by the Offeror.

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328	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "yes", against what mean average will each bidder be considered?	This is based on the pricing model proposed by the Offeror.
329	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "no", how does the Commonwealth account for usage driving their cost up or down?	This is based on the pricing model proposed by the Offeror.
330	Lots 5 and 6	Appendix C Cost Submittal	Is the Commonwealth asking the bidder to build the consumption model that will be used?	Yes, please provide the proposed Consumption Based Model pricing that would best accommodate the Commonwealth's Server/Storage needs.
331	36-37	IV-3. Requirement	Will the Commonwealth consider use of the 2016 Gartner's Magic Quadrant as a guide in choosing an OEM?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
332	Lot 5	Appendix C Cost Submittal	Are bidders required to put arrays in multiple sites?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
333	Lot 5 Configuration	Appendix C Cost Submittal	Does the Commonwealth desire to see pricing on a per workload basis versus physical server, number of cores or virtual machines?	Pricing is based on the physical server. All other pricing options

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#	RFP Page Number	RFP Section Reference	Question	Answer
				should be included in the "Options" section.
334	A.	Appendix L - Service Management Integration Requirements	Per A. a., "a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*." What is the Commonwealth's current integration model, data model, and error handling methodology for the ITSM system?	Please refer to the answer to Question Number #91 .
335	Lot 6 Consumption Based Pricing	Appendix C Cost Submittal	Will the Commonwealth provide their current storage utilization information, as well as expected growth over the next 5 years?	This information is not available at this time.
336	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide performance criteria? E.g. 2ms response times for block storage, 5ms for file storage and 10ms for object storage.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
337	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide availability requirements? E.g. 99%, 99.99% or 99.999% uptime requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
338	Lot 6 Line 33	Appendix C Cost Submittal	Do you want a total of 20 ports in the bid response or 20 ports per switch?	The minimum is 20 ports.
339	Lot 6 Lines 25, 33, 34	Appendix C Cost Submittal	The term “GB” is used – what does this mean (Gigabyte, Gigabit, something else)?	The term GB refer to “Gigabyte.”
340	Lot 6 Line 34	Appendix C Cost Submittal	How many switches do you want in the bid response – 1 or 2?	There is a minimum of 20 ports, regardless of the number of switches.
341	Lot 6 Line 35	Appendix C Cost Submittal	Why are you asking storage vendors to bid HBA’s. We think this belongs in the server lot	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
342	Lot 6 Lines 37, 38	Appendix C Cost Submittal	The term “SVC” is used. What does this mean? IBM’s virtualization engine? If we are not using IBM as our OEM supplier, how do we bid SVC? We were told we have to stay within one OEM’s product line.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
343	Lot 6 Line 40	Appendix C Cost Submittal	Are you asking us to include in our bid a 64 port switch with 20 SFP in it?	The requirement is for the switch(es) to be scalable to 64 ports.
344	Lot 6 Line 41	Appendix C Cost Submittal	The newer 16Gb and 32Gb FC specs, do not allow for arbitrated loop. Only 8Gb specs and	This issue is addressed in the revised Appendix C, Cost

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#	RFP Page Number	RFP Section Reference	Question	Answer
			lower provided for AL support. 8Gb optic support in newer switches is unavailable or very limited and may not meet port count/scalability specifications. Is this acceptable?	Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
345	Lot 6 Line 44	Appendix C Cost Submittal	“Ability to support 146GB... drives”. Is support for 146GB drives a requirement? Newer storage subsystems support a 300GB minimum size for 15K and 10K SAS drives.	146GB is the minimum. Offerors may quote any drive that exceeds these specifications.
346	Lot 6 Lines 47, 48	Appendix C Cost Submittal	How will “Scalability” and “Reliability” be measured?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
347	Lot 6 Line 115	Appendix C Cost Submittal	“SCSI” is assume to mean “iSCSI”. Is this a correct assumption?	Yes, that is correct.
348	Lot 6 General	Appendix C Cost Submittal	There are a number of specs/minimum requirements that call out 4GB (vs Gb, we assume gigabit?). Is support for 4Gb HW required? Newer storage subsystems support 8Gb HW and up. However, 8Gb HW can support 4Gb speeds. This is specifically critical in responding to line 112, as it requests for “4GB” Storage Controller FC interface upgrade costs. Our vendor partners no longer support 4Gb HW.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
349	Lot 6 General	Appendix C Cost Submittal	What is self-cleansing technology? Can you provide an example?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
350	Lot 6 General	Appendix C Cost Submittal	Do we include racks in our bid response or are you providing standard racks?	Offerors may propose racks as an option.
351	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth is asking for MFD pricing separately but it has placed an MFD in the Market basket. Would the Commonwealth consider removing that item (J7X28A#BGJ) from the Market Basket?	Yes, the Commonwealth will replace and remove this item from the Market Basket.
352	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth has publicly stated that it wants to do away with Desktop/single function printing. Would the Commonwealth consider removing from the Market Basket the single function printers part #s CN550A#B1H and E6B69A#BGJ?	Yes, the Commonwealth will replace and remove these items from the Market Basket.
353	Lot 3 Market Basket	Appendix C Cost Submittal	Schneider and APC are the same company. Will the Commonwealth make any adjustments here?	Yes, the Commonwealth will make the consolidation of both listed companies under APC.

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#	RFP Page Number	RFP Section Reference	Question	Answer
354	33-36	Part IV	Will the Commonwealth re-consider allowing "Offerors" to submit a bid for more than one manufacturer where stated only one is permissible?	No.
355	Defective Hardware Replacement SLA ID 06.1	Appendix K. SLAs	Will the Commonwealth detail the time frame in which a product is considered defective?	Please refer to Section 12, <i>Acceptance</i> , of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.
356	All	Appendix K. SLAs	Can any or all of the SLAs be waived if so noted on the PO?	Yes, if noted in the purchase order.
357	34	Section C	Will the Commonwealth explain the role of the back-up awardee?	The role of the back-up awardee is to ensure full coverage of IT peripheral devices in a case where the best value provider does not have access to a product requested by the commonwealth.
358	8 Section 19	Appendix A	Presently invoices are submitted to one address. Is the statement below the intention moving forward? Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line	Invoices will still be submitted to one address but separate billing accounts must be established by the contractor so invoicing is submitted to the correct agency.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.	
359	3	Section 6	P-Cards taken via the telephone exposes the Commonwealth to a high risk of fraudulent orders. Will the Commonwealth entertain a more secure way to process P-Cards?	The prefer method of acceptance is over the phone. The commonwealth will review additional options of P-Card acceptance with the awarded Offeror(s)
360	Lot 2 - Rugged Devices	Appendix C Cost Submittal	In regard to the Hard Drive requirements for the rugged laptops, is the Commonwealth of PA looking for an HDD or SSD option? Is there a preference? Would either option be considered?	The Commonwealth prefers a Solid-State Drive; however, a hard disk drive is acceptable.
361	Services	Appendix C Cost Submittal	Custom integration (<i>imaging/asset tagging/BIOS</i>) adds time to the manufacturing process. How many additional days are acceptable for customized orders?	Additional time will be addressed between the Contractor and the agency if a change occurs after the start of integration.
362	SLA ID - AM-04.1	Appendix K. SLAs	Referencing the 10 Day SLA for product order to ship...is there a possibility this 10 day can/ will apply to only the base unit configuration without customization of upgrade options?	Applies to all units.

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#	RFP Page Number	RFP Section Reference	Question	Answer
363	Lot 1, Desktops	Appendix C Cost Submittal	Since all microprocessors are not created equal, we believe using a generic parameter like clock speed could lead to disappointing performance, and therefore may not be in the best interest of the State. Would the Commonwealth consider adding Intel processors as a requirement, and that the Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered?	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.
364	Lot 1, Desktops	Appendix C Cost Submittal	The Commonwealth is requesting 1 DVI port on the desktop. Would you accept a DisplayPort an acceptable option?	Yes, a DisplayPort would be an acceptable option. If a replacement, then an adaptor to DVI must be included.
365	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth has standardized on Windows 10. Is the Win7 downgrade still required?	At this time, Windows 10 Pro will be accepted with the Windows 7 downgrade. The agencies then have the ability to reimage with Windows 10 Enterprise and will provide the licensing information at the time of the purchase.
366	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with A/C wireless standard. Is this acceptable?	Yes, A/C wireless is acceptable.

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#	RFP Page Number	RFP Section Reference	Question	Answer
367	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with Bluetooth v4.x. Is this acceptable?	Yes, so long as it meets or exceeds minimum requirements set forth in the specifications.
368	Lot 1, Laptops	Appendix C Cost Submittal	An optical USB mouse with scroll is listed as standard. Please confirm this is correct and required to ship with each laptop ordered.	Yes, it is correct and is required to ship with each laptop ordered unless otherwise identified in the SOW or Purchase Order.
369	Lot 2, Non-Traditional Desktops	Appendix C Cost Submittal	Are these meant to be Workstations?	The definition of Non-Traditional Desktop includes zero client and thin client.
370	Lot 5 & 6 Servers and Storage	Appendix C Cost Submittal	Under the Universal Options section can you please clarify the "Preparation for Shipment"	Please refer to the answer to Question #260 .
371	Lots 1, 2, and 4	Appendix C Cost Submittal	<p>In Appendix C, the term of the lease requested for Lots 1,2, and 4 is four years. However, more detail is needed to ensure all parties are quoting the same. There are three aspects that need clarification: lease type, payment frequency, and payment timing. Please advise on the following:</p> <p>1) Lease Type: Is this a Fair Market Value lease? 2) Payment Frequency: Are payments to be monthly, quarterly, or annually? 3) Payment Timing: In arrears or in advance?</p>	<ol style="list-style-type: none"> 1) Lease Type: Fair Market Value. 2) Payment Frequency: Annual. 3) Payment Timing: In advance following initial invoice.

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#	RFP Page Number	RFP Section Reference	Question	Answer
372	38	IV-3.B.5	<p>The Services section of the RFP reads that “The Contractor must honor all quotes for at least ninety (90) days.” Is this 90-day validity period also to be considered the validity period of lease rate quotes in Appendix C? Since leasing rates by nature are not able to be held for extended periods of time, we need to understand the validity period expected.</p>	No, it is not.
373	36	IV-3. A (5) (i)	<p><u>Lot #5 Requirement:</u> "Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Magic Quadrant for Modular Servers - May 2015 will be considered for this lot: (a) Dell, (b) HP, and (c) Lenovo."</p> <p>If the Commonwealth wishes to limit offerors to provide Gartner "Magic Quadrant" leading solutions, please update the RFP to refer to the most current May, 2016 Gartner Magic Quadrant report found at: https://www.gartner.com/doc/reprints?id=1-2EEWKHH&ct=150504.</p> <p>[The current RFP qualification is based on an out-of-date market analysis which has been superseded by Gartner's most current "Magic Quadrant for Modular Servers" dated May 2016. The use of an out-of-date industry analysis artificially creates an exclusionary specification</p>	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			and an unlevel playing field among otherwise qualified offerors.]	
374	34	IV-2 (E) (1) & Appendix H Technical Submittal Response Template and Appendix C Cost Worksheet	<p><u>Lot #5 Requirement:</u> "(1) The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the "Best Value OEM" for Lot 5."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot 5.</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical standards have been included which would support a "best value" evaluation of the Lot #5 technologies.</p>	<p>a. Appendix H: The Commonwealth evaluate the products from a technical perspective.</p> <p>b. Appendix C: You are correct, costs will be evaluated based on the standard specifications provided.</p> <p>c. Technical standards are based on the specifications listed in Appendix C.</p>
375	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal</p>	<p>a. Correct.</p> <p>b. The devices identified are strictly to be used for vendor</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>Response Template, may submit a proposal for Lot 3."</p> <p><u>How were the named vendors determined that appear on Appendix C?</u></p> <p>a. The title, "Top Manufacturers" does not appear to relate to technical industry solution rankings in each category, but rather solely to existing Commonwealth suppliers/historical spend.</p> <p>b. This constitutes an exclusionary spec which effectively limits competition to existing Commonwealth suppliers who appear as the a single manufacturer brand per solution category in Appendix C, e.g.,</p> <p style="padding-left: 40px;">i. in the category of "Communications/Conferencing", Appendix C essentially names only Microsoft/Polycom as named communications suppliers.</p> <p style="padding-left: 40px;">ii. Other industry leading OEM brands currently in the embedded base are completely missing from Appendix C, e.g., the global market leader for video endpoints have been excluded from the named brand list.</p>	<p>comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.</p> <p>c. The addition of the total line items values of the OEMs products purchased through the current IT peripheral contracts.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>c. How was the historical spend calculated for each named brand?</p> <p>i. E.g., what was the method for determining historical average?</p> <p>ii. Other OEM manufacturers representing higher Commonwealth spend than those listed in Appendix C have been excluded.</p>	
376	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3—Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>This is a "best value" bid. However, the scoring criteria appears based solely criteria which favors the existing Commonwealth manufacturers.</u></p> <p>a. While non-named manufacturers can be included under the umbrella post award via the "maximum" mark-up, please explain how a fair best value comparison can be conducted across the "non-named brands" since there is no comparable data provided for analysis, and the</p>	<p>a. Using historical spend, the Commonwealth wanted to capture the manufacturers that represented the majority of that spend, with a designated maximum markup for any other manufacturer that is not mentioned.</p> <p>b. Please provide additional proposed technologies in Appendix H: Technical Submittal.</p> <p>c. No, this will continue to be procured as one Lot in the best interest of the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>data provided is not standardized across providers?</p> <p>b. The bid encompasses a broad scope of technology solutions each of which should be evaluated by technology-specific performance/cost criteria. Some of these lend themselves to a purely cost based analysis, e.g., power supplies, printers, cameras, scanners. However, other more complex technologies, e.g., Communications, Video Conferencing, require "best value" evaluation of technical specifications to ensure equal comparison before determining resulting costs. This RFP contains no technology specifications for evaluation of the proposed technologies, particularly in the categories of "video conferencing" and "communications".</p> <p>c. Would the Commonwealth consider separating these into different lots or solicitations?</p>	
377	33	IV-2, C (2) (ii)	<p><u>Lot #3 Requirement:</u> Please define what "Communications" means and includes in the context of Lot #3 - IT Peripherals in this RFP, e.g., does "communications" include wireless access points? IP Phones? Video Conferencing endpoints?</p>	<p>A communication device is a hardware device capable of transmitting an analog or digital signal over the telephone, other communication wire, or wirelessly. Yes.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
				Yes.
378	33	IV-2 . C [1) and Appendix H Technical Submittal Response Template	<p><u>Lot #3 Requirement:</u> "(1) The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option. Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot # 3</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references. b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical or price standards have been included which would support beyond the warranty for the remainder of the contract term.</p>	Based on the cumulative Technical, Cost, and SDB / SB scores, the Commonwealth will ultimately make a decision on deeming an Offeror "Primary" and an Offeror "Secondary" to fulfill their required needs

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#	RFP Page Number	RFP Section Reference	Question	Answer
			d. Pricing does not consider or include support/subscription maintenance (the all in cost of ownership) of the brand/technology solutions bid in any lot.	
379	Row 21 Volume Capability Speed	Appendix C Cost Submittal	Can the Commonwealth define functional concurrency and the features that it relates to?	Functional concurrency refers to the device being able to print, process print jobs, scan to email and faxing simultaneously.
380	Row 61 Digital Output	Appendix C Cost Submittal	Can the Commonwealth clarify how and why TIFF 6.0 is being used vs other TIFF formats? Would the Commonwealth remove the requirement for devices to support TIFF 6.0 ?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
381	Lot 6	Appendix C Cost Submittal	What is the Commonwealth's desired approach specific to object and file storage?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
382	Lot 6	This issue is addressed in the revised <u>Appendix C, Cost Submittal Response</u>	Please identify in the January 20, 2017 posted version of Appendix C where changes to the IBM-only Storage Volume Controllers were made.	Please refer to Tab “Lot 6” of Appendix C, Cost Submittal Response Template rev (1-26-17), under “Lot 6 – Services –

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#	RFP Page Number	RFP Section Reference	Question	Answer
		<p><u>Template</u>, posted on January 20, 2017, as part of Addendum Number 7.</p>		<p>Options – Upgrades” rows 109, 110, 112, and 113.</p> <p>Also, the rows relating nodes in under the “Lot 6- Storage – Best Value Configurations” and “Lot 6 – Storage – Non Best Value Configurations” have been removed.</p> <p>Additionally, please refer to RFP 6100039046 at Part IV, Section IV-3.A.6 for the revised list of eligible OEMs (or certified resellers) based on the Gartner Leaders Quadrant for General Purpose Disk Arrays (October 2016).</p>
383		Storage Volume Controllers(SVC)	<p>The commonwealth received 9 questions about the requirement for IBM's "Storage Volume Controllers(SVC)" for Lot 6. The answers point to the January 20, 2017 posted version of Appendix C which does not appear to have any changes to the requirement. Please confirm that the State will accept bids for Lot 6 that are not solely limited to an IBM storage solution.</p>	<p>Please refer to the answer to Question #382</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
384	44	IV-3-C-ix-b	Off-Premise Disk Wipe - The requirement states that the device is to be cleansed at its current location, but the requested service is to be off-premise, including pickup and delivery. Please clarify this requirement.	Part IV, Section IV-3.C.2(ix)(b) of RFP 6100039046 has been revised to clarify that cleansing must take place “at a location approved by the Commonwealth...”
385	44	IV-3-C-vii-a	On-Premise Disk Wipe - This requirement states that the Contractor shall pack and pick up the device to be wiped, but the service requested is to be on-premise. Please clarify this requirement.	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised by deleting the phrase “, pack and pick up.
386	43	IV-3-C-vii-c	Hard Drive Removal - In our experience, agencies ask for hard drives to be removed in order to preserve the data on the drives while allowing for the disposition of the PC assets. Requiring drive wipe services in conjunction with hard drive removals will not allow this to happen, and will also add unnecessary cost to the Commonwealth if the disk wipe is specified but not performed. Will the Commonwealth consider removing the data wipe requirement from this and procuring any data cleansing services needed using the On- or Off-Premise Disk Wipe service? In this way the Hard Drive Removal service would consist only of removing the hard drives and providing them to an agency-designated employee?	If necessary, prior to the hard drive removal/whip, the agency, in cooperation with the Contractor, will verify the backup of the hard drive data has been completed.

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#	RFP Page Number	RFP Section Reference	Question	Answer
387	43	IV-3-C-vi	Preparation for Shipment - This task does not indicate the requirement to disconnect existing PC equipment, and remove it from the desk area, but only packaging equipment for shipment. Does the Commonwealth require de-installation services as part of this service?	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised to add the phrase "Disconnect existing PC and peripheral equipment and remove it from the desk area."
388	44	IV-3-C-vii-d/e/f	"Hard Drive Removal - The section of hard drive removal discussing end of lease or defective hard drives seems to be a contact requirement, and not an optional service. Does the Commonwealth intend to have these services as optional, or are they required? (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth: (e) The Commonwealth may keep the defective or leased hard drive. (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015." "	These services are required as part of the lease.
389		Q& A # 178 IV-3-C-x and xi	Can the Commonwealth confirm that when transporting any type of device, it wants the Contractor, not agency IT personnel to be responsible for data backup? In the case of many system types, including servers and storage, it may not be feasible for Contractor personnel to perform and ensure backups are	Please refer to the revised response to Questions #178.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			correct, given the disparate agency backup systems in place.	
390	Lots 5 and 6	Q& A # 253 and Appendix C, Cost Submittal	For OEMs that do not provide a single list price, but perform list pricing based on the service level chosen, how is a reseller to provide that information to the Commonwealth? Should the reseller provide the highest list price and then adjust the discounts accordingly?	The OEM's certified reseller should provide the list price that most accurately represents the service level associated with the device and adjust the discounts accordingly.
391	Lot 6	Appendix C Cost Submittal	I would like clarification on the answer given to Q&A question #73 which appears to be in conflict with the pricing sheet allowing for an All Other Storage Discount. The answer seems to indicate that all other storage is to be sold at the "Non Best Value" discount rate. Can you please clarify – Is the discount rate on the Best Value and Non Best Value just for those specific proposed minimum configurations ONLY or does the discount need to apply to ALL other future storage purchases configured and solutioned at a later time?	The discounts shall apply to all future storage purchases made through the awarded contracts.
392	Lot 6	Appendix C Cost Submittal	The Answer to Question 238 is "This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017 as part of Addendum Number 7", however, there does not appear to be any change. What change was made to lot 6 or is to be made?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				Additionally, please refer to the answer to Question #382.
393	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC controller eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382.
394	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC RAM eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382.

Date: February 2, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 11

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- Questions and Answers Information Technology Hardware rev. (2.02.17)
- Appendix C, Cost Submittal Response Template rev. (2.02.17)

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Government of Newfoundland
and Labrador
Procurement Schedule
Lot 3 - General IT Peripherals

Project	Procurement
Client	Government of Newfoundland and Labrador
Contract	IT Peripherals
Lot	General IT Peripherals

Lot 3 - General IT Peripherals

Markus by Manufacturer

Markus by Manufacturer - This table lists the manufacturers for the items in the lot. The manufacturer name is listed in the 'Manufacturer' column and the corresponding item number is listed in the 'Item No.' column.

Item No.	Manufacturer
1	HP
2	Dell
3	Lenovo
4	Canon
5	Brother
6	HP
7	Dell
8	Lenovo
9	Canon
10	Brother

Market Basket

Item No.	Description	Unit	Quantity	Unit Price	Total Price
1	HP LaserJet Pro 400 printer	Printer	100	150.00	15000.00
2	Dell Latitude 14 laptop	Laptop	50	300.00	15000.00
3	Lenovo ThinkPad X1 Carbon laptop	Laptop	50	300.00	15000.00
4	Canon imageCLASS MF3010 printer	Printer	100	150.00	15000.00
5	Brother HL-L2365DW printer	Printer	100	150.00	15000.00
6	HP LaserJet Pro 400 printer	Printer	100	150.00	15000.00
7	Dell Latitude 14 laptop	Laptop	50	300.00	15000.00
8	Lenovo ThinkPad X1 Carbon laptop	Laptop	50	300.00	15000.00
9	Canon imageCLASS MF3010 printer	Printer	100	150.00	15000.00
10	Brother HL-L2365DW printer	Printer	100	150.00	15000.00

Lot 3 - Small MFOs

Small MFOs - This table lists the manufacturers for the items in the lot. The manufacturer name is listed in the 'Manufacturer' column and the corresponding item number is listed in the 'Item No.' column.

Item No.	Manufacturer
1	HP
2	Dell
3	Lenovo
4	Canon
5	Brother
6	HP
7	Dell
8	Lenovo
9	Canon
10	Brother

Item No.	Manufacturer	Item No.	Manufacturer	Item No.	Manufacturer	Item No.	Manufacturer	Item No.	Manufacturer
1	HP	2	Dell	3	Lenovo	4	Canon	5	Brother
6	HP	7	Dell	8	Lenovo	9	Canon	10	Brother
11	HP	12	Dell	13	Lenovo	14	Canon	15	Brother
16	HP	17	Dell	18	Lenovo	19	Canon	20	Brother
21	HP	22	Dell	23	Lenovo	24	Canon	25	Brother

Lot 3 - Accessibility Needs

Item No.	Description	Unit	Quantity	Unit Price	Total Price
1	HP LaserJet Pro 400 printer	Printer	100	150.00	15000.00
2	Dell Latitude 14 laptop	Laptop	50	300.00	15000.00
3	Lenovo ThinkPad X1 Carbon laptop	Laptop	50	300.00	15000.00
4	Canon imageCLASS MF3010 printer	Printer	100	150.00	15000.00
5	Brother HL-L2365DW printer	Printer	100	150.00	15000.00

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Transportation Planning
Transportation Planning
Transportation Planning

Category	Description	Quantity	Unit Cost	Total Cost

Notes:
Refer to the Request for Proposal for details on equipment specifications. Prices shown are for quantities listed in the schedule of values. All prices are for 12 months of warranty and include shipping and handling charges. Prices for optional equipment are shown in the notes.

Lot 4 - Apple Desktops

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Lot 4 - Apple Laptops

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Lot 4 - Apple iPads

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Quantity	Unit Cost	Total Cost

Lot 4 - Services - Options - Upgrades

Item	Description	Quantity	Unit Cost	Total Cost

Lot 4 - Accessibility Needs

Item	Description	Quantity	Unit Cost	Total Cost

Item	Description	Unit	Quantity	Estimated Price

Lot 6 - Storage - Best Value Configurations

Item		Performance Metrics					Supporting Data Points				
Item ID	Description	Metric 1	Metric 2	Metric 3	Metric 4	Metric 5	Supporting Data Point 1	Supporting Data Point 2	Supporting Data Point 3	Supporting Data Point 4	Supporting Data Point 5

Lot 6 - Storage - Non Best Value Configurations

Item		Performance Metrics					Supporting Data Points				
Item ID	Description	Metric 1	Metric 2	Metric 3	Metric 4	Metric 5	Supporting Data Point 1	Supporting Data Point 2	Supporting Data Point 3	Supporting Data Point 4	Supporting Data Point 5

Lot 6 - Services - Options - Upgrades

Item	Description	Unit	Quantity	Estimated Price

Lot 6 - Accessibility Needs

Item	Description	Unit	Quantity	Estimated Price

Lot 6 - Consumption Based Pricing

Item	Description	Unit	Quantity	Estimated Price

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
1	4	Calendar of Events	Dates for Pre-Proposal Conference has been moved out more than 2 weeks to Jan 5th, 2017. Will the dates for Questions, Response to questions, and the final Due Date for RFP also be moved out accordingly	Yes, the due date for the RFP response has been extended to February 10, 2017.
2	36,37	IV-3. A (5), IV-3. A (6)	Will the Commonwealth accept submissions for hyper-converged Server & Storage solutions based on Manufacturer hardware noted? Specifically, Dell is an OEM provider for many of the leading hyper-convergence providers and is listed as an acceptable Server & Storage manufacturer. The Commonwealth indicates an interest in the 'latest in related computer-based technologies,' of which hyper-convergence would fit, as it delivers more efficient data capabilities on less physical infrastructure and associated costs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
3	38	IV-3. A	Lot 5-Server Hardware indicates only Intel servers. Are IBM Power Systems servers part of the RFP or will they be added via an addendum or related request?	These devices will be procured through a separate procurement.
4	35,36	IV-3. Requirements. General IT	What platform does the State's punch-out system run on?	The punch-out system runs on SAP Supplier Relationship Management 7.0.

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#	RFP Page Number	RFP Section Reference	Question	Answer
5	35,36	IV-3. Requirements	It states that "(ii) Offerors must be able to provide a punch-out site for order placement." Does this mean that you need the Supplier's system to feed into the State's already existing punch-out system?	Yes, that is correct.
6	38-39	IV-3. Requirements. B. Associated Services (4)	Without knowing an exact order date vendors cannot give an exact delivery date. Therefore, can the expected delivery date be removed as minimum included for quotes?	This section refers an estimated delivery date based on the vendor working with the agency. The final delivery date will be set in accordance with the applicable Service Level Agreement listed in Appendix K, Service Level Agreements.
7	38-39	IV-3. Requirements. B. Associated Services (4)	Service purchase orders are not always available when ordering hardware, can "other related purchase orders for service date" be removed as minimum included for quotes?	No, please refer to the answer to Question #6 .
8	Quote Accuracy Consistency (QAC)	Appendix K SLAs	What is the criteria that all quote accuracy is based on?	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.

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#	RFP Page Number	RFP Section Reference	Question	Answer
9	39 and 44	IV-3. Requirements. B. Associated Services (5)	Custom quotes may be available to honor up to 90 days or more, but on a continual basis due to continual industry technology changes, will the Commonwealth consider keeping with the industry standard of 30 days?	No, the Commonwealth will not amend this requirement.
10	41 of 44	IV-3. Requirements J. Quarterly Report	Can the Commonwealth modify the requirement of Agency Information in the Quarterly report to "Agency Information, if provided"	No, the Commonwealth will not amend this requirement.
11	Customer Inquiry Response Time (CIRT)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with giving prompt customer service, will the Commonwealth consider removing this SLA and instead confirm that if a request is brought to The Supplier's attention by the Office of Administration, that the supplier has four (4) business hours to acknowledge and confirm follow-up for the subject request?	No, the Commonwealth will not amend this service level agreement.
12	Quote Accuracy Consistency (QAC)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with providing accurate quotes based on the Commonwealth preapproval per the RFP term confirmed for quote requirements, will the Commonwealth consider removing this SLA?	No, the Commonwealth will not remove this service level agreement.
13	Quote Delivery for Catalog Items (QDCI)	Appendix K. SLAs	It is understood that all quotes will be instantly available online for the approved standards. Anything else would be a custom quote request which is entitled to a well thought through custom configuration based on the customer's	This SLA refers to catalog items, not items that would require custom configurations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			needs. In consideration of this, will the Commonwealth consider modifying this SLA to a date agreed upon between the ordering entity and the Supplier?	
14	Order Delivery (OD)	Appendix K. SLAs	Given that the industry standard averages 3 weeks on delivery, will the Commonwealth consider modifying this this SLA to 15 business days for the preapproved modeled Standards on contract, 20 business days for customized Standards?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
15	Order Delivery (OD)	Appendix K. SLAs	Given that some issues can occur within an order, will the Commonwealth consider modifying this SLA to 95% fulfillment?	No, the Commonwealth will not amend this service level agreement.
16	Invoice Receipt (IR)	Appendix K. SLAs	Given that many Agencies request for scheduled deliveries and special services, will the Commonwealth consider modifying this SLA to from sixty (60) days to a date mutually agreed to by the Supplier and the Ordering Entity?	No, the Commonwealth will not amend this service level agreement.
17	Defective Hardware Replacement (DHR) Appendix K. SLAs	Appendix K. SLAs	Given that some orders are customized, replacement product will not always be readily available for an overnight shipment. Will the Commonwealth consider modifying this the days to the same days set in the Order Delivery SLA per each Lot?	No, the Commonwealth will not amend this service level agreement.

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#	RFP Page Number	RFP Section Reference	Question	Answer
18	Billing #19	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Not all PO's contain an Agency on the "Bill To" section of the PO. If an agency isn't defined in the "Bill To" of the PO, how do we respond?	Invoices on PO's should be sent to the Office of the Budget, resource account found at http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx . Invoices should be submitted in an email with the invoice attached as a PDF document, or mailed to our PO box where the invoice would then be scanned into our workflow process. Invoices, as a matter of usual and normal practice, should never be sent to the agency first.
19	4-year Warranty On-Site Next Business Day	Appendix C Cost Submittal	If options (i.e.) docking stations, mice, bags are ordered separately are they also needing the 4-year Warranty On- Site Next Business Day? Or only when ordered in a bundled unit?	All products ordered shall have a four (4) year warranty including options.
20	Lot 1 Laptops and Ultra-Portable Laptops	Appendix C Cost Submittal	When building a laptop with an i5-7200 and i7-7500 Windows 7 cannot be installed, will Win 10 be accepted without the Win 7 downgrade? Or will you accept a i5 and i7 6000 series processors?	Yes, Windows 10 will be accepted without the Windows 7 downgrade. An agency may choose to reimaging the device with Windows 10 Enterprise or provide the vendor with Windows 10 Enterprise licensing information at the time of the purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
21	Lot 2 Rugged Laptops	Appendix C Cost Submittal	Would you prefer a Solid-State Drive over a Spindle Drive, because a spindle drive is more fragile?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
22	Lot 2 Rugged Tablets	Appendix C Cost Submittal	Will the Commonwealth accept a 3rd party product for a category in the Lot not manufactured by the bidder but is authorized to resell?	Yes, so long as the device meets the Commonwealth's specifications.
23	Lot 2 Rugged Tablets	Appendix C Cost Submittal	The spec calls out a 7-inch screen, would you consider a like or better screen?	Yes. Please provide available specs for like or better screen.
24	Lot 2 Non-Traditional Desktop	Appendix C Cost Submittal	Can you clarify what your definition of a Non-Traditional Desktop means? i.e. Mini, Thin Client	The definition of Non-Traditional Desktop includes zero client and thin client.
25	Options	Appendix C Cost Submittal	If an upgrade is needed i.e. memory, hard drives, is the expectation that these be included in the build at time of delivery, or to save cost, would you be able to install those components to the standard builds?	The expectation is that the options will be included with the build at time of delivery.
26	RFP	4 Calendar of Events	Given that little time there is to respond to a RFP of this scale, and to assist Suppliers to be able to offer the best quality response possible, will the Commonwealth consider releasing answers to questions as they become available?	The Commonwealth will adjust bid posting dates and due dates to allow vendors ample time with responses to all questions.

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#	RFP Page Number	RFP Section Reference	Question	Answer
27	RFP	4 Calendar of Events	Provided that The Commonwealth's answers to questions will yield Suppliers the ability to provide a more complete response, will The Commonwealth consider modifying the Deadline to submit Questions to 7 business days before the proposal due date, but not guaranteeing answers if submitted past January 6th?	Please refer to the response to Question #26 .
28	RFP	4 Calendar of Events	Given the large scope of this RFP and the fact that most Suppliers were not fully staffed with dedicated resources, will The Commonwealth please consider to extend the Proposal due date to February 7th?	Please refer to the answer to Question # 1 .
29	Data Set Delivery (DSD)	Appendix K. SLAs	It states that " The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth". To clarify, after every order processed, the supplier is to provide a report to the end user these details about their order? or are these details to be reported on the quarterly report?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7. SLA SM-01 has been revised to five (5) business days. After every order processed, the contractor must provide a report to the agency within five (5) business days following receipt of the order and also make this information available as part of the quarterly report.

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#	RFP Page Number	RFP Section Reference	Question	Answer
30	27	II-5	If Appendix F COSTARS Program Election Form is submitted, we understand that we will be responsible to pay one COSTARS fee for the Contract if awarded, no matter how many Lots we are awarded. Is this correct?	The COSTARS fee is a per contract fee. The Commonwealth has not determined if it will award a vendor multiple lots as part of one contract. If it is determined the award must be split into separate contract, an Offeror awarded more than one contract from RFP 6100039046, the COSTARS fee will be applied per contract.
31	41	IV-3. Requirements J. Quarterly Report (1)	Since ordering system reported do not capture when an upgrade was selected, reporting on the upgrades cost and quantity is not possible. In consideration of this, will The Commonwealth please consider to remove this requirement?	The ordering system reporting capabilities should provide the commonwealth the ability to see when options are purchased as part of a device configuration.
32	41	IV-3. Requirements J. Quarterly Report (1)	We understand that The Commonwealth wants to see a breakdown of all the sales reported by the base and the upgrade details to verify accurate charging by the Supplier. Will the Commonwealth consider in lieu of this requirement to add a term requiring the Supplier to comply with a Price Audit upon request?	Please refer to the response to Question #31 .
33	21	I-29 COSTARS PROGRAM G. (2)	For this additional report submitted to DGS COSTARS, is this to include the sales just for those that have identified themselves as	This requirement only applies to reporting COSTARS member's purchases

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#	RFP Page Number	RFP Section Reference	Question	Answer
			COSTARS members or for all sales on the contract?	
34	21	I-29 COSTARS PROGRAM G. (2)	If the report is to include only those that have identified themselves as COSTARS members, and there are not any COSTARS member sales to report for the previous reporting period, should the Contractor report online "No Sales"?	Yes, or wording to that effect.
35	24	II-1 Objections and Additions	We understand that we are to identify any terms and conditions in Appendix A, Appendix K, and Appendix E that we would like to negotiate as well as submit any additional terms and conditions we would like to add to any of these appendices. Is this correct?	Yes, that is correct. A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the "Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes" to the Appendices identified in Part II, Section II-1, and that "[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix

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#	RFP Page Number	RFP Section Reference	Question	Answer
				A, Appendix K, and Appendix E.”
36		II-1 Objections and Additions	<p>The following sentence can be confusing: "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above." Does this mean that we can submit our additional terms and conditions for consideration, but just not say that our proposed request is conditioned on the negotiation of the terms and conditions?</p>	<p>Offerors may not propose the wholesale replacement of the Commonwealth’s terms and conditions with those of the Offeror’s. To do so would result in the rejection of the Offeror’s proposal as set forth in RFP 6100039046at Part II, Section II-1, Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices:</p> <p style="padding-left: 40px;">“The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.”</p> <p>A suggested method of incorporating additional terms</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”</p>
37	35	IV-3 Requirements A. (1) v.	This term for Lot 1 says "Products shall include a four (4) year warranty with on site, next business day service and allow the Commonwealth to keep hard drives." Can the Commonwealth please clearly define the word 'Products'?	Any device, including accessories/peripherals procured as part of the awarded contracts.
38	8. Section 20-Payment	Appendix A. Standard Contract Terms and Conditions for IT	If a Supplier's standard is payment terms 30 days from the correct invoice, which is option b, is it acceptable to indicate this is our method as opposed to options a and c mentioned?	Offerors may propose any changes to Appendices A, K and/or E in accordance with Part II, Section II-1 of RFP

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services		6100039046, relating to Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices.
39	Limitation of Liability	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
40	Default	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
41	Termination	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
42	All SLAs	Appendix K. SLAs	Is the Commonwealth opening to additional language recommendations and negotiation on these SLAs?	Please refer to the answer to Question #38 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
43	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that vendors are unable to procure?	Alternative items must meet the same spec or higher provided by the corresponding item in the market basket. Alternative items are only to be provided if the vendor does not have the ability to quote the item defined. Vendors must be capable of providing 90% of the Top Manufacturers listed in Appendix C.
44	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that are end of life?	Yes, alternatives will be accepted for products that are end-of-life.
45	36 of 44	IV - 3 requirements Lot 3	Will the Commonwealth accept bids from vendors that can't provide 90% on lot 3?	No.
46	24 of 44	Part II Proposal Requirements A Technical submittal	The instructions for the technical submittal state offerors are to include activities outlined in Part IV, Statement of Work. Please confirm IV-4 contract requirements -small diverse business participation and Appendix R - Model Form of Small Diverse and Small Business Subcontract Agreement both within Part IV - Statement of work are to go in the technical submittal and not the SDB/SB Participation Submittal	Please refer to RFP 6100039046FP, Part II – Proposal Requirements introduction (third sentence). “All cost data relating to this proposal and all Small Diverse Business/Small Business – cost data should be kept separate from and not included in the Technical Submittal....” Each

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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>Proposal shall consist of the following three separately sealed submittals: A. Technical Submittal; B. SDB/SB Participation Submittal form(s); C. Cost Submittal”.</p> <p>See RFP IV-4 (D) that Appendix R- Model Form of Small Diverse and Small Business Subcontract Agreement – “The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within (30) days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in Appendix R, Model Form of Small Diverse and Small</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
				Business Subcontract Agreement.
47	Term of Lease and B. Payments	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The lease terms states up to 60 months. However, the pricing sheet only allows for lease payment but does not outline what term. Do you want 48 months? The current contract is 4 years with annual payments. Does the COPA still want the pricing sheet with a 4-year lease with annual payments used for the lease payment?	The Commonwealth will evaluate based on 48-month leases, however, lease terms can be for up to 60 months.
48	36-37	IV-3. A (5-6)	We are a public-sector reseller for Fujitsu, and our team is interested in submitting Fujitsu products for consideration in Lots 5 and 6. Would it be possible to add Fujitsu as an acceptable OEM for these lots? If not, can the Commonwealth explain why it has chosen to limit competition to the chosen OEMs?	The Commonwealth has selected the Gartner's Magic quadrant as an objective industry standard.
49			Can the prime contract holder designate resellers who can operate under the auspices of the prime's award?	No, the prime contract holder cannot designate resellers to operate under the auspices of the prime's award.
50			Can punch-out site be maintained by the OEM instead of the Offeror?	Yes, but the awarded Offeror is still responsible for meeting the requirements of this solicitation.

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#	RFP Page Number	RFP Section Reference	Question	Answer
51	38	IV-3. A (6)(vi)	<p>Offerors must have the ability to integrate physical hardware, based on Agency requirements, for operational effectiveness. Please provide some examples of "operational effectiveness" for clarity with regards to the Commonwealth's expectations.</p>	<p>Any kind of practice which allows a business or other organization to maximize the use of their inputs by developing products at a faster pace than competitors or reducing defects, for example. Operational effectiveness is often divided into four components: Leading and controlling functional performance, measuring and improving the process, leveraging and automating process and continuously improving performance.</p>
52	36,37	IV-3. A (5)	<p>For Lot 5, Server Hardware – the RFP has narrowed down to Intel-based servers. The Commonwealth has also deployed Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined). Beyond the Commonwealth, COSTARS members, may also purchase these types of servers and associated warranty/maintenance through the use of current COPA contracts. Is the Commonwealth moving forward with this RFP, without the ability to procure Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated</p>	<p>These devices will be procured through a separate procurement.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			systems (servers/storage combined), along with associated services?	
53	43	IV-4. D.1	Since volumes of purchase are unknown at this time, it would be impossible to agree to a locked-in dollar commitment to a minority supplier at this time. Is it the Commonwealth's intent to evaluate only the percentage of commitment for purposes of the scoring of the Small Diverse Business and Small Business (SDB/SB) submittal?	Yes, the Small Diverse Business/Small Business point allocation is based entirely on the percentage of actual contract spend committed to Small Diverse Business/Small Business.
54	29	III-4. C.1 Contracting Requirements – Small Diverse Business Contracting	For purposes of calculating the percentage of spend, can the Commonwealth clarify if the amounts used for the numerator and denominator are the amounts for services provided by the SDB and SB firms, and that the amounts do not include equipment sourced through the SDB and SB firms?	Please refer to the answer to Question #256 . The full value of purchase orders for equipment and/or software purchases made by subcontractor/supplier count toward the Small Diverse Business/Small Business commitment when then full value of the PO is paid by the Small Diverse Business/Small Business subcontractor/supplier and reimbursed to the Small Diverse Business/Small Business subcontractor/supplier by the prime.

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#	RFP Page Number	RFP Section Reference	Question	Answer
55	Section 26 (Limitation of Liability)	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This term stacks the liability as the contract moves forward and could become a very large number over the 3 to 5 years of the contract term. This may limit participation from vendors. Will the Commonwealth consider altering this term to limit the Contractor's liability to the Commonwealth under the Contract to the greater of \$250,000 or the value of the Purchase Order?	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
56	13	I-12. a	Is an e-signature acceptable on the Proposal Cover Sheet, or is an original wet signature required on this sheet and/or all other forms being submitted to the Commonwealth?	The Proposal Cover Sheet must contain an original wet signature.
57		Appendix H. Technical Submittal Response	In an effort to remain sensitive to paper resources, will the Commonwealth accept a reference within our response to our Financial statements webpage?	Yes, if it is provided as a direct link.
58	41 of 59 and 52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Do these sections cover the financing of other non-hardware items, such as the financing of related equipment services described in IV-3. B Associated Services on RFP document Page 38 of 44?	Yes, these sections cover the financing of the hardware, software and any service made as part of the purchase order.
59	44	Appendix A. Standard Contract Terms and Conditions for IT	Can the Commonwealth please provide a copy of the form of the Acceptance Certificate? We cannot locate it on the Forms page of the	Appendix S, Lease Acceptance Certificate, is posted as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services	Department of General Services' webpage (www.dgs.state.pa.us).	
60	44-51	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is it correct to state that the Contractor (hardware vendor) may assign the actual lease for hardware items (including the right to title and the rental payments) to an Initial Assignee as opposed to just the rights to payment?	Subsection H 1 of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, allows for either the assignment of payment to a third party or the assignment of the lease to an Initial Assignee.
61	44-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Will there be separate PO's for the non-hardware items when the hardware is leased, or will there be one PO which explicitly states which items are to be financed versus leased (i.e. will the PO state under which terms & conditions each item will be obtained - Lease (Appendix 1) terms versus Installment Payment (Appendix 2) terms)?	Purchase Orders with a lease involved will only contain leased items. If a standalone service is being purchased outright for a leased device, it should be a separate Purchase Order.
62	46 and 55	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), in Section H it states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee.	In the event of an assignment, the Contractor must provide the assignment document to agency. The agency will then work with the Contractor to obtain any additional information needed.

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			We have not seen one, so we are wondering if there is such a form? Or is there none provided and this is to be a form of the Contractor's devising?	
63	45-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Leasing and in Section C, it states that title shall not pass to the Lessee but remain with the Purchaser at delivery. Please confirm this section regarding title is only applicable to hardware items.	Subsection C of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, provides that title transfers at time of delivery and acceptance only in the case of a Lease/Purchase. Otherwise, title to the Leased Property remains with the Contractor until the "final installment or other concluding payment option."
64	50	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This section indicates "The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and	No, all cost should be included within the lease cost.

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			<p>destruction of any hard drive(s) upon the return of a Leased item."</p> <p>Since the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards or for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) is a service which should be accounted for as a loan and not part of a lease, would it be acceptable to quote a two-part rate for any item with a hard drive, financing the cost for disk services simultaneously but separately from the Item itself?</p>	
65	53 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Installment Payment and in Section C, it states that title shall pass to the Purchaser at delivery. Please confirm that this section is only applicable to hardware items.	Yes, transfer of title as discussed in Section C of Appendix 2 of Appendix A, Standard Terms and Conditions for IT Supplies and Related Services, only applicable to hardware items.
66	52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Our belief is that the non-hardware items (even if related to the hardware items being leased) should always be under the Installment Payment Terms & Conditions of Appendix 2 since there is no title to pass on these items -- does COPA agree?	If non-hardware items are not included as part of the lease payment, then a separate Purchase Order must be issued for the outright payment of a non-hardware item.

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#	RFP Page Number	RFP Section Reference	Question	Answer
67	52 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Appendix 2 is for Installment Payment, and in Section A, it mentions a Fair Market Value Option, yet Section C states that title passes at delivery, so it is not clear how there could be any Fair Market Value Option. Please clarify.	This issue is addressed in the revised Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, posted on January 20, 2017, as part of Addendum Number 7. Appendix 2 has been amended to delete the reference to fair market value.
68	46, 47, 55, and 56 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), Section H states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee, etc.</p> <p>Where can the acknowledgement of Lease PO be found? Is it a Commonwealth form or a form of the Contractor's devising?</p>	Please refer to the answer to Question # 52 .
69	Tab Lot 6	Appendix C. Cost Submittal Response Template	Please provide more clarity differentiating the 3 storage platforms (Best Value Storage, Best Value Object Based Storage and Best Value Block Storage) with workload examples?	The Commonwealth requires pricing and solutions for all three storage platforms. At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.

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70	Lot 6	Appendix C Cost Submittal	Which of the 3 platforms will support File/NAS, and which will support Object/S3?	At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
71	Lot 6	Appendix C Cost Submittal	Which NAS APIs (CIFs / NFS / SMB) will be required for each platform?	Please refer to the answer to Question #70 .
72	Lot 6	Appendix C Cost Submittal	Are points awarded based on discount percentage or discounted price?	Points will be awarded based on the total extended product and service cost.
73	Lot 6	Appendix C Cost Submittal	Is non-best value a percentage that will have to be honored across any storage configuration?	The discount off list will apply for each specified Storage category (i.e. non-best value block or non-best value object based and any other device purchased as part of the awarded contract).
74	Lot 6	Appendix C Cost Submittal	Please advise how the Commonwealth would like to see the breakdown of the worksheet of data so as to facilitate clear, visible printed data?	Part I, Section I-12 of RFP 6100039046 has been revised to allow for the electronic submission Appendix C, Cost Submittal Template. A paper copy should not be submitted. The Electronic Copy shall be submitted as part of the electronic versions of the

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#	RFP Page Number	RFP Section Reference	Question	Answer
				proposals required pursuant to Part I, Section I-12.B.
75	38	I IV-3. B Associates Services	Will COPA provide minimum and average number of client systems to be installed per onsite deployment visit?	This information cannot be provided since agencies have different roll out schedule based on funds availability and staffing.
76	38	I IV-3. B Associates Services	Will COPA provide a site list (with equipment counts would be ideal)?	This information is not available at this time.
77	38	I IV-3. B Associates Services	Do you prefer on-site or off site imaging and asset tagging?	This is project specific and will be addressed in the SOW. Options for onsite and office site services have been added to Appendix C, Cost Submittal Template, as part of Addendum Number 7.
78	38	I IV-3. B Associates Services	Will customer provide labels or label guns to create asset tags?	The Contractor will be responsible for labels and label guns these unless provided by the agency.
79	38	I IV-3. B Associates Services	Will customer provide a site or application to record assets?	This will be covered as part of pre-sales assistance.

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				The agency will work with Contractor to design the solution at the time of purchase.
80	38	I IV-3. B Associates Services	With regards to Data Transfer, does existing data reside on old computer or will we pull it from the network?	Data may exist on the old computer as well as the network. This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
81	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the average amount of data to be transferred?	The Commonwealth does not have this information.
82	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the largest amount of data we can expect 10GB? 20GB?	Please refer to the answer to Question # 81 .
83	38	I IV-3. B Associates Services	Will customer provide the image on portable drives in quantities (USB drive?) to roll out on multi-installs?	The Contractor and the Agency will determine the format of the image delivered but the commonwealth will not provide media for the image to be loaded onto.

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84	38	I IV-3. B Associates Services	Will customer provide the disk wipe software in quantities (USB drive?) to roll out on multi-unit installs?	The Commonwealth will provide an .iso image but the vendor would have to provide its own media. The image can only be used to wipe commonwealth devices.
85	38	I IV-3. B Associates Services	Is the customer going to provide transportation of equipment from site to site or will we need to transport new equipment from warehouse to install site?	The contractor will be responsible for transportation of the devices.
86	38	I IV-3. B Associates Services	Is the customer going to provide transportation to equipment returning to Forster St. in Harrisburg or will we need to transport legacy equipment to warehouse?	Yes, unless the Commonwealth is procuring that services from vendor.
87	38	I IV-3. B Associates Services	With regards to Storage, will vendors be responsible to provide the design and storage configuration on the new equipment or will the install team follow a configuration script provided by the customer and work in conjunction with a remote team?	This will be covered as part of pre-sales assistance. The agency will work with vendor to design the solution at the time of purchase.
88	4	Calendar of Events	With the rescheduling of the prebidders conference to occur after questions have been submitted, will COPA consider allowing a second round of questions based on any questions that may arise from discussions at the prebidders?	There will not be a formally defined second round of questions. If additional questions are received the commonwealth will do our best to respond timely.

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89	28	III-4	For the technical section, what are the metrics being used to evaluate or measure up to 40%? Can you provide more specificity about the formula being used?	Please refer to Part III, Section III-4. A of RFP 6100039046 for this information and refer to the following link: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
90	28	III-4	For the cost section, can you provide a few examples using the included formula?	As indicated in Part III, Section III-4, please refer to the following link for information relating to cost formula: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
91	1	Appendix L Service Management Integration Requirements	What is the current integration model, data model, and error handling methodology?	Currently, the integration model used is SOAP with a B2B connector. The data model lists the fields, values, and maximum lengths, if required, in an Excel spreadsheet. The error handling lists the error codes and descriptions, and the methodology, in the case of OA, is ServiceNow.

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92	1	Appendix L Service Management Integration Requirements	What kind of Integrations is required for what ITSM tool?	Currently it is SOAP, however it will change to REST. We decided that we would mandate the integration, then if an agency or vendor could not use the current integration tool, documentation requesting a change would be required.
93	1	Appendix L Service Management Integration Requirements	What is the format of the mandatory data fields?	The format for all fields will be in the data model.
94	1	Appendix L Service Management Integration Requirements	What kind of Web Service Integration?	Please refer to the response to Question #92 .
95	1	Appendix L Service Management Integration Requirements	What kind of Integration is required for what monitoring tool?	Please refer to the response to Question #92 .
96	38	6.1.1	IBM is requesting which company's competitive storage hardware is being replaced along with the model. Thank you.	There are multiple vendor stage solutions implemented across the Commonwealth.

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97	12	Section I-22	With a concern that the Commonwealth could potentially, given the current verbiage above, establish the effective date at a date a year or more beyond the execution date, will the Commonwealth consider changing the above sentence to the following? “The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. After all approvals required by Commonwealth contracting procedures have been obtained, the respective contract shall be fully executed by the selected Offeror and by the Commonwealth. If the Commonwealth does entertain such a change, will Section 1 of Appendix A likewise be edited to conform?”	No, the Commonwealth will not amend this section.
98	Lot 6	Appendix C Cost Submittal	In the following file, Tab: LOT6, Appendix C. Cost Submittal Response Template (rev. 12.15.16), there is a requirement for Nodes of IBM SVC. Does the Commonwealth of PA consider this a hard requirement specific to IBM SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
99		Appendix C Cost Submittal	What does the Commonwealth mean by storage virtualization?	Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit. Storage virtualization is usually implemented via software

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				<p>applications and often used in SAN (storage area network), a high-speed subnetwork of shared storage devices, and makes tasks such as archiving, back-up, and recovery easier and faster.</p> <p>A similar phrase, virtualization-aware storage, facilitates management and monitoring of storage in virtualized environments</p>
100		Appendix C Cost Submittal	Does the Commonwealth have the need to have multiple vendor arrays managed by one front end vendor?	Common administration is preferred but not required.
101		Appendix C Cost Submittal	We would like to offer compression in a flash only solution and also offer you a hybrid configuration. We will able to base these upon your performance needs. Based upon question 6 response we will develop the configurations to adhere to your needs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
102		Appendix C Cost Submittal	We have seen the configurations listed mirror each other. Would be it possible to have them broken out in technical requirements you need for each?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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103		Appendix C Cost Submittal	In reference to our question 102 I would like to expand on it by stating if you have the need to backend virtualization the benefit is tenfold. It allows you to have legacy arrays still kept on the datacenter floor and the luns managed by your new front end array and as well array based migrations can be performed with ease. We would like your thoughts on using an approach method like this.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
104	33	IV-2.E.	The RFP indicates \$13m in historical annual spend for all servers in Lot 5. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 3,602,279.00 2015- \$7,937,040.00 2016- \$2,882,640.00
105	33	IV-2.E.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 5, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP 6100039046.
106	34	IV-2. F.	The RFP indicates \$9m in historical annual spend for all storage hardware in Lot 6. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 6,161,593.00 2015- \$12,138,408.00 2016- \$22,927,947.00
107	34	IV-2. F.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 6, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP.

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108	35	IV-3. A	Does offeror's 3-year experience with public sector clients need to be specific to each Lot being bid on, or can the experience/reference be for other products and/or services than the specific Lots to be bid on?	Experience with public sector clients should be Lot specific and will be evaluated based on the requirements of each lot.
109	37	IV-3-A.5(iii)	The RFP requires "self-cleansing technology", and refers to ITP SEC-015. However, ITP SEC-015 does not discuss or describe "self-cleansing technology". Can the Commonwealth expand and clarify what is desired from the "self-cleansing technology" requirement?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
110	37	IV-3-A.5(v)	The RFP requires the ability to integrate the physical hardware. Can the Commonwealth clarify how this requirement differs from the later requirement to provide optional installation services in section IV-3-B. Associated Services (3)(i) on page 38?	This provision requires the Offeror to be able to perform the required contract services set forth in Part IV, Section IV-3B.
111	38	IV-3. B.(3)	For IV-3.B Associated Services, are the "Optional Services" listed in item (3) (installation, asset tagging, image deployment, etc) required to be quoted in the offeror's RFP response, or simply required to be quoted when/if a Commonwealth agency requests them under a subsequent "SOW"?	The pricing is to be quoted in Appendix C, Cost Submittal Response Template. The final Statement of Work will be developed based on the pricing provided.

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112	4	Calendar of Events	Who will be attending the pre-proposal conference for the Commonwealth?	Please refer to Appendix #4 for this RFP 6100039046.
113	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 1?	HP and Lenovo
114	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 5?	Cisco, Dell, HP, Hitachi, IBM and Lenovo
115	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 6?	Dell, EMC, HP, Hitachi, IBM and Lenovo
116	17	I-28	Information Technology Policies – PLT001 – Desktop and Laptop Standards. This policy references the expired Dell PC contract. Is this policy applicable to these procurements?	This policy will be updated upon award of RFP 6100039046.
117	7 24	I-12 Part II	If a prime is proposing on more than 1 lot, should each lot be submitted as a separate technical proposal, or can they be combined into one proposal response?	The technical proposals can be combined into one proposal but must maintain the format of Appendix H, Technical Submittal Response Template.
118	17	I-27	Regarding the text boxes (yellow shaded) for responses, the current text boxes limit responses to a single page. Should new text boxes be created for responses longer than 1 page in length	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			to eliminate formatting issues with page breaks; or can answers be submitted underneath the yellow text boxes if needed?	that will be posted as part of Addendum Number 7.
119			The current PC contract includes standard service items of "on-site imaging" and "device relocation within same building." Are these services no longer required by the Commonwealth?	This is addressed in the revised Appendix C, Cost Submittal Response Template, that will be posted as part of Addendum Number 7. Device relocation within the same building falls under "device relocation within 25 miles."
120	LOT 6	Appendix C Cost Submittal	Is any additional direct attached storage required for the SVC nodes, or will external virtualization be required?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
121	LOT 6	Appendix C Cost Submittal	Will the 8 node (4 IO Group) SVC be housed in one location?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
122	LOT 6	Appendix C Cost Submittal	Any Disaster Avoidance / Recovery solutions requirements for replication?	Please provide any disaster avoidance/recovery solutions in the Services/Options section of Appendix C, Cost Submittal Response Template.

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123	LOT 6	Appendix C Cost Submittal	We noticed that the multiple configurations of Lot 6 are identical; are you just looking for a single 8 node, 4 way cluster of SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
124	7	I-12	Should the cost proposal be submitted with all proposed lots kept in one file and in one printout? Or, if proposing on three lots, for example, should one paper copy of each lot be submitted?	Part I, Section I-12 of the RFP has been revised to allow for the electronic submission Appendix C, Cost Submittal Response Template. A paper copy should not be submitted. The electronic copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.
125	25	II-2	If an Offeror who is a SDB Small Diverse Business and SB is submitting as a prime, would its percentage commitment for SDB and SB <u>Subcontracting</u> participation be 100% or 0Appendix?	Based on a maximum total of 200 points for the Small Diverse Business and Small Business Participation Submittal, the Offeror who submits as a Small Diverse Business Prime will receive the maximum total of 200 points. Therefore, the Offeror will receive 100% of the points. An Small Diverse Business submitting as prime would make

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				<p>that distinction in the “Offeror Information” box on the first page of the Appendix Q, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. No entry would be made in the “Subcontracting Information” box unless the prime is subcontracting to a separate/different Small Diverse Business or Small Business.</p>
126	Section 26 13 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>The Limitation of Liability section states that the Contractor’s liability is equal to the value of the contract. Based on the annual purchasing figures provided, the value of the contract over three years will be significant. Given a reseller does not have significant control over the OEM equipment they are providing, does this mean the Commonwealth intends to hold the reseller Contractor liable for the total value of all purchases over the life of the Contract? For example, Lot 5 has an annual approximate value of \$13M. Over the three years this would be a liability total of \$39M to the reseller Contractor.</p>	<p>Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.</p>
127	LOT 6	Appendix C Cost Submittal	<p>The services options for Lot 6 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide</p>	<p>Since the majority of the spend will be driven towards the Best Value configurations, please</p>

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			<p>services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the storage unit, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.</p>	<p>provide services/options costs relevant to the Best Value configurations. These costs will be considered as not to exceed costs and the total cost will be defined in the Statement of Work.</p>
128	LOT 6	Appendix C Cost Submittal	<p>Would the Commonwealth consider a maximum services hourly rate for the Storage services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and storage implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.</p>	<p>No; please provide fixed option pricing based on the designated service listed. Also, please refer to the answer to Question #127.</p>
129	LOT 5	Appendix C Cost Submittal	<p>The services options for Lot 5 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the server, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of</p>	<p>Please refer to the answer to Question #127.</p>

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			the machine to move, as well as the size and weight.	
130	LOT 5	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Server services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and server implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	Please refer to the answer to Question #127 .
131	38	IV-3-B-3	Item 3 states that the Commonwealth will develop a Statement of Work for each service. Can the Commonwealth provide this Statement of Work for each of the listed Optional Services so that all vendors are providing pricing based on the same scope of work. For example, does the Commonwealth expect the Contractor to provide insurance for the value of the equipment being moved? If so, what value should be assumed for items x, xi and xii. What steps are considered part of installation? Is the Contractor to assume that the equipment is shipped to the installation location, or is logistics and transportation services required? What is the size of the image being deployed, and how many images will be required to be maintained? Outside of physical installation on the desk and cable connection,	Statements of Work are prepared by the agency at the time of purchase.

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			what other steps are required of the Contractor, and what is the average time these steps will take? How many devices can the Contractor assume each installer can deploy each day?	
132	38	IV-3-B-3	For Lots 5 and 6, many manufacturers do not allow machines under warranty to be moved without manufacturer service personnel providing both packaging and re-install services. Should the contractor assume that machines to be moved in items x and xi are the Best Value configurations to provide accurate comparisons between proposals?	Please refer to the answer to Question #127 .
133	LOT 6	Appendix C Cost Submittal	For the cost evaluation, will the Best Value cost configurations be compared between vendors, or will the grand total cost including non-best value, leasing and services be used for the calculation?	The grand total calculation will include best value, non-best value, leasing and services.
134	38-39	IV-3-B-4	The Commonwealth states the required quote format, but it does not require the list price to be included in the quote, how will the Commonwealth know that they are receiving the required minimum discount without the list price being included?	This issue is addressed in Section IV-3.E of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
135	38	IV-3-B-3	Will the Commonwealth provide a full statement of work for each requested service?	Yes.

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136	38	IV-3-B-3	For any service, will the purchasing agency ensure elevator access for buildings more than 1 story high?	No, since not all buildings will contain elevators.
137	38	IV-3-B-3	For the service of “installation,” is the Offeror required to provide status reports of installations completed, installations outstanding and issues? What is the desired frequency of these reports?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
138	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume equipment will be shipped to the installation location, or does this service include the Contractor receiving the equipment, transporting it to the installation location, and physical installation?	This will be decided as part of the Statement of Work at the time of purchase but should be considered as part of supply chain management and managed logistics services included in this RFP.
139	38	IV-3-B-3	For the service of “installation,” what installation steps must be performed other than physical installation? What is the average time per device to perform these steps?	<p>At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.</p> <p>Regarding average time, the Commonwealth does not have this information.</p>

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140	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that no steps (other than connecting to the main unit) are to be performed on external PC devices (keyboard, mouse, power, Ethernet)?	At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.
141	38	IV-3-B-3	For the service of “installation,” how many devices on average can a single installer expect to install per day?	This will be decided as part of the Statement of Work at the time of purchase.
142	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all units must be powered on, in order to verify the login screen appears (if pre-imaged) or to verify that the operating system boots (if non-imaged)?	Yes.
143	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all newly implemented devices will require serial number documentation to be delivered to the customer at project completion?	Yes.
144	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that the removal of cardboard and packing material from the location is required, if requested by the Commonwealth agency?	Yes.

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145	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that detailed configuration instructions and configuration data (IP addresses, user name, location, etc.), along with detailed location information will be provided to the Offeror a minimum of five business days prior to the scheduled installation?	This will be decided as part of the Statement of Work at the time of purchase.
146	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that troubleshooting of general hardware, software and connectivity issues is not required of the Offeror?	The device must be fully functional to consider installation complete. Please refer to the response to Question #142 .
147	38	IV-3-B-3	For the service of “installation,” will the customer perform a backup of relevant user data prior to Offeror performing installation tasks?	Installation services are preformed prior to user data being placed of the device.
148	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that hardware issues encountered during the time of installation will be coordinated for service by the Commonwealth with the manufacturer as part of associated warranty services?	Please refer to the response to Question #146 .
149	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that the requested asset tag will be the OEM-installed serial number installed on the system unit during production of the unit?	This will be decided as part of the Statement of Work at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
150	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) of associated devices using a barcode scanner?	This will be decided as part of the Statement of Work at the time of purchase.
151	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) in writing?	This will be decided as part of the Statement of Work at the time of purchase.
152	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to provide asset tag and serial number information to customer in an Excel spreadsheet format after the tags have been installed?	This will be decided as part of the Statement of Work at the time of purchase.
153	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that asset tags will be provided to installation team at least five (5) business days prior to the first installation start date?	This will be decided as part of the Statement of Work at the time of purchase.
154	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency personnel work with the Offeror to determine best method of data transfer for the environment/network/device in question?	Yes, this is project specific and will be addressed in the Statement of Work at the time of purchase.
155	38	IV-3-B-3	For the service of “Data Transfer,” is the Offeror to assume that only UP to 10GB of one directory tree and local Outlook folders (identified in advance in writing by the site or IT contact) is to be performed per unit?	No, there is no threshold.

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#	RFP Page Number	RFP Section Reference	Question	Answer
156	38	IV-3-B-3	For the service of “Data Transfer,” how far (in feet) will the new system be from the existing system? Will these locations be specified in advance, in writing, by the site or IT contact?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
157	38	IV-3-B-3	For the service of “Data Transfer,” will the Offeror be provided with the directory structure and location of Outlook folders to be transferred?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
158	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide application licenses required if 3rd party data transfer application is to be used?	The agency will provide access to the data transfer application, if applicable.
159	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide network access or external hard drives to facilitate this data transfer?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
160	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to observe the function of equipment to be relocated, including possibly performing diagnostic tests, as necessary? Is the Offeror to	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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			note any damage to exterior of equipment to be packed?	
161	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to disconnect all peripheral equipment from the system unit at the end user location?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
162	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to uninstall only one monitor, system unit, keyboard and mouse, as well as scan and write down asset tag, serial number information from deinstalled unit?	Responsible for uninstalling computing device and associated peripherals, including, but not limited to multiple monitors. Also responsible for inventory listing of devices, including asset tag and serial number information.
163	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to pack, label and transport equipment to a staging area within the existing facility?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
164	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency provide a list of all	Yes.

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			equipment to be deinstalled by serial number and asset tag?	
165	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency backup all data on each system, as well as ensure no confidential data remains on systems to be transported?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
166	38	IV-3-B-3	Can the Commonwealth confirm that the DGS warehouse located at 2221 Forster Street, Harrisburg, PA will remain the location of the DGS warehouse for the duration of this contract?	If this location changes during the term of the contract, OA OIT Procurement will review with the award Offeror(s) to determine if compensation will be granted for a change in location.
167	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
168	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is all relevant equipment required to be palletized for easy removal and storage at the DGS warehouse location?	Yes, pallets are required.

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#	RFP Page Number	RFP Section Reference	Question	Answer
169	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to provide equipment inventory being delivered to both agency and DGS warehouse personnel? What format would this inventory need to be in? Are there specific Commonwealth forms that are required to be filled out with delivery of returned equipment?	Yes. The inventory format will be agency-specific. Commonwealth will provide DGS Surplus Forms to the successful Contractors.
170	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” will the purchasing agency provide a dock and pallet jack for unloading of palletized PC equipment at the warehouse location, as well as provide an appointment date/time for delivery to ensure dock and warehouse availability?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
171	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to work under supervision of the purchasing agency or directly with DGS on the return of equipment?	The Contractor will work under the supervision of the purchasing agency until arrival at the DGS Surplus Warehouse.
172	38	IV-3-B-3	Is there any limitation on the quantity of returned equipment that can be delivered at one time to the DGS warehouse?	The agency will work with DGS to determine delivery schedule.
173	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the Offeror will be	Yes, successful Contractors will be picking up pre-packed PCs

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			picking up pre-packed PCs from an agency location and delivering to a new location?	from an agency location and delivering to a new location.
174	38	IV-3-B-3	For the service of device relocation, will the Offeror be responsible for providing equipment insurance?	Yes.
175	38	IV-3-B-3	For the service of device relocation, will the purchasing agency provide a schedule to the Offeror to deliver equipment from the staging/storage area to the employee's desks or installation area?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
176	38	IV-3-B-3	For the service of device relocation, will the Offeror be required to provide status reports of installations completed, installations outstanding and issues?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
177	38	IV-3-B-3	For the service of device relocation, can the Offeror assume that this scope does not include the installation of any new equipment, including but not limited to, peripherals and add -on cards?	Yes.
178	44-45	IV-3-C-2(x)-(xi)	For the service of device relocation, can the Commonwealth confirm that the purchasing agency is responsible for any data destruction, data transfer, troubleshooting, data backup, virus	Successful Contractors shall be responsible to verify with agency that data destruction, transfer and/or backups were completed prior to moving

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			removal, asset tagging, and device transport upstairs where an elevator is not available?	equipment. As set forth in Part IV, Section IV-3.C.2(x) and (xi) of RFP 6100039046, damages “resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.”
179	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
180	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Offeror assume that the purchasing agency will provide a specific location for the disk wiping process within the same building? Will the purchasing agency provide electric for a minimum of 10 units simultaneously?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
181	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	The vendor will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
182	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the offeror be required to observe the function of equipment to be relocated, including possibly performing diagnostic tests and recording any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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#	RFP Page Number	RFP Section Reference	Question	Answer
183	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the Offeror be required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
184	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
185	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” does the purchasing agency request all serial numbers of working and non-working units?	Yes.
186	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” in what format would the Commonwealth request a report with proof of disk wipe to the agency contact? Can this be sent electronically to the agency?	Please refer to the information provided in ITP SEC-015.
187	38	IV-3-B-3	For the service of “Off-premise Disk Wipe”, can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	Successful Contractors will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
188	38	IV-3-B-3	For the service of “Hard Drive Removal,” can the Commonwealth confirm that the Offeror would be only required to remove the hard drive from the existing device, label the hard drive, and transport it to a designated customer site?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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189	38	IV-3-B-3	For the service of “Hard Drive Removal,” will the Offeror be required to provide any documentation to be included with the removed hard drive?	Please refer to the information provided in ITP SEC-015.
190	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume this service is to be completed at an off-site location?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
191	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume a maximum of a 50 GB image will be installed per device? Can the Commonwealth also confirm that a test device is to be sent to the purchasing agency prior to full imaging production for image validation?	No. This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
192	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume that after device imaging, verification of boot-up, and packaging, that the scope is complete?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
193	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency supply a fully tested image with all required software, device drivers, licensing and software activations installed?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
194	38	IV-3-B-3	For the service of “Image Deployment,” in what format will the purchasing agency provide the image to the Offeror?	This issue is addressed in the revised RFP 6100039046, posted

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				on January 20, 2017, as part of Addendum Number 7.
195	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency require more than one ‘gold’ image per scheduled installation?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
196	38	IV-3-B-3	For the service of “Image Deployment,” will there be a documented Change Process if purchasing agency requests and image update during scheduled installation?	The agency will work with the successful Contractor on a documented Change Process.
197	38	LOT 1	For Lot 1, the leasing amount that is requested is the annual cost of the four year lease. However, the total in the upper portion of the spreadsheet is the annual cost multiplied by the quantity, not the entire 4 year cost. Does the Commonwealth wish to calculate based on the entire lease cost or only the annual cost?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
198	29	III-4-C	In the case of two competing Small Diverse Prime offers in a single lot, will each SDB receive the maximum points for that section?	Yes. Any Small Diverse Business responding as Prime Offeror will receive the maximum 200 points for the Small Diverse Business and Small Business Participation

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				Submittal. See RFP 6100039046 Part II, Section II-4C5 for scoring methodology.
199	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have a preference for migration methodologies? Commonly used methods include array based and host based migrations.	No, the Commonwealth does not have a preference.
200	Lot 5	Appendix C Cost Submittal	Please specify the scope of the Commonwealth's server environment in terms of physical and virtual environments. If possible, please specify number of host/virtual host by environment.	The Commonwealth does not have this information; however, there is an emphasis on virtualization across all agencies.
201	Lot 6	Appendix C Cost Submittal	In reference to the cloud as a whole which cloud provider, if any, do you use today?	Cloud services is not within the scope of this procurement.
202	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have any mainframe exiting today on the floor? If so, how long you plan to keep it?	These devices will be procured through a separate procurement.
203	39	IV-3.D.(2)	Does the OEM Representative have to be an employee of the designated OEM or can the OEM Representative be an employee of the Prime Contractor's Team?	The OEM representative must be an employee of the OEM. This is to ensure direct access to the OEM is available for issue resolution.
204	38	IV-3. Requirements.	On the cost worksheet, you are looking for a consumption model pricing does it require the	Consumption based pricing models are to be defined by

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#	RFP Page Number	RFP Section Reference	Question	Answer
			Operating systems and applications provided by the supplier?	Offerors for review by the Commonwealth.
205	38	IV-3. Requirements	On the cost worksheet consumption model, do you require managed services for any of the three scenarios (onsite, outsourced data center, or our own data center)? We can do all three if that is what you are looking for?	Please refer to the answer to Question #204 .
206	38	IV-3. Requirements	Do you have a preference on the usage model billing (number of users, server utilization) types we can do or something else in mind?	Please refer to the answer to Question #204 .
207	Tab 5&6	Appendix C Cost Submittal	There is no allowance for Converged and Hyper Converged solutions? How is that being handled since it is on the current contract?	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
208	Tab 6	Appendix C Cost Submittal	Under the current contract, we also have been able to sell data protection backup storage solutions. These don't really fit into your 3 categories. How should that be handled?	Please provide those solutions with relevant pricing and any other added services, in “Additional Options” in the “Services – Options – Upgrades” section
209	Tab 1	Appendix C Cost Submittal	<p>We believe the Desktop specification of an Intel® Core™ i5-6600 (3.9 GHz) CPU or equal is not in the best interest of the State.</p> <p>Please allow us to explain: All microprocessors are not created equal and therefore using a clock speed like 3.9Ghz could lead to disappointing performance for the State. The real issue is around the “or equal” concept. There is an industry standard benchmark For PC performance productivity call SYSmark 2014 (see here for details). The Intel® Core™ i5-6600 (3.9 GHz) CPU you request has a SYSmark 2014 number of 1638. Another CPU in the industry called the AMD FX-4350 4.2 GHz has a SYSmark 2014 score of 925. (the higher the score on the SYSmark 2014 test, the better the performance). A typical evaluation without the SYSmark numbers would have most people believing that 4.2Ghz is an “equal or better” CPU than one operating at 3.9Ghz – but clearly that could not be further from the truth. The Intel processor</p>	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			exceeds the AMD processor performance by 77%. Clearly these two processors are not in the same category and should not be evaluated against each other. We recommend the State use a benchmark performance level to guarantee they are comparing systems with similar performance levels and guarantee your satisfaction with the winning solution. For instance, we recommend the specification read: The Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered for this category.	
210	Tab 6	Appendix C Cost Submittal	What SLA's should be used when considering RTO and RPO for backup and recovery?	These are determined by the service level procured with the device.
211	Tab 6 Lines 37, 38	Appendix C Cost Submittal	The minimum configuration specifications are for IBM's SVC. Are you looking for responses for the other OEM's similar or equivalent technical solution or only IBM's?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
212	Tab 6	Appendix C Cost Submittal	Does the configuration need to be identical to what is mentioned in the spreadsheet or are you open to modernization? IE 146GB, 300GB 10k and 15K RPM spinning drives are old technology - is that the technology that CoPA wants to move forward with?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
213	Tab 6	Appendix C Cost Submittal	Will denser drive options be considered (we are able to offer a 15TB SSD)?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
214	Tab 6	Appendix C Cost Submittal	All the specs on the spreadsheet are tailored to spinning disk. Will an All Flash configuration be considered?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
215	Tab 6	Appendix C Cost Submittal	What will the purpose be between the two configurations? Non-best value vs best value. Will these be two separate storage offerings? Higher performing storage tier and lower performing storage tier?	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual server orders will be custom based on the needs of the customer at the time of order.
216	Tab 6	Appendix C Cost Submittal	Will the RAID types be consistent across all frames or will some frames be configured differently than others?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
217	Tab 6	Appendix C Cost Submittal	What will the initial frame building block capacity be day 1? Usable TiB, provisioned TiB, and written TiB?	The Commonwealth does not have this information.

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218	Tab 6	Appendix C Cost Submittal	<p>Best practice is to solution for Capacity/Configuration/Workloads i.e. Approximate number of LUNs Approximate number of hosts Approximate number of host initiators IOPS and MB/sec per array, peak and average Read/Write ratio</p> <p>What applications will run on the new infrastructure (e.g. Oracle database, SAP, SQL, Exchange, VDI, Splunk, etc)?</p> <p>What host platforms (server types) and operating systems/versions are present in the environment?</p> <p>What storage protocols will be considered — block, file, or both?</p> <p>How should we take this into account?</p>	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
219	Tab 6	Appendix C Cost Submittal	<p>SVC is mentioned. What is the purpose of SVC? Will this be used for data services IE compression and encryption? Will SVC be used for storage virtualization and data mobility?</p> <p>What is considered base vs advanced software that is to be included i.e. remote replication, local replication /snapshots, File, etc.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
220	Tab 6	Appendix C Cost Submittal	Are fiber channel switches to be included? 4GB ports are mentioned, will 16GB be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
221	Tab 6	Appendix C Cost Submittal	4GB HBAs are mentioned for the hosts. Going forward will this be true or will 16GB HBAs be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
222	Tab 6	Appendix C Cost Submittal	Will backup/recovery solutions be part of this RFP?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section of Appendix C, Cost Submittal Response Template.
223	Tab Lot (all)	Appendix C Cost Submittal	How does the Commonwealth expect training for the various solutions to be presented as part of this RFP?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
224	Tab 6	Appendix C Cost Submittal	Is self-service storage provisioning being considered?	This is beyond the scope of this procurement.
225	Tab 5 & 6	Appendix C Cost Submittal	There is no infrastructure such as networking identified in RFP? Is networking to be considered in the response? If not, what is planned network that will be utilized? What about other infrastructure components such as firewall, load balancers, etc?	This is beyond the scope of this procurement.
226	35	IV-3. A	Is CoPA looking to receive only a certain number of responses for each OEM since OEM's have hundreds of certified partners that could respond? If so, what is the number responses per OEM CoPA is accepting?	There is no limit on the number of responses per OEM.
227	4	Calendar of Events	The schedule has the Responses to Questions expected on Friday January 13. The following Monday, January 16 is a Federal Holiday (MLK). Because the current due date is Friday January 27th, this does not give vendors sufficient time to review and revise any content based on the response to the QA and any possible amendment. We are asking for a one-week due date extension to the schedule as currently published. This will give us sufficient time to finalize and ship the proposal on time to meet the revised due date.	Please refer to the answer to Question #1 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
228	26	II.3	<p>The RFP stipulates the Cost Proposal is to be sealed (section II.3). However, at the bidder’s conference, it was mentioned that the cost proposal and the technical proposal reviews will be done simultaneously for the full evaluation (i.e., it was stated that a newer technology that met or exceeded the requirements specified would be technically evaluated with the price since the technical evaluators would be able to see the pricing as well). Will the cost proposal remain sealed until the technical proposal evaluation and scoring has been completed? Will there be a release of the technical scoring along with a public cost opening? It is suggested that additional technical scoring points be given if the proposed configuration exceeds the minimum configuration stated in the RFP and be separately evaluated from pricing. This allows the evaluation to be fair and objective.</p>	<p>The technical and cost scoring will be completed independent from each other. The technical scoring team will be given access to Appendix C, Submittal Response Template, to ensure device specifications meet the requirements of each lot. Additionally, costs will not be opened publicly. Pursuant to Section 513(d) of the <i>Commonwealth Procurement Code</i>, 62 Pa. C.S. § 513(d), proposals “shall be opened so as to avoid disclosure of their contents to competing offerors.”</p>
229	Tab 5& 6	Appendix C Cost Submittal	<p>Management software and process(es)? Will these be necessary in the response?</p>	<p>Management software and process(es) may be procured as a component of the hardware purchased, so long as a software license agreement has been negotiated with the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
230	Tab 5& 6	Appendix C Cost Submittal	What workloads will be running on these platforms? What are your performance objectives? (iOPS, throughput, etc.)	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
231	Tab 6	Appendix C Cost Submittal	Besides components like firewalls is there requirements for security (DAR or data inflight encryption)?	Please refer to the Information Technology Policies located at http://www.oa.pa.gov/Policies/Pages/itp.aspx# .
232	Tab 6	Appendix C Cost Submittal	When sizing, is there any guidance on compression/dedup ratios? Or should we consider industry standard for general purpose workloads?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
233	35	E.4	Do any form-factor preferences exist?	The default is for Lot 1, Desktops, is minitowers with options for small form factor, ultra-small form factor and desktop.
234	35	E.4	Please provide processor generations (versions) as many of the processors mentioned here have various iterations (or specify "latest").	Please provide the processor generation defined in the specifications located in Appendix C, Cost Submittal Response Template.

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#	RFP Page Number	RFP Section Reference	Question	Answer
235	35	E.4	Please confirm “BaseT” on 10G network card(s) (this is in often cases an SFP adapter and not BaseT).	For Lot 5, the default is BaseT with the option for SFP.
236	35	E.4	Please elaborate or provide example “Self-Cleaning” server requirement.	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
237	35	E.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	The intent is to move from a capital expenditure model to an operational expenditure model with added agility.
238	35	F.4	SVC Nodes are specific to IBM storage. Please ensure that SVC Nodes are not a requirement for submissions. In addition, please confirm the technical requirement for “I/O Groups” so that functionality can be appropriately duplicated in response.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
239	35	F.4	Please confirm arbitrated loop is only within the storage architecture itself and will not be used for any host-to-storage communication.	This will be covered as part of pre-sales assistance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				The agency will work with Contractor to design the solution at the time of purchase.
240	35	F.4	Please confirm that while storage switches will support an OPEN device attachment, that no FICON requirement exists within the identified configuration.	There are currently no FICON requirements that exist within the identified configuration.
241	35	F.4	<p>For Each Configuration:</p> <ol style="list-style-type: none"> 1) Is the Commonwealth open to more economical storage options rather than the 146GB 15k Disk type? 2) Please confirm 4TB usable disk storage for the entire disk array 3) Please provide an IOPS (Input/Output per second) target to ensure that requirements are obtained using modern storage sizing and functionality techniques 4) Please advise on the object-storage presentation method (REST API/CIFS/NFS) required from the array 5) Please provide additional data service desired or applicable to the sizing effort (i.e. – deduplication, compression, etc..) 6) Please provide any security functionality required within the storage array (i.e. – Encryption of data at rest) 	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
242	35	F.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	Please refer to the answer to Question #237 .
243	18-20	Appendix H	Lot 5 relates to Server Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
244	20-23	Appendix H	Lot 6 relates to Storage Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
245	All	Appendix E	<p>The Commonwealth includes a Software License Agreement as Appendix E. How does the Commonwealth envision resellers to respond to this document?</p> <p>Please consider that resellers are not the publisher of the software and have no authority to amend their terms of use?</p>	The reseller needs to be aware there must be an agreement between the commonwealth and the software publisher prior to a third party software being provided through this contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
246	Tab Lot (all)	Appendix C Cost Submittal	There are a wide variety of Accessibility needs and many hundreds of products which address them. Some products serve a primary function and also serve to address a disability in another way and this list is quite dynamic as new technology advances are made. It seems impractical to list all of these within the pricing sheet as designed. So, to the point: If an Offeror provides hundreds of products that address a multitude of disability options across all six lots, how would the Commonwealth wish to see this information presented for evaluation? Perhaps a discount structure could be leveraged to better serve the Commonwealth as opposed to a FFP on this many potential products?	Accessibility options are for informational purposes only. Once awarded, the commonwealth will determine which options to make available for the contract.
247		Appendix C Cost Submittal	In the optional services, by data transfer, do you mean data migration from one system to the other or something else? And if so, what else?	Data transfer is the transfer of data from one device to another or from a network to a device.
248	Lot 6	Appendix C Cost Submittal	Lot 6 cost submittal response has title “Services-Options-Monitors”. Is the word “Monitors” supposed to be there and if so for what reason?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
249	5	Appendix H	The instructions for Appendix H state “Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			<p>which you are submitting a proposal.” Will the Commonwealth allow bidders to delete the yellow text boxes within ‘Appendix H, Technical Submittal Template’ and replace them with our written responses directly into the body of the Word document to facilitate proper formatting of our content, or is it mandatory that all written content be contained within the yellow text boxes provided?</p>	<p>posted on January 20, 2017, as part of Addendum Number 7.</p>
250	Lots 5 & 6 All Defined Configurations	Appendix C Cost Submittal	<p>Hyper-Converged is not listed as a technology covered in this RFP. Can you please advise on the purchasing model through this contract vehicle?</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
251	LOT 5	Appendix C Cost Submittal	<p>What is meant by the term "Self-Cleansing Capability?"</p>	<p>Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
252	LOT 5/6	Appendix C Cost Submittal	Most manufacturers do not offer Basic warranty service for enterprise level hardware such as servers and storage as requested in the RFP but offer a minimum standard level of service that equals the Enhanced category. How should the Offeror handle this situation?	Please provide the most applicable pricing available based on each service level tier.
253	LOT 5/6	Appendix C Cost Submittal	List prices for the equipment are different for each level of service being offered. How should the offeror indicate different list prices for each service level in Appendix C?	The discount level indicates the service level. The list price of the device should not change.
254		APPENDIX E	As a reseller, our company does not own or have the ability to negotiate software license terms, those must be negotiated with the licensor itself. How will the Commonwealth handle this situation?	Please refer to the answer to Question #245 .
255	AM-06.1	APPENDIX K	Does "defective hardware" refer to machines that are received in an inoperable condition? Are there any other situations that would relate to "defective hardware" under this SLA?	Yes, this SLA refers to any defective or incorrectly delivered hardware.
256	42	Contracting Requirements - Small Diverse Business Certification	If the OEM responds as a Prime Contractor with a SDB as an agent, what counts towards "actual contract spend" with the SDB? Would the entire purchase amount count towards the spend or just the agent fee (ie. the margin received by the SDB)?	If SDB is issuing a PO for purchases of goods and then invoices the Prime for same goods, then SDB will receive full credit for the invoices submitted.

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				<p>If the Prime is the one who is responsible for PO's for goods and the SDB is only receiving a percentage (%) lift/margin, then the SDB only receives credit for the % lift/margin.</p>
257	Tab for Lot 1 and Lot 2	Appendix C Cost Submittal	<p>Can the Commonwealth specify the type of lease that we should price? For example, does the Commonwealth want to retain ownership of the equipment at the end of the lease or trade it in for refreshed technology.</p>	<p>Please refer to Section K, Purchase Option, of Appendix 1 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.</p> <p>As to the type of lease, this will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
258	Section 1 C & D	Appendix L, Service Mgmt Integration Requirements	<p>Can the Commonwealth go into more technical detail regarding the responsibilities of the offeror with respect to transmission or receipt of data for the web service integration referenced in Section C and the integration with monitoring tools in Section D?</p>	<p>Hardware associated with this ITSM solution consist of Virtual MidServer that are maintained and managed by OA/OIT at the EDC on the virtual farm. SNMP monitoring of these devices is the responsibility of OA/OIT.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
259	38	Supply Chain Mgmt / Managed Logistics	The Commonwealth has stated that they would like a contractor that can provide staging and storage. There is not a related item in the Cost Proposal for staging and storage. Are we to assume the Commonwealth is looking for this to be offered free of charge? If yes, what kind of expectations does the Commonwealth have in terms of batch delivery? For example, staging 500 units and delivering in 100 unit batches has a very different cost than staging 500 units and delivery in 10 unit batches.	This issue is addressed in Part IV, Section IV-3 of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
260	Lots 1 & 2 Services	Appendix C Cost Submittal	What is meant by the service "Preparation for Shipment"? Is this an add-on service in the case that asset tagging or image deployment are performed offsite?	This service will be procured when an agency requires that the Contractor prepare and pack device(s) for shipment from one Commonwealth location to another. This charge does not apply to the initial delivery of the device.
261	Order Delivery	Appendix K, Service Level Agreements	The Commonwealth has requested a ten (10) delivery timeframe on equipment. Servers and storage that are configured to order can typically take longer than 10 business days to build and deliver depending on the complexity of the system. Can this requirement be waived for Lots 5 and 6?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
262	Order Delivery	Appendix K Service Level Agreements	At various times, manufacturers around the globe experience issues due to shortages in parts supply. While it is very infrequent, it has happened, and if it happens during the term of the contract would the Commonwealth be flexible in the issuance of credits for orders if the communication between the vendor and the Commonwealth on these issues is immediate and consistent?	This type of situation should be planned for by the contractors, but will be addressed on a case by case basis during the term of the contract.
263	Lot 6 All Configuration s; row 37 and 68 "Nodes"	Appendix C Cost Submittal	The requirement for "Storage Volume Controllers(SVC)" is a proprietary product offering from only one vendor, this will limit competition. Please update the node requirements to reflect the technical specification that is required.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
264	34 F.	Lot 6—Storage Hardware	This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions. In Appendix C. Cost Submittal Response Template (rev. 12.15.16), tab lot 6 the component requirement are the same and only reflect a Storage Area Network (SAN) solution. In attachment C we do not see technical requirements for a NAS solution, can you please clarify?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
265	Lot 5 All Configuration	Appendix C Cost Submittal	Is Self-Cleansing Capabilities a service that needs to be included in the base price of the hardware?	Yes.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	s; row 39 and 61 "Self-Cleansing Capabilities"			
266	Lot 5 Best Value High End Server 1B; row 44 "Flash"	Appendix C Cost Submittal	When referencing “flash adapter” are you using that interchangeably for IO accelerators? NVMe accelerators?	Yes, the item is generic so as not limit to a single vendor or technology.
267	Lot 5 Non-Best Value configs	Appendix C Cost Submittal	You call for “on board SATA” and 100G HDD. What is the purpose of these drives?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
268	Lot 6 Non-Best Value Object Storage	Appendix C Cost Submittal	The storage technology interface requested is fiber channel along with the cables but there is a notation for SCSI and a request for a Network Interface Card. Can you please clarify what you are looking for in this request?	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
269	Lot 5 & 6	Appendix C Cost Submittal	The List Price data entry cell for each of the Configurations is blacked out for the Enhanced and Critical Service Levels, however each service	Please provide one representative list price and

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#	RFP Page Number	RFP Section Reference	Question	Answer
			level will require a unique list price, can the state update the template to distinguish separate list prices for each service level? Alternatively, if it is the intent that the pricing in this section only include standard warranty and support after warranty should be included in the Options/Upgrade section please specify as such.	apply separate discount off lists per service level tier.
270	Lot 5 & 6	Appendix C Cost Submittal	What is the purpose of the “Discount off List for all other Low End Servers/Cells” cells in the Lot 5 Cells, C50 and Cell C56 Lot 6 Cells? If discounts need to apply to all potential non-best value configurations, please specify the technical requirements range for Low, Medium and High End Server ranges.	We would like the Offeror to be explicit in terms of the overall discount off list that is applied to the potential non-best value configurations. This discount off list should be representative of the discounts applied to each corresponding service tier. The technical requirements are specified in each “Component” and associated “Minimum Requirements.”
271	Lot 5 & 6	Appendix C Cost Submittal	How many years’ post warranty service is required? Please confirm (4) years of support is required for all products.	4 years are the minimum years of support required for all products. We will allow up to 60 months however.
272	Lots 5 & 6	Appendix H Technical Submittal	Can you provide the location(s) where the equipment is to be in production?	In Commonwealth-owned or Commonwealth-managed locations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	Section 19 Consumption Model			
273	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	If offsite hosting of the equipment and services is allowable, are there locations restrictions? If so, please list.	Offsite hosting is beyond the scope for this RFP
274	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	In a consumption model, can you provide the starting capacity in storage and servers you require, and expected growth for the next 4 years.	This information is not available at this time.
275	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you please specify the length of the procurement contract? Minimum years and any extensions.	The term of the contract(s) will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. The Commonwealth may renew any of the contracts for up to two (2) additional years.
276	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Does the State have specific software or OS requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
277	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	For a consumption model, does the State allow the use of offsite Administration or does the State need any assistance with administering the storage and server environment.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
278	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Initial workloads? Is there legacy equipment HPE – Financial Services could buy back and remove ongoing maintenance cost.	This is dependent upon the contract under which the legacy equipment was procured.
279	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How is Demand Management integrated with Capacity Management to ensure that capacity is adjusted in accordance with demand forecasts and patterns?	The Commonwealth expects the Offeror to propose pricing models that include demand and capacity management.
280	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Is there a formal capacity plan produced yearly, that incorporates Business forecasts and requirements?	The Commonwealth does not have this information at this time.
281	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the average hardware utilization rate before you have to order new hardware?	New hardware is ordered to replace end-of-life hardware and the implementation of new applications/projects.

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#	RFP Page Number	RFP Section Reference	Question	Answer
282	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is your desired infrastructure state? (Hybrid private/public?) Is infrastructure shared/optimized across projects and business?	This question has no bearing on an Offeror's response to this RFP.
283	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the typical provisioning lifecycle, from concept/requirements to full scale production deployment?	This can vary project to project and agency to agency.
284	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How are you dealing with increasing IT demands while trying to mitigate risks and cut costs? If the infrastructure is over-provisioned, how much extra capacity (%) do you typically add?	This can vary project to project and agency to agency.
285	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How does IT demonstrate their value to the business in terms that the business understands?	This question has no bearing on an Offeror's response to this RFP.
286	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever experienced a sudden, sustained and unexpected surge in IT services?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
287	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever “run out” of IT Infrastructure capacity, or got so close to 100% processing/storage capacity that you’ve had to take urgent action, e.g. rent temporary capacity or request urgent approvals?	No, the Commonwealth has not experienced this.
288	29	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	In order to qualify as a Small Diverse Business, a business must first qualify as a Small Business. A Small Diverse Business is, by definition, a Small Business. A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. Please refer to RFP Part I, Section I-13 of RFP 6100039046.
289	20	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	Please refer to the answer to Question #288 . A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. A Small Diverse Business by definition is a Small Business. However, a Small Diverse Business receives a higher percentage of points than a Small Business in scoring.

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				Please refer to the scoring formula in RFP 6100039046 Part III, Section III-4C5.
290	4	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after January 27, 2017?	The Commonwealth cannot determine a timeframe at this time since we are not sure how many proposals will be received for this procurement.
291	35	Requirements IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	That would satisfy the requirement for (3) years of experience working with public sector clients. Please note this is not a mandatory requirement, this is a preference and will be evaluated as part of the vendor proposal.
292	35	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
293	Lot 6 SAN switches	Appendix C Cost Submittal	Redundant SAN switches to initially support 20 connections (16 connections to 8 servers, and 4 connections to 1 storage array). Expansion	This will be covered as part of pre-sales assistance.

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			capability to 64 ports was requested. Will the expansion ports be for servers, storage, or both?	The agency will work with Contractor to design the solution at the time of purchase.
294	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Does the Commonwealth of PA want separate block and object storage devices, or do they anticipate running mixed block and object storage environments on the same storage devices?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
295	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the total usable space requested. The best value arrays were requested with capacities of 4 TB (RAID5), and the non-best value arrays were requested with capacities of 2 TB (RAID5). Are these usable or raw capacities? Are the 4 TB and 2 TB capacities per controller or per array? 1 PB total usable storage was also specified. Please clarify how the specifications calculate to 1 PB.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
296	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Initial arrays were requested with 4 TB and 2 TB capacities, with anticipated quantities of 25 over the 3-year contract. Does the Commonwealth of PA anticipate storage additions to the initial array(s), or 25 separate arrays? If 25 separate arrays, will these reside in the same data center, and will they replicate to each other? If separate arrays will reside in separate data centers, how far apart will these be?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
297	Lot 6 Non-best value object storage arrays	Appendix C Cost Submittal	The non-best value object storage array mentions FC, iSCSI, and IP-based, but the switches requested are to support 4 Gb/sec, which would be FC. Please clarify if the Commonwealth of PA looking for iSCSI, FC, or FCoE storage, and what switch technology.	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
298	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What types of IT administrative servers will be in use? Physical servers, or virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
299	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What server environment(s) will be deployed? Physical servers? Virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Server environments may include, but are not limited to, DEV, CIT, TRG, TFP, UAT, & PROD. Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
300	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What percentage of your current storage is a) Dell, b) EMC, c) HDS (Hitachi), d) HPE, e) IBM, f) NetApp, and g) Nimble?	This question has no bearing on an Offeror's response to this RFP.
301	Lot 6	Appendix C Cost Submittal	What self-cleaning technology is in use today on a) servers, b) desktops, c) laptops, d) tablets, and e) storage?	Please review the Commonwealth's ITP SEC-015, Data Cleansing Policy, for more

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	Block and object storage arrays			information on the broader spectrum of Self-Cleansing requirements.
302	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Best Value Storage compared to Best Value Block Storage and Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
303	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Non-Best Value Storage compared to Non-Best Value Block Storage and Non-Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
304	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	The RFQ specifies "8 Storage Volume Controllers(SVC) nodes, configured in two (2) node clusters providing four (4) I/O Groups." This requirement is specific to old technology IBM storage. Is the intent of Lot 6 of this RFQ to essentially lock out other vendors (OEMs)? If not, then the specifications of Lot 6 need to be rewritten to encompass more modern storage offerings from all eligible vendors (HPE Dell, EMC, HDS, IBM, NetApp, and Nimble).	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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305	Lot 5 & 6 Services - Options - Monitors	Appendix C Cost Submittal	Please clarify the following service: "Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)." Does this refer to returning failed disks (with keep your disk support) to the Commonwealth of PA's warehouse, via a shipping or courier service?	This service refers to the shipment of decommissioned devices from the agency to the DGS Surplus Warehouse by the Contractor.
306	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Although we have read the reference document, we would like further clarification on what is meant about "Self-Cleansing Lot 5 Capabilities".	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
307	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	It has been noted that the configurations are based on years old technology. Would you prefer that we quote refurbished in order to meet the specifications? If not, we will need better guidance on what your needs are so that all bids will still be comparable.	The requirements are for new equipment. Please provide proposals that meet the Commonwealth's minimum requirements as stated in Appendix C. In the adjacent columns, please provide your suggested enhanced specs in the corresponding "Actual Spec Proposed, if higher" column.
308	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Could you clarify what your goal is for "Non Best Value Configurations"?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on

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				the needs of the agency at the time of order.
309	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You mentioned "Image Deployment "but most servers were configured with no OS. Can you clarify what OS and deployment options you require?"	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
310	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You included "Hard Drive Removal" in this section but specified "Keep Your Hard Drive" in the configurations. Can you clarify?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
311	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades" you include options that depend on the individual specification/configuration. How would you like that to be noted?	Please provide the respective individual specification/configuration in the associated "Notes, if any" column or in the "Additional Options" section at the bottom of the "Services – Options – Upgrades" section.
312	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades", what do you mean by "HBA requirement"? Above, you specified 2 different type of HBAs.	Offerors should respond with the HBA's that it can provide.

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313	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	For "Disk Wipe", do you have a preferred method?	Please refer to the information provided in ITP SEC-015.
314	LOT 5	Appendix C Cost Submittal	Since an emerging cost effective technology for servers is the modular or blade server implementation, would it not behoove the Commonwealth to add a modular configuration to the pricing analysis? This would provide a more accurate assessment to the Commonwealth of future costs. It would greatly enhance our thought process in truly understanding your virtualized environment today and how we can shape its tomorrow for the commonwealth. Alternately, could a separate or 'sub lot' be added for this technology?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
315	36	IV-3. A.2.i	To increase competition with qualified OEMs, will the Commonwealth consider revising their choice for Gartner's Magic Quadrant for Modular Servers to include more current version(s) from 2016?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
316	Tab Lot (all)	Appendix H Technical Submittal	Does the state want references to highlight the qualifications of the OEM, the offeror or both?	The qualifications should focus on the Offeror's ability to provide the OEMs products and services.

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317		RFP	How does this contract differ from COSTARS contract 3	The awarded contracts are for Commonwealth agencies to utilize. COSTARS contracts are not available for use by commonwealth agencies.
318		RFP	What agencies would procure product from this contract that cannot purchase off COSTARS? Why would an agency utilize one over the other?	Please refer the answer to Question #317 .
319	8	I-12	The RFP states "Offerors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive". Does the Commonwealth want two CD-ROMs or Flash drives with one copy on each?	Yes.
320	Lines 13-16; Lines 17-20 SLA ID AM-04.1 and SLA ID AM-04.2	Appendix K. SLAs	These SLAs appear to be created for OEMs selling direct. As a reseller of the equipment, we cannot control certain aspects of the requirements listed in these SLAs. Will the Commonwealth consider revising these requirements to accommodate resellers wishing to bid?	No.
321	5	I-5. Type of Contract	According to the RFP, "It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in Appendix A." Does the	Yes.

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			firm, fixed price refer to both product procurement and services contracts?	
322	Lot 5 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, within the functional parameters alone, there are multiple options (blades vs. rack-mount, 1u vs. 2U, centralized vs. distributed vs. shared infrastructure, highly-densed drives vs highly-densed CPU, L1 vs. L2 vs L3. for caching, SLC v.s MLC vs. TLC for SSD, 10k vs. 15k vs. SATA/NS-SAS for HDD, etc.). In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order
323	Lot 6 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, in regard to converged vs. hyperconverged infrastructure, along with software-defined storage, there are open-ended hardware parameters within the spreadsheet. For instance, for the Intel Xeon E3-1220 - is the Commonwealth referring to Broadwell or Hashwell? For RAM, are you referring to LRDIMM or RDIMM? Each has a different capacity and each supports different processor models, and different servers support different	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			processor cores/model. In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	
324	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing backup and recovery since it is not called out as a specification?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section.
325	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing a Converged/Hyperconverged infrastructure, as it is not called out in the specifications?	Please refer to the answer to Question #2 .
326	Lots 5 and 6 Consumption Based Pricing	Appendix C Cost Submittal	In regard to the consumption model cost request, does the Commonwealth want to see pricing offered for different classifications of storage (for instance, slow = .01 fast = .05 and super-fast = .10 or some delineation of class of storage)?	The Commonwealth will review responses based on options provided.
327	Lots 5 and 6	Appendix C Cost Submittal	Will the Commonwealth allow bidders to show price deviation methods (meaning, the price can increase or decrease depending on the amount consumed by the Commonwealth)?	This is based on the pricing model proposed by the Offeror.
328	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "yes", against what mean average will each bidder be considered?	This is based on the pricing model proposed by the Offeror.

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329	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "no", how does the Commonwealth account for usage driving their cost up or down?	This is based on the pricing model proposed by the Offeror.
330	Lots 5 and 6	Appendix C Cost Submittal	Is the Commonwealth asking the bidder to build the consumption model that will be used?	Yes, please provide the proposed Consumption Based Model pricing that would best accommodate the Commonwealth's Server/Storage needs.
331	36-37	IV-3. Requirement	Will the Commonwealth consider use of the 2016 Gartner's Magic Quadrant as a guide in choosing an OEM?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
332	Lot 5	Appendix C Cost Submittal	Are bidders required to put arrays in multiple sites?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
333	Lot 5 Configuration	Appendix C Cost Submittal	Does the Commonwealth desire to see pricing on a per workload basis versus physical server, number of cores or virtual machines?	Pricing is based on the physical server. All other pricing options should be included in the "Options" section.

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334	A.	Appendix L - Service Management Integration Requirements	Per A. a., "a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*." What is the Commonwealth's current integration model, data model, and error handling methodology for the ITSM system?	Please refer to the answer to Question Number #91 .
335	Lot 6 Consumption Based Pricing	Appendix C Cost Submittal	Will the Commonwealth provide their current storage utilization information, as well as expected growth over the next 5 years?	This information is not available at this time.
336	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide performance criteria? E.g. 2ms response times for block storage, 5ms for file storage and 10ms for object storage.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
337	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide availability requirements? E.g. 99%, 99.99% or 99.999% uptime requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
338	Lot 6 Line 33	Appendix C Cost Submittal	Do you want a total of 20 ports in the bid response or 20 ports per switch?	The minimum is 20 ports.

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#	RFP Page Number	RFP Section Reference	Question	Answer
339	Lot 6 Lines 25, 33, 34	Appendix C Cost Submittal	The term “GB” is used – what does this mean (Gigabyte, Gigabit, something else)?	The term GB refer to “Gigabyte.”
340	Lot 6 Line 34	Appendix C Cost Submittal	How many switches do you want in the bid response – 1 or 2?	There is a minimum of 20 ports, regardless of the number of switches.
341	Lot 6 Line 35	Appendix C Cost Submittal	Why are you asking storage vendors to bid HBA’s. We think this belongs in the server lot	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
342	Lot 6 Lines 37, 38	Appendix C Cost Submittal	The term “SVC” is used. What does this mean? IBM’s virtualization engine? If we are not using IBM as our OEM supplier, how do we bid SVC? We were told we have to stay within one OEM’s product line.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
343	Lot 6 Line 40	Appendix C Cost Submittal	Are you asking us to include in our bid a 64 port switch with 20 SFP in it?	The requirement is for the switch(es) to be scalable to 64 ports.
344	Lot 6 Line 41	Appendix C Cost Submittal	The newer 16Gb and 32Gb FC specs, do not allow for arbitrated loop. Only 8Gb specs and lower provided for AL support. 8Gb optic support in newer switches is unavailable or very limited and may not meet port count/scalability specifications. Is this acceptable?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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345	Lot 6 Line 44	Appendix C Cost Submittal	“Ability to support 146GB... drives”. Is support for 146GB drives a requirement? Newer storage subsystems support a 300GB minimum size for 15K and 10K SAS drives.	146GB is the minimum. Offerors may quote any drive that exceeds these specifications.
346	Lot 6 Lines 47, 48	Appendix C Cost Submittal	How will “Scalability” and “Reliability” be measured?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
347	Lot 6 Line 115	Appendix C Cost Submittal	“SCSI” is assume to mean “iSCSI”. Is this a correct assumption?	Yes, that is correct.
348	Lot 6 General	Appendix C Cost Submittal	There are a number of specs/minimum requirements that call out 4GB (vs Gb, we assume gigabit?). Is support for 4Gb HW required? Newer storage subsystems support 8Gb HW and up. However, 8Gb HW can support 4Gb speeds. This is specifically critical in responding to line 112, as it requests for “4GB” Storage Controller FC interface upgrade costs. Our vendor partners no longer support 4Gb HW.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
349	Lot 6 General	Appendix C Cost Submittal	What is self-cleansing technology? Can you provide an example?	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be

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				cleansed in accordance with ITP SEC-015.
350	Lot 6 General	Appendix C Cost Submittal	Do we include racks in our bid response or are you providing standard racks?	Offerors may propose racks as an option.
351	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth is asking for MFD pricing separately but it has placed an MFD in the Market basket. Would the Commonwealth consider removing that item (J7X28A#BGJ) from the Market Basket?	Yes, the Commonwealth will replace and remove this item from the Market Basket.
352	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth has publicly stated that it wants to do away with Desktop/single function printing. Would the Commonwealth consider removing from the Market Basket the single function printers part #s CN550A#B1H and E6B69A#BGJ?	Yes, the Commonwealth will replace and remove these items from the Market Basket.
353	Lot 3 Market Basket	Appendix C Cost Submittal	Schneider and APC are the same company. Will the Commonwealth make any adjustments here?	Yes, the Commonwealth will make the consolidation of both listed companies under APC.
354	33-36	Part IV	Will the Commonwealth re-consider allowing "Offerors" to submit a bid for more than one manufacturer where stated only one is permissible?	No.

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355	Defective Hardware Replacement SLA ID 06.1	Appendix K. SLAs	Will the Commonwealth detail the time frame in which a product is considered defective?	Please refer to Section 12, <i>Acceptance</i> , of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.
356	All	Appendix K. SLAs	Can any or all of the SLAs be waived if so noted on the PO?	Yes, if noted in the purchase order.
357	34	Section C	Will the Commonwealth explain the role of the back-up awardee?	The role of the back-up awardee is to ensure full coverage of IT peripheral devices in a case where the best value provider does not have access to a product requested by the commonwealth.
358	8 Section 19	Appendix A	Presently invoices are submitted to one address. Is the statement below the intention moving forward? Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract,	Invoices will still be submitted to one address but separate billing accounts must be established by the contractor so invoicing is submitted to the correct agency.

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			updated price lists or any discounts negotiated by the purchasing agency.	
359	3	Section 6	P-Cards taken via the telephone exposes the Commonwealth to a high risk of fraudulent orders. Will the Commonwealth entertain a more secure way to process P-Cards?	The prefer method of acceptance is over the phone. The commonwealth will review additional options of P-Card acceptance with the awarded Offeror(s)
360	Lot 2 - Rugged Devices	Appendix C Cost Submittal	In regard to the Hard Drive requirements for the rugged laptops, is the Commonwealth of PA looking for an HDD or SSD option? Is there a preference? Would either option be considered?	The Commonwealth prefers a Solid-State Drive; however, a hard disk drive is acceptable.
361	Services	Appendix C Cost Submittal	Custom integration (<i>imaging/asset tagging/BIOS</i>) adds time to the manufacturing process. How many additional days are acceptable for customized orders?	Additional time will be addressed between the Contractor and the agency if a change occurs after the start of integration.
362	SLA ID - AM-04.1	Appendix K. SLAs	Referencing the 10 Day SLA for product order to ship...is there a possibility this 10 day can/ will apply to only the base unit configuration without customization of upgrade options?	Applies to all units.
363	Lot 1, Desktops	Appendix C Cost Submittal	Since all microprocessors are not created equal, we believe using a generic parameter like clock speed could lead to disappointing performance,	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			and therefore may not be in the best interest of the State. Would the Commonwealth consider adding Intel processors as a requirement, and that the Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered?	
364	Lot 1, Desktops	Appendix C Cost Submittal	The Commonwealth is requesting 1 DVI port on the desktop. Would you accept a DisplayPort an acceptable option?	Yes, a DisplayPort would be an acceptable option. If a replacement, then an adaptor to DVI must be included.
365	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth has standardized on Windows 10. Is the Win7 downgrade still required?	No. Please refer to the answer to Question #20 .
366	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with A/C wireless standard. Is this acceptable?	Yes, A/C wireless is acceptable.
367	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with Bluetooth v4.x. Is this acceptable?	Yes, so long as it meets or exceeds minimum requirements set forth in the specifications.
368	Lot 1, Laptops	Appendix C Cost Submittal	An optical USB mouse with scroll is listed as standard. Please confirm this is correct and required to ship with each laptop ordered.	Yes, it is correct and is required to ship with each laptop ordered unless otherwise identified in the SOW or Purchase Order.

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369	Lot 2, Non-Traditional Desktops	Appendix C Cost Submittal	Are these meant to be Workstations?	The definition of Non-Traditional Desktop includes zero client and thin client.
370	Lot 5 & 6 Servers and Storage	Appendix C Cost Submittal	Under the Universal Options section can you please clarify the "Preparation for Shipment"	Please refer to the answer to Question #260 .
371	Lots 1, 2, and 4	Appendix C Cost Submittal	<p>In Appendix C, the term of the lease requested for Lots 1,2, and 4 is four years. However, more detail is needed to ensure all parties are quoting the same. There are three aspects that need clarification: lease type, payment frequency, and payment timing. Please advise on the following:</p> <p>1) Lease Type: Is this a Fair Market Value lease? 2) Payment Frequency: Are payments to be monthly, quarterly, or annually? 3) Payment Timing: In arrears or in advance?</p>	<ol style="list-style-type: none"> 1) Lease Type: Fair Market Value. 2) Payment Frequency: Annual. 3) Payment Timing: In advance following initial invoice.
372	38	IV-3.B.5	The Services section of the RFP reads that “The Contractor must honor all quotes for at least ninety (90) days.” Is this 90-day validity period also to be considered the validity period of lease rate quotes in Appendix C? Since leasing rates by nature are not able to be held for extended periods of time, we need to understand the validity period expected.	No, it is not.

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373	36	IV-3. A (5) (i)	<p><u>Lot #5 Requirement:</u> "Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Magic Quadrant for Modular Servers - May 2015 will be considered for this lot: (a) Dell, (b) HP, and (c) Lenovo."</p> <p>If the Commonwealth wishes to limit offerors to provide Gartner "Magic Quadrant" leading solutions, please update the RFP to refer to the most current May, 2016 Gartner Magic Quadrant report found at: https://www.gartner.com/doc/reprints?id=1-2EEWKHH&ct=150504.</p> <p>[The current RFP qualification is based on an out-of-date market analysis which has been superseded by Gartner's most current "Magic Quadrant for Modular Servers" dated May 2016. The use of an out-of-date industry analysis artificially creates an exclusionary specification and an unlevel playing field among otherwise qualified offerors.]</p>	<p>This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.</p>

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374	34	IV-2 (E) (1) & Appendix H Technical Submittal Response Template and Appendix C Cost Worksheet	<p><u>Lot #5 Requirement:</u> "(1) The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the "Best Value OEM" for Lot 5."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot 5.</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical standards have been included which would support a "best value" evaluation of the Lot #5 technologies.</p>	<p>a. Appendix H: The Commonwealth evaluate the products from a technical perspective.</p> <p>b. Appendix C: You are correct; costs will be evaluated based on the standard specifications provided.</p> <p>c. Technical standards are based on the specifications listed in Appendix C.</p>
375	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p>	<p>a. Correct.</p> <p>b. The devices identified are strictly to be used for vendor comparison for RFP 6100039046. All actual orders</p>

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			<p><u>How were the named vendors determined that appear on Appendix C?</u></p> <p>a. The title, “Top Manufacturers” does not appear to relate to technical industry solution rankings in each category, but rather solely to existing Commonwealth suppliers/historical spend.</p> <p>b. This constitutes an exclusionary spec which effectively limits competition to existing Commonwealth suppliers who appear as the a single manufacturer brand per solution category in Appendix C, e.g.,</p> <p style="padding-left: 40px;">i. in the category of “Communications/Conferencing”, Appendix C essentially names only Microsoft/Polycom as named communications suppliers.</p> <p style="padding-left: 40px;">ii. Other industry leading OEM brands currently in the embedded base are completely missing from Appendix C, e.g., the global market leader for video endpoints have been excluded from the named brand list.</p> <p>c. How was the historical spend calculated for each named brand?</p>	<p>will be based on the needs of the agency at the time of order.</p> <p>c. The addition of the total line items values of the OEMs products purchased through the current IT peripheral contracts.</p>

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			<p>i. E.g., what was the method for determining historical average?</p> <p>ii. Other OEM manufacturers representing higher Commonwealth spend than those listed in Appendix C have been excluded.</p>	
376	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>This is a "best value" bid. However, the scoring criteria appears based solely criteria which favors the existing Commonwealth manufacturers.</u></p> <p>a. While non-named manufacturers can be included under the umbrella post award via the "maximum" mark-up, please explain how a fair best value comparison can be conducted across the "non-named brands" since there is no comparable data provided for analysis, and the data provided is not standardized across providers?</p>	<p>a. Using historical spend, the Commonwealth wanted to capture the manufacturers that represented the majority of that spend, with a designated maximum markup for any other manufacturer that is not mentioned.</p> <p>b. Please provide additional proposed technologies in Appendix H: Technical Submittal.</p> <p>c. No, this will continue to be procured as one Lot in the best interest of the Commonwealth.</p>

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			<p>b. The bid encompasses a broad scope of technology solutions each of which should be evaluated by technology-specific performance/cost criteria. Some of these lend themselves to a purely cost based analysis, e.g., power supplies, printers, cameras, scanners. However, other more complex technologies, e.g., Communications, Video Conferencing, require “best value” evaluation of technical specifications to ensure equal comparison before determining resulting costs. This RFP contains no technology specifications for evaluation of the proposed technologies, particularly in the categories of "video conferencing" and "communications".</p> <p>c. Would the Commonwealth consider separating these into different lots or solicitations?</p>	
377	33	IV-2, C (2) (ii)	<p>Lot #3 Requirement: Please define what "Communications" means and includes in the context of Lot #3 - IT Peripherals in this RFP, e.g., does "communications" include wireless access points? IP Phones? Video Conferencing endpoints?</p>	<p>A communication device is a hardware device capable of transmitting an analog or digital signal over the telephone, other communication wire, or wirelessly. Yes. Yes.</p>

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378	33	IV-2 . C [1) and Appendix H Technical Submittal Response Template	<p>Lot #3 Requirement: "(1) The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option. Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot # 3</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical or price standards have been included which would support beyond the warranty for the remainder of the contract term.</p> <p>d. Pricing does not consider or include support/subscription maintenance (the all in cost</p>	<p>Based on the cumulative Technical, Cost, and SDB / SB scores, the Commonwealth will ultimately make a decision on deeming an Offeror "Primary" and an Offeror "Secondary" to fulfill their required needs</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			of ownership) of the brand/technology solutions bid in any lot.	
379	Row 21 Volume Capability Speed	Appendix C Cost Submittal	Can the Commonwealth define functional concurrency and the features that it relates to?	Functional concurrency refers to the device being able to print, process print jobs, scan to email and faxing simultaneously.
380	Row 61 Digital Output	Appendix C Cost Submittal	Can the Commonwealth clarify how and why TIFF 6.0 is being used vs other TIFF formats? Would the Commonwealth remove the requirement for devices to support TIFF 6.0 ?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
381	Lot 6	Appendix C Cost Submittal	What is the Commonwealth's desired approach specific to object and file storage?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
382	Lot 6	This issue is addressed in the revised <u>Appendix C, Cost Submittal Response Template</u> , posted on January 20,	Please identify in the January 20, 2017 posted version of Appendix C where changes to the IBM-only Storage Volume Controllers were made.	Please refer to Tab “Lot 6” of Appendix C, Cost Submittal Response Template rev (1-26-17), under “Lot 6 – Services – Options – Upgrades” rows 109, 110, 112, and 113.

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
		2017, as part of Addendum Number 7.		<p>Also, the rows relating nodes in under the “Lot 6- Storage – Best Value Configurations” and “Lot 6 – Storage – Non Best Value Configurations” have been removed.</p> <p>Additionally, please refer to RFP 6100039046 at Part IV, Section IV-3.A.6 for the revised list of eligible OEMs (or certified resellers) based on the Gartner Leaders Quadrant for General Purpose Disk Arrays (October 2016).</p>
383		Storage Volume Controllers(SVC)	The commonwealth received 9 questions about the requirement for IBM's "Storage Volume Controllers(SVC)" for Lot 6. The answers point to the January 20, 2017 posted version of Appendix C which does not appear to have any changes to the requirement. Please confirm that the State will accept bids for Lot 6 that are not solely limited to an IBM storage solution.	Please refer to the answer to Question #382
384	44	IV-3-C-ix-b	Off-Premise Disk Wipe - The requirement states that the device is to be cleansed at its current location, but the requested service is to be off-premise, including pickup and delivery. Please clarify this requirement.	Part IV, Section IV-3.C.2(ix)(b) of RFP 6100039046 has been revised to clarify that cleansing must take place “at a location

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
				approved by the Commonwealth....”
385	44	IV-3-C-vii-a	On-Premise Disk Wipe - This requirement states that the Contractor shall pack and pick up the device to be wiped, but the service requested is to be on-premise. Please clarify this requirement.	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised by deleting the phrase “, pack and pick up.
386	43	IV-3-C-vii-c	Hard Drive Removal - In our experience, agencies ask for hard drives to be removed in order to preserve the data on the drives while allowing for the disposition of the PC assets. Requiring drive wipe services in conjunction with hard drive removals will not allow this to happen, and will also add unnecessary cost to the Commonwealth if the disk wipe is specified but not performed. Will the Commonwealth consider removing the data wipe requirement from this and procuring any data cleansing services needed using the On- or Off-Premise Disk Wipe service? In this way the Hard Drive Removal service would consist only of removing the hard drives and providing them to an agency-designated employee?	If necessary, prior to the hard drive removal/whip, the agency, in cooperation with the Contractor, will verify the backup of the hard drive data has been completed.
387	43	IV-3-C-vi	Preparation for Shipment - This task does not indicate the requirement to disconnect existing PC equipment, and remove it from the desk area,	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised to

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			but only packaging equipment for shipment. Does the Commonwealth require de-installation services as part of this service?	add the phrase "Disconnect existing PC and peripheral equipment and remove it from the desk area."
388	44	IV-3-C-vii-d/e/f	"Hard Drive Removal - The section of hard drive removal discussing end of lease or defective hard drives seems to be a contact requirement, and not an optional service. Does the Commonwealth intend to have these services as optional, or are they required? (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth: (e) The Commonwealth may keep the defective or leased hard drive. (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015."	These services are required as part of the lease.
389		Q& A # 178 IV-3-C-x and xi	Can the Commonwealth confirm that when transporting any type of device, it wants the Contractor, not agency IT personnel to be responsible for data backup? In the case of many system types, including servers and storage, it may not be feasible for Contractor personnel to perform and ensure backups are correct, given the disparate agency backup systems in place.	Please refer to the revised response to Question #178 .

Questions & Answers (Revised 1/26/2017)
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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
390	Lots 5 and 6	Q& A # 253 and Appendix C, Cost Submittal	For OEMs that do not provide a single list price, but perform list pricing based on the service level chosen, how is a reseller to provide that information to the Commonwealth? Should the reseller provide the highest list price and then adjust the discounts accordingly?	The OEM’s certified reseller should provide the list price that most accurately represents the service level associated with the device and adjust the discounts accordingly.
391	Lot 6	Appendix C Cost Submittal	I would like clarification on the answer given to Q&A question #73 which appears to be in conflict with the pricing sheet allowing for an All Other Storage Discount. The answer seems to indicate that all other storage is to be sold at the “Non Best Value” discount rate. Can you please clarify – Is the discount rate on the Best Value and Non Best Value just for those specific proposed minimum configurations ONLY or does the discount need to apply to ALL other future storage purchases configured and solutioned at a later time?	The discounts shall apply to all future storage purchases made through the awarded contracts.
392	Lot 6	Appendix C Cost Submittal	The Answer to Question 238 is “This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017 as part of Addendum Number 7”, however, there does not appear to be any change. What change was made to lot 6 or is to be made?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .

Questions & Answers (Revised 1/26/2017)
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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
393	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC controller eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
394	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC RAM eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
395	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth is asking for Windows 10 with a Win7 downgrade. Intel's 7th Gen Kaby Lake Processors will not run Win 7. Please confirm your move to Win 10 with no downgrade requirement, or your willingness to buy 6th Gen Sky Lake processors to support both Win 10 and a downgrade to Win7.	The requirement for the Windows 7 downgrade has been removed. Please refer to the revised answer to Question #20 and Question #365 , and the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
396	Lot 1, High- End Desktop	Appendix C Cost Submittal	This processor is a 6Core gaming processor, not normally found in a business-class system. What application will you use that requires this processor, over a Xeon 4Core which would likely	Xeon processors will be acceptable as long as the Offeror can provide performance metrics showing the performance meets

Questions & Answers (Revised 1/26/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			perform better? Please consider allowing a 4 Core Xeon alternative.	or exceeds the requested specification.
397	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth change the manufacturer name "Transcentra" to IBML? Trans Centra is not the manufacturer.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
398	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth remove line 53? HP part # JG926A#ABA is a Network Switch.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
399	4	Calendar of Events	Will the Commonwealth of PA considering extending the due date an additional 5-7 days?	No
400	2	Calendar of Events	Due to the amount of Q&A and the update from last week, SHI would like to request an deadline extension for all vendors to 2/15. This extension will help ensure we provide a complete and compliant response. We appreciate your consideration.	The due date shall remain at February 10, 2017 at 2:00pm ET.
401	Lots 1,2,4,5 and 6	Appendix C Cost Submittal	In Lots 1, 2, 4, 5, and 6, every requested configuration has many different options, but there is only space for one option. For example:	The commonwealth understands the options lines are limited at this point, and intends to finalize

Questions & Answers (Revised 1/26/2017)
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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>In Lot 1, Line 184, an I7 processor upgrade would have 7 different options based on this requested configuration, but there is only space for one option. Is there a way for Offerors to include more options?</p>	<p>available options during contract negotiations.</p>
402	Lot 3	Appendix C Cost Submittal	<p>In Lot 3 there are discontinued manufacturer part numbers in the market basket. Does the Commonwealth want Offerors to replace them? If so, there is not space to communicate that we are replacing with the current manufacturer part number.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11. Please use the “Alternative Manufacturer Part #” and “Alternative Part Description” columns as necessary to enter current part numbers (and descriptions, if applicable)..</p>

Date: February 7 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 12

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- PA IT Hardware RFP rev. (2.7.17). Section III-4. Evaluation Criteria has been updated.
- Questions and Answers Information Technology Hardware rev. (2.07.17). Added Question and Answer #403.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center
2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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APPENDIX U, IRAN FREE PROCUREMENT CERTIFICATION FORM

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Friday, February 10, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Template (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for each Lot on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope);
- (8) **One (1) paper copy** of the Offeror's **Iran Free Procurement Certification Form (Appendix U)** (Technical Submittal envelope);
- (9) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope); and
- (10) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each Original Equipment Manufacturer (OEM) the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal

receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must

additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101—67.3104. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
 - (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The

selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest

may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror that is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror that submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law (Section 1711.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1711.1) to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.

- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.

- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members’ participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A “local public procurement unit” is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any

State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the [Commonwealth Procurement Code](#). However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the proposal submittal.
 - (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor

as a COSTARS vendor, and only so long as the required Contract fee is kept current.

- (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
- (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:
 - (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
 - (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
 - (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

- B. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”
- C. General. A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.
- D. Additional Terms.
- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
 - (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
 - (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
 - (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.
- E. Prices.
- (1) *Price adjustment*. For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers’ compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30**.
 - (2) The Contractor’s pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor’s pricing may be adjusted up or down based on market conditions only with the

mutual agreement of both the Contractor and any external procurement activity.

- F. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

- G. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on **Appendix Q, Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal** (attached as **Appendix Q**).
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form (attached as **Appendix Q**). At minimum, the Letter of Intent must include the following:

- (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business (Offerors may use the historical data to establish an estimated dollar value);
 - (2) A description of the services or supplies the Small Diverse Business or Small Business will provide;
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies;
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the Contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

II-8. Iran Free Procurement Certification and Disclosure. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix U** of this RFP. Offerors, pursuant to **Part III, Section III-4.E**) must submit in hardcopy the signed **Iran Free Procurement Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Products and Services Required, Proposal Summary, Product Descriptions, References, Past Public Sector Experience, Reporting, Staffing, Implementation Plan, Coverage (Lot Applicable), Just-In-Time Purchasing (Lot Applicable), Inventory/Asset Management (Lot Applicable), Emerging Technology, Asset Flexibility (Lot Applicable), Supply Chain Management/Managed Logistics (Lot Applicable), Punch-out Site (Lot Applicable), Service Integration (Lot Applicable), Information Technology Policies (ITP), Self-Cleansing (Lot Applicable), Continuous Improvement, Accessibility Plan, Required Contract Services Plan (Lot Applicable), and Consumption Based Pricing Model (Lot Applicable)** . Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. **Small Diverse Business Participation:**

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than **one percent (1%)** of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. **Two-thirds (2/3)** of the total points are allocated to Small Diverse Business participation (SDB%).
4. **One third (1/3)** of the total points is allocated to Small Business participation (SB%).
5. Based on a maximum total of **200** available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

<p style="text-align: center;">Small Diverse Business and Small Business Raw Score =</p> <p style="text-align: center;">200 (SDB% + (1/3 * SB %))</p>

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the Contract is executed.

- E. **Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, an offeror must: **a) certify it is not on the current list of persons engaged in investment activities in Iran** created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the [Commonwealth Procurement Code](#) and is eligible to contract with the Commonwealth under Sections 3501—3506 of the [Commonwealth Procurement Code](#); or **b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).** All offerors must complete and return the Iran Free Procurement Certification form, (**Appendix U, Iran Free Procurement Certification Form**), which is attached hereto and made part of this RFP. The completed and signed Iran Free Procurement Certification form must be submitted in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

See the following web page for current Iran Free Procurement list:

<http://www.dgs.pa.gov/businesses/materials%20and%20services%20procurement/procurement-resources/pages/default.aspx#>

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the Contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the Contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M).** The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single OEM for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500 K), Rugged Devices (\$1 M) and Non-Traditional Desktops (\$150 K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.

C. **Lot 3—General IT Peripherals** (\$16M historical annual spend). IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.

- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the Contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
 - (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking.
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.

D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:

- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

E. **Lot 5—Server Hardware** (\$13M in historical annual spend). Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) **Each Offeror shall propose a single OEM for this Lot.**

- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend). IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” **A waiver** from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.

- (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMS listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks—November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **Appendix L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the OEMs listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only the OEM or certified resellers of the OEM will be considered for this lot.
- (ii) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers—May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.
 - (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM’s full server product line.

- (iii) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the Contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Offerors shall describe their ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **General:** Information relating to key personnel is as follows:
 - (a) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (b) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (c) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate Commonwealth agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all Commonwealth agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
- (ii) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis, within **one (1) week** of the availability change; and
 - 2) on a permanent basis, no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. If a staff person is removed from the Contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

(6) **Secure E-procurement Portal (Lot applicable):**

- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure e-procurement portal personalized for the Commonwealth which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T, OCI Supplier Punch Out Overview**, more information.
- (ii) The secure e-procurement portal must have the capability to generate daily reports that reflect all the items ordered by Commonwealth agency/bureau for any given time frame throughout the term of the Contract. The secure e-procurement site must also allow for ad hoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to: Manufacturer; Product Name; Part Number or SKU; Purchase Order Number; and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement portal must allow Commonwealth users to print a quote directly from the shopping cart to attach to the Commonwealth agency's purchase order.

C. Optional Services.

- (1) Contractors should provide a quote for warranties and Services, when requested by a Commonwealth agency, at any time during the term of the Contract. Standalone orders for warranties and maintenance made during the term of the Contract may extend up to **four (4) years** past the expiration date of the Contract.
- (2) The Commonwealth agency will develop a statement of work ("SOW") for each Service order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth's discretion. Offeror's must provide separate pricing for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.**
 - (a) The Contractor must, at a minimum:
 - 1) Assign a project manager to every installation;

- 2) Provide status reports of installations completed, installations outstanding, and issues;
 - 3) Unpack equipment;
 - 4) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external equipment to computer;
 - 5) Power on the device or system;
 - 6) If pre-imaged system, verify that the system comes up to the login screen and run Commonwealth agency-provided restore script(s) after login; and
 - 7) If non-imaged system, verify that OS boots.
- (b) As part of the SOW, the Commonwealth agency will specify whether Contractor must remove all packing materials and boxes from the site within **one (1)** week after the installation has been completed.
- (c) The Contractor and the Commonwealth agency will develop a schedule to deliver equipment at the employees' desks or other location specified by the Commonwealth agency.
- (ii) **Asset Tagging (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Affix an Identification Tag Number and Commonwealth agency inventory asset tag to all new equipment procured;
 - 2) Ensure that the Identification Tag Number is readable from WMI (Windows Management Instrumentation), if applicable.
 - 3) Ensure that each Identification Tag is located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls;
 - 4) Provide identification numbers, serial numbers, Commonwealth agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth in an electronic format, which can be incorporated into existing Equipment databases. The Commonwealth agency will provide database formats to be used by the Contractor; and
- (b) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Deploy the image specified by the Commonwealth agency on each computing device;

- 2) If a Commonwealth agency requires images, the Contractor must accept and store the images provided;
- 3) Certify the images for use with the proposed hardware and provide test unit to Commonwealth agency for final verification; and
- (b) The format of the delivered image will be specified in the SOW.
- (c) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iv) **Bundle—Installation, Image Deployment and Asset Tagging.**
 - (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.**
 - (a) The Contractor must, at a minimum:
 - 1) Copy all local Outlook folders;
 - 2) Copy all specified data onto the new, pre-imaged system;
 - 3) Copy all local outlook folders;
 - 4) Disconnect all systems and
 - 5) Not retain any data associated with the data transfer.
 - (b) The Contractor may transfer data using the Commonwealth’s network, a crossover cable or Commonwealth-owned and provided external hard drive.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
 - (a) Verify the functionality and condition of the equipment with the agency
 - (b) Disconnect existing PC and peripheral equipment, and remove it from the desk area
 - (c) Fully prepare and pack the equipment ready for delivery and shipment. Including but not limited to; securely boxing and palletizing (if necessary) of the devices.
- (vii) **Hard Drive Removal.**
 - (a) The Contractor must, at a minimum:
 - 1) Arrive at the Commonwealth designated location at the time scheduled with the Commonwealth agency to uninstall and fully remove the hard drive in question;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Cleanse the hard drive as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf; and

- 4) Allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Commonwealth agency with no additional cost to the Commonwealth.
 - i) The Commonwealth agency may keep the defective or leased hard drive.
 - ii) Contractor must cleanse the hard drive as detailed in Commonwealth ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (b) The Commonwealth agency may choose to keep the removed hard drive and provide delivery location of removed hard drive.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall the equipment from the Commonwealth agency at the scheduled time;
 - (b) Arrive at the Commonwealth-designated location at the scheduled time; and
 - (c) Cleanse the device in the equipment as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at its current location and provide proof of the disk wipe to the Commonwealth agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall, pack, and pick up the equipment from the Commonwealth agency at the scheduled time;
 - (b) Cleanse the device as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at a location approved by the Commonwealth and provide proof of the disk wipe to the Commonwealth agency; and
 - (c) Return the equipment at the time and location specified by the Commonwealth agency.
- (x) **Relocation within 25 Miles.**
 - (a) The Contractor must, at a minimum:
 - 1) Provide relocation of equipment within the same building or within a 25-mile radius;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency; and
 - (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.**
 - (a) The Contractor must, at a minimum:

- 1) Provide relocation of equipment beyond a 25-mile radius; and
 - 2) Verify the functionality and condition of the equipment with the agency
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency.
- (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xii) **Equipment Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
- (a) Deliver the packed equipment to the DGS warehouse located at:

DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to purchase orders generated via the Commonwealth's SAP Supplier Relationship Management (SRM) system, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services*.

E. Quote Requirements.

- (1) All quotes must comply, at a minimum, with the following and be pre-approved by the Commonwealth at the outset of the Contract.
 - (i) Include: contract number, manufacturer contract number (if applicable); service period (if applicable); manufacturer product ID; manufacturer product title; line item descriptions; list price so the Commonwealth can verify discounts on quotes; expected delivery date; and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. **Volume Orders:**

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, Commonwealth agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. **Service Level Agreements.** The Contractor must meet the service level agreements (SLAs) as described in **Appendix K, Service Level Agreements.**

H. **Standard Configuration Reviews.**

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the Contractor will be kept confidential by the Commonwealth. The objective of this meeting is to reach a mutual agreement on product replacement during the life of the Contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template.**

- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the Commonwealth agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased, including the manufacturer; product description/base configuration details; manufacturer part number; any additional upgrades purchased; and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided; base configuration cost; and cost and quantity of any upgrades purchased. Include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information; Equipment Information; Maintenance/Services Information; and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information; and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities; achievements; challenges; and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology

in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.

- 4.** Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
1	4	Calendar of Events	Dates for Pre-Proposal Conference has been moved out more than 2 weeks to Jan 5th, 2017. Will the dates for Questions, Response to questions, and the final Due Date for RFP also be moved out accordingly	Yes, the due date for the RFP response has been extended to February 10, 2017.
2	36,37	IV-3. A (5), IV-3. A (6)	Will the Commonwealth accept submissions for hyper-converged Server & Storage solutions based on Manufacturer hardware noted? Specifically, Dell is an OEM provider for many of the leading hyper-convergence providers and is listed as an acceptable Server & Storage manufacturer. The Commonwealth indicates an interest in the 'latest in related computer-based technologies,' of which hyper-convergence would fit, as it delivers more efficient data capabilities on less physical infrastructure and associated costs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
3	38	IV-3. A	Lot 5-Server Hardware indicates only Intel servers. Are IBM Power Systems servers part of the RFP or will they be added via an addendum or related request?	These devices will be procured through a separate procurement.
4	35,36	IV-3. Requirements. General IT	What platform does the State's punch-out system run on?	The punch-out system runs on SAP Supplier Relationship Management 7.0.

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
5	35,36	IV-3. Requirements	It states that "(ii) Offerors must be able to provide a punch-out site for order placement." Does this mean that you need the Supplier's system to feed into the State's already existing punch-out system?	Yes, that is correct.
6	38-39	IV-3. Requirements. B. Associated Services (4)	Without knowing an exact order date vendors cannot give an exact delivery date. Therefore, can the expected delivery date be removed as minimum included for quotes?	This section refers an estimated delivery date based on the vendor working with the agency. The final delivery date will be set in accordance with the applicable Service Level Agreement listed in Appendix K, Service Level Agreements.
7	38-39	IV-3. Requirements. B. Associated Services (4)	Service purchase orders are not always available when ordering hardware, can "other related purchase orders for service date" be removed as minimum included for quotes?	No, please refer to the answer to Question #6 .
8	Quote Accuracy Consistency (QAC)	Appendix K SLAs	What is the criteria that all quote accuracy is based on?	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
9	39 and 44	IV-3. Requirements. B. Associated Services (5)	Custom quotes may be available to honor up to 90 days or more, but on a continual basis due to continual industry technology changes, will the Commonwealth consider keeping with the industry standard of 30 days?	No, the Commonwealth will not amend this requirement.
10	41 of 44	IV-3. Requirements J. Quarterly Report	Can the Commonwealth modify the requirement of Agency Information in the Quarterly report to "Agency Information, if provided"	No, the Commonwealth will not amend this requirement.
11	Customer Inquiry Response Time (CIRT)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with giving prompt customer service, will the Commonwealth consider removing this SLA and instead confirm that if a request is brought to The Supplier's attention by the Office of Administration, that the supplier has four (4) business hours to acknowledge and confirm follow-up for the subject request?	No, the Commonwealth will not amend this service level agreement.
12	Quote Accuracy Consistency (QAC)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with providing accurate quotes based on the Commonwealth preapproval per the RFP term confirmed for quote requirements, will the Commonwealth consider removing this SLA?	No, the Commonwealth will not remove this service level agreement.
13	Quote Delivery for Catalog Items (QDCI)	Appendix K. SLAs	It is understood that all quotes will be instantly available online for the approved standards. Anything else would be a custom quote request which is entitled to a well thought through custom configuration based on the customer's	This SLA refers to catalog items, not items that would require custom configurations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			needs. In consideration of this, will the Commonwealth consider modifying this SLA to a date agreed upon between the ordering entity and the Supplier?	
14	Order Delivery (OD)	Appendix K. SLAs	Given that the industry standard averages 3 weeks on delivery, will the Commonwealth consider modifying this this SLA to 15 business days for the preapproved modeled Standards on contract, 20 business days for customized Standards?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
15	Order Delivery (OD)	Appendix K. SLAs	Given that some issues can occur within an order, will the Commonwealth consider modifying this SLA to 95% fulfillment?	No, the Commonwealth will not amend this service level agreement.
16	Invoice Receipt (IR)	Appendix K. SLAs	Given that many Agencies request for scheduled deliveries and special services, will the Commonwealth consider modifying this SLA to from sixty (60) days to a date mutually agreed to by the Supplier and the Ordering Entity?	No, the Commonwealth will not amend this service level agreement.
17	Defective Hardware Replacement (DHR) Appendix K. SLAs	Appendix K. SLAs	Given that some orders are customized, replacement product will not always be readily available for an overnight shipment. Will the Commonwealth consider modifying this the days to the same days set in the Order Delivery SLA per each Lot?	No, the Commonwealth will not amend this service level agreement.

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
18	Billing #19	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Not all PO's contain an Agency on the "Bill To" section of the PO. If an agency isn't defined in the "Bill To" of the PO, how do we respond?	Invoices on PO's should be sent to the Office of the Budget, resource account found at http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx . Invoices should be submitted in an email with the invoice attached as a PDF document, or mailed to our PO box where the invoice would then be scanned into our workflow process. Invoices, as a matter of usual and normal practice, should never be sent to the agency first.
19	4-year Warranty On-Site Next Business Day	Appendix C Cost Submittal	If options (i.e.) docking stations, mice, bags are ordered separately are they also needing the 4-year Warranty On- Site Next Business Day? Or only when ordered in a bundled unit?	All products ordered shall have a four (4) year warranty including options.
20	Lot 1 Laptops and Ultra-Portable Laptops	Appendix C Cost Submittal	When building a laptop with an i5-7200 and i7-7500 Windows 7 cannot be installed, will Win 10 be accepted without the Win 7 downgrade? Or will you accept a i5 and i7 6000 series processors?	Yes, Windows 10 will be accepted without the Windows 7 downgrade. An agency may choose to reimagine the device with Windows 10 Enterprise or provide the vendor with Windows 10 Enterprise licensing information at the time of the purchase.

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
21	Lot 2 Rugged Laptops	Appendix C Cost Submittal	Would you prefer a Solid-State Drive over a Spindle Drive, because a spindle drive is more fragile?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
22	Lot 2 Rugged Tablets	Appendix C Cost Submittal	Will the Commonwealth accept a 3rd party product for a category in the Lot not manufactured by the bidder but is authorized to resell?	Yes, so long as the device meets the Commonwealth's specifications.
23	Lot 2 Rugged Tablets	Appendix C Cost Submittal	The spec calls out a 7-inch screen, would you consider a like or better screen?	Yes. Please provide available specs for like or better screen.
24	Lot 2 Non-Traditional Desktop	Appendix C Cost Submittal	Can you clarify what your definition of a Non-Traditional Desktop means? i.e. Mini, Thin Client	The definition of Non-Traditional Desktop includes zero client and thin client.
25	Options	Appendix C Cost Submittal	If an upgrade is needed i.e. memory, hard drives, is the expectation that these be included in the build at time of delivery, or to save cost, would you be able to install those components to the standard builds?	The expectation is that the options will be included with the build at time of delivery.
26	RFP	4 Calendar of Events	Given that little time there is to respond to a RFP of this scale, and to assist Suppliers to be able to offer the best quality response possible, will the Commonwealth consider releasing answers to questions as they become available?	The Commonwealth will adjust bid posting dates and due dates to allow vendors ample time with responses to all questions.

Questions & Answers (Revised 2/07/2017)
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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
27	RFP	4 Calendar of Events	Provided that The Commonwealth's answers to questions will yield Suppliers the ability to provide a more complete response, will The Commonwealth consider modifying the Deadline to submit Questions to 7 business days before the proposal due date, but not guaranteeing answers if submitted past January 6th?	Please refer to the response to Question #26 .
28	RFP	4 Calendar of Events	Given the large scope of this RFP and the fact that most Suppliers were not fully staffed with dedicated resources, will The Commonwealth please consider to extend the Proposal due date to February 7th?	Please refer to the answer to Question # 1 .
29	Data Set Delivery (DSD)	Appendix K. SLAs	It states that " The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth". To clarify, after every order processed, the supplier is to provide a report to the end user these details about their order? or are these details to be reported on the quarterly report?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7. SLA SM-01 has been revised to five (5) business days. After every order processed, the contractor must provide a report to the agency within five (5) business days following receipt of the order and also make this information available as part of the quarterly report.

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RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
30	27	II-5	If Appendix F COSTARS Program Election Form is submitted, we understand that we will be responsible to pay one COSTARS fee for the Contract if awarded, no matter how many Lots we are awarded. Is this correct?	The COSTARS fee is a per contract fee. The Commonwealth has not determined if it will award a vendor multiple lots as part of one contract. If it is determined the award must be split into separate contract, an Offeror awarded more than one contract from RFP 6100039046, the COSTARS fee will be applied per contract.
31	41	IV-3. Requirements J. Quarterly Report (1)	Since ordering system reported do not capture when an upgrade was selected, reporting on the upgrades cost and quantity is not possible. In consideration of this, will The Commonwealth please consider to remove this requirement?	The ordering system reporting capabilities should provide the commonwealth the ability to see when options are purchased as part of a device configuration.
32	41	IV-3. Requirements J. Quarterly Report (1)	We understand that The Commonwealth wants to see a breakdown of all the sales reported by the base and the upgrade details to verify accurate charging by the Supplier. Will the Commonwealth consider in lieu of this requirement to add a term requiring the Supplier to comply with a Price Audit upon request?	Please refer to the response to Question #31 .
33	21	I-29 COSTARS PROGRAM G. (2)	For this additional report submitted to DGS COSTARS, is this to include the sales just for those that have identified themselves as	This requirement only applies to reporting COSTARS member's purchases

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			COSTARS members or for all sales on the contract?	
34	21	I-29 COSTARS PROGRAM G. (2)	If the report is to include only those that have identified themselves as COSTARS members, and there are not any COSTARS member sales to report for the previous reporting period, should the Contractor report online "No Sales"?	Yes, or wording to that effect.
35	24	II-1 Objections and Additions	We understand that we are to identify any terms and conditions in Appendix A, Appendix K, and Appendix E that we would like to negotiate as well as submit any additional terms and conditions we would like to add to any of these appendices. Is this correct?	Yes, that is correct. A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the "Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes" to the Appendices identified in Part II, Section II-1, and that "[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix

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				A, Appendix K, and Appendix E.”
36		II-1 Objections and Additions	<p>The following sentence can be confusing: "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above." Does this mean that we can submit our additional terms and conditions for consideration, but just not say that our proposed request is conditioned on the negotiation of the terms and conditions?</p>	<p>Offerors may not propose the wholesale replacement of the Commonwealth’s terms and conditions with those of the Offeror’s. To do so would result in the rejection of the Offeror’s proposal as set forth in RFP 6100039046at Part II, Section II-1, Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices:</p> <p style="padding-left: 40px;">“The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.”</p> <p>A suggested method of incorporating additional terms</p>

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				<p>and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”</p>
37	35	IV-3 Requirements A. (1) v.	This term for Lot 1 says "Products shall include a four (4) year warranty with on site, next business day service and allow the Commonwealth to keep hard drives." Can the Commonwealth please clearly define the word 'Products'?	Any device, including accessories/peripherals procured as part of the awarded contracts.
38	8. Section 20- Payment	Appendix A. Standard Contract Terms and Conditions for IT	If a Supplier's standard is payment terms 30 days from the correct invoice, which is option b, is it acceptable to indicate this is our method as opposed to options a and c mentioned?	Offerors may propose any changes to Appendices A, K and/or E in accordance with Part II, Section II-1 of RFP

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services		6100039046, relating to Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices.
39	Limitation of Liability	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
40	Default	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
41	Termination	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
42	All SLAs	Appendix K. SLAs	Is the Commonwealth opening to additional language recommendations and negotiation on these SLAs?	Please refer to the answer to Question #38 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
43	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that vendors are unable to procure?	Alternative items must meet the same spec or higher provided by the corresponding item in the market basket. Alternative items are only to be provided if the vendor does not have the ability to quote the item defined. Vendors must be capable of providing 90% of the Top Manufacturers listed in Appendix C.
44	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that are end of life?	Yes, alternatives will be accepted for products that are end-of-life.
45	36 of 44	IV - 3 requirements Lot 3	Will the Commonwealth accept bids from vendors that can't provide 90% on lot 3?	No.
46	24 of 44	Part II Proposal Requirements A Technical submittal	The instructions for the technical submittal state offerors are to include activities outlined in Part IV, Statement of Work. Please confirm IV-4 contract requirements -small diverse business participation and Appendix R - Model Form of Small Diverse and Small Business Subcontract Agreement both within Part IV - Statement of work are to go in the technical submittal and not the SDB/SB Participation Submittal	Please refer to RFP 6100039046FP, Part II – Proposal Requirements introduction (third sentence). “All cost data relating to this proposal and all Small Diverse Business/Small Business – cost data should be kept separate from and not included in the Technical Submittal....” Each

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				<p>Proposal shall consist of the following three separately sealed submittals: A. Technical Submittal; B. SDB/SB Participation Submittal form(s); C. Cost Submittal”.</p> <p>See RFP IV-4 (D) that Appendix R- Model Form of Small Diverse and Small Business Subcontract Agreement – “The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within (30) days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in Appendix R, Model Form of Small Diverse and Small</p>

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				Business Subcontract Agreement.
47	Term of Lease and B. Payments	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The lease terms states up to 60 months. However, the pricing sheet only allows for lease payment but does not outline what term. Do you want 48 months? The current contract is 4 years with annual payments. Does the COPA still want the pricing sheet with a 4-year lease with annual payments used for the lease payment?	The Commonwealth will evaluate based on 48-month leases, however, lease terms can be for up to 60 months.
48	36-37	IV-3. A (5-6)	We are a public-sector reseller for Fujitsu, and our team is interested in submitting Fujitsu products for consideration in Lots 5 and 6. Would it be possible to add Fujitsu as an acceptable OEM for these lots? If not, can the Commonwealth explain why it has chosen to limit competition to the chosen OEMs?	The Commonwealth has selected the Gartner's Magic quadrant as an objective industry standard.
49			Can the prime contract holder designate resellers who can operate under the auspices of the prime's award?	No, the prime contract holder cannot designate resellers to operate under the auspices of the prime's award.
50			Can punch-out site be maintained by the OEM instead of the Offeror?	Yes, but the awarded Offeror is still responsible for meeting the requirements of this solicitation.

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51	38	IV-3. A (6)(vi)	<p>Offerors must have the ability to integrate physical hardware, based on Agency requirements, for operational effectiveness. Please provide some examples of "operational effectiveness" for clarity with regards to the Commonwealth's expectations.</p>	<p>Any kind of practice which allows a business or other organization to maximize the use of their inputs by developing products at a faster pace than competitors or reducing defects, for example. Operational effectiveness is often divided into four components: Leading and controlling functional performance, measuring and improving the process, leveraging and automating process and continuously improving performance.</p>
52	36,37	IV-3. A (5)	<p>For Lot 5, Server Hardware – the RFP has narrowed down to Intel-based servers. The Commonwealth has also deployed Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined). Beyond the Commonwealth, COSTARS members, may also purchase these types of servers and associated warranty/maintenance through the use of current COPA contracts. Is the Commonwealth moving forward with this RFP, without the ability to procure Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated</p>	<p>These devices will be procured through a separate procurement.</p>

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			systems (servers/storage combined), along with associated services?	
53	43	IV-4. D.1	Since volumes of purchase are unknown at this time, it would be impossible to agree to a locked-in dollar commitment to a minority supplier at this time. Is it the Commonwealth's intent to evaluate only the percentage of commitment for purposes of the scoring of the Small Diverse Business and Small Business (SDB/SB) submittal?	Yes, the Small Diverse Business/Small Business point allocation is based entirely on the percentage of actual contract spend committed to Small Diverse Business/Small Business.
54	29	III-4. C.1 Contracting Requirements – Small Diverse Business Contracting	For purposes of calculating the percentage of spend, can the Commonwealth clarify if the amounts used for the numerator and denominator are the amounts for services provided by the SDB and SB firms, and that the amounts do not include equipment sourced through the SDB and SB firms?	Please refer to the answer to Question #256 . The full value of purchase orders for equipment and/or software purchases made by subcontractor/supplier count toward the Small Diverse Business/Small Business commitment when then full value of the PO is paid by the Small Diverse Business/Small Business subcontractor/supplier and reimbursed to the Small Diverse Business/Small Business subcontractor/supplier by the prime.

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55	Section 26 (Limitation of Liability)	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This term stacks the liability as the contract moves forward and could become a very large number over the 3 to 5 years of the contract term. This may limit participation from vendors. Will the Commonwealth consider altering this term to limit the Contractor's liability to the Commonwealth under the Contract to the greater of \$250,000 or the value of the Purchase Order?	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
56	13	I-12. a	Is an e-signature acceptable on the Proposal Cover Sheet, or is an original wet signature required on this sheet and/or all other forms being submitted to the Commonwealth?	The Proposal Cover Sheet must contain an original wet signature.
57		Appendix H. Technical Submittal Response	In an effort to remain sensitive to paper resources, will the Commonwealth accept a reference within our response to our Financial statements webpage?	Yes, if it is provided as a direct link.
58	41 of 59 and 52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Do these sections cover the financing of other non-hardware items, such as the financing of related equipment services described in IV-3. B Associated Services on RFP document Page 38 of 44?	Yes, these sections cover the financing of the hardware, software and any service made as part of the purchase order.
59	44	Appendix A. Standard Contract Terms and Conditions for IT	Can the Commonwealth please provide a copy of the form of the Acceptance Certificate? We cannot locate it on the Forms page of the	Appendix S, Lease Acceptance Certificate, is posted as part of Addendum Number 7.

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		Supplies and Related Services	Department of General Services' webpage (www.dgs.state.pa.us).	
60	44-51	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is it correct to state that the Contractor (hardware vendor) may assign the actual lease for hardware items (including the right to title and the rental payments) to an Initial Assignee as opposed to just the rights to payment?	Subsection H 1 of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, allows for either the assignment of payment to a third party or the assignment of the lease to an Initial Assignee.
61	44-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Will there be separate PO's for the non-hardware items when the hardware is leased, or will there be one PO which explicitly states which items are to be financed versus leased (i.e. will the PO state under which terms & conditions each item will be obtained - Lease (Appendix 1) terms versus Installment Payment (Appendix 2) terms)?	Purchase Orders with a lease involved will only contain leased items. If a standalone service is being purchased outright for a leased device, it should be a separate Purchase Order.
62	46 and 55	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), in Section H it states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee.	In the event of an assignment, the Contractor must provide the assignment document to agency. The agency will then work with the Contractor to obtain any additional information needed.

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			We have not seen one, so we are wondering if there is such a form? Or is there none provided and this is to be a form of the Contractor's devising?	
63	45-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Leasing and in Section C, it states that title shall not pass to the Lessee but remain with the Purchaser at delivery. Please confirm this section regarding title is only applicable to hardware items.	Subsection C of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, provides that title transfers at time of delivery and acceptance only in the case of a Lease/Purchase. Otherwise, title to the Leased Property remains with the Contractor until the "final installment or other concluding payment option."
64	50	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This section indicates "The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and	No, all cost should be included within the lease cost.

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			<p>destruction of any hard drive(s) upon the return of a Leased item."</p> <p>Since the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards or for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) is a service which should be accounted for as a loan and not part of a lease, would it be acceptable to quote a two-part rate for any item with a hard drive, financing the cost for disk services simultaneously but separately from the Item itself?</p>	
65	53 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Installment Payment and in Section C, it states that title shall pass to the Purchaser at delivery. Please confirm that this section is only applicable to hardware items.	Yes, transfer of title as discussed in Section C of Appendix 2 of Appendix A, Standard Terms and Conditions for IT Supplies and Related Services, only applicable to hardware items.
66	52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Our belief is that the non-hardware items (even if related to the hardware items being leased) should always be under the Installment Payment Terms & Conditions of Appendix 2 since there is no title to pass on these items -- does COPA agree?	If non-hardware items are not included as part of the lease payment, then a separate Purchase Order must be issued for the outright payment of a non-hardware item.

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67	52 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Appendix 2 is for Installment Payment, and in Section A, it mentions a Fair Market Value Option, yet Section C states that title passes at delivery, so it is not clear how there could be any Fair Market Value Option. Please clarify.	This issue is addressed in the revised Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, posted on January 20, 2017, as part of Addendum Number 7. Appendix 2 has been amended to delete the reference to fair market value.
68	46, 47, 55, and 56 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), Section H states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee, etc.</p> <p>Where can the acknowledgement of Lease PO be found? Is it a Commonwealth form or a form of the Contractor's devising?</p>	Please refer to the answer to Question # 52 .
69	Tab Lot 6	Appendix C. Cost Submittal Response Template	Please provide more clarity differentiating the 3 storage platforms (Best Value Storage, Best Value Object Based Storage and Best Value Block Storage) with workload examples?	The Commonwealth requires pricing and solutions for all three storage platforms. At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.

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70	Lot 6	Appendix C Cost Submittal	Which of the 3 platforms will support File/NAS, and which will support Object/S3?	At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
71	Lot 6	Appendix C Cost Submittal	Which NAS APIs (CIFs / NFS / SMB) will be required for each platform?	Please refer to the answer to Question #70 .
72	Lot 6	Appendix C Cost Submittal	Are points awarded based on discount percentage or discounted price?	Points will be awarded based on the total extended product and service cost.
73	Lot 6	Appendix C Cost Submittal	Is non-best value a percentage that will have to be honored across any storage configuration?	The discount off list will apply for each specified Storage category (i.e. non-best value block or non-best value object based and any other device purchased as part of the awarded contract).
74	Lot 6	Appendix C Cost Submittal	Please advise how the Commonwealth would like to see the breakdown of the worksheet of data so as to facilitate clear, visible printed data?	Part I, Section I-12 of RFP 6100039046 has been revised to allow for the electronic submission Appendix C, Cost Submittal Template. A paper copy should not be submitted. The Electronic Copy shall be submitted as part of the electronic versions of the

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				proposals required pursuant to Part I, Section I-12.B.
75	38	I IV-3. B Associates Services	Will COPA provide minimum and average number of client systems to be installed per onsite deployment visit?	This information cannot be provided since agencies have different roll out schedule based on funds availability and staffing.
76	38	I IV-3. B Associates Services	Will COPA provide a site list (with equipment counts would be ideal)?	This information is not available at this time.
77	38	I IV-3. B Associates Services	Do you prefer on-site or off site imaging and asset tagging?	This is project specific and will be addressed in the SOW. Options for onsite and office site services have been added to Appendix C, Cost Submittal Template, as part of Addendum Number 7.
78	38	I IV-3. B Associates Services	Will customer provide labels or label guns to create asset tags?	The Contractor will be responsible for labels and label guns these unless provided by the agency.
79	38	I IV-3. B Associates Services	Will customer provide a site or application to record assets?	This will be covered as part of pre-sales assistance.

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				The agency will work with Contractor to design the solution at the time of purchase.
80	38	I IV-3. B Associates Services	With regards to Data Transfer, does existing data reside on old computer or will we pull it from the network?	Data may exist on the old computer as well as the network. This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
81	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the average amount of data to be transferred?	The Commonwealth does not have this information.
82	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the largest amount of data we can expect 10GB? 20GB?	Please refer to the answer to Question # 81 .
83	38	I IV-3. B Associates Services	Will customer provide the image on portable drives in quantities (USB drive?) to roll out on multi-installs?	The Contractor and the Agency will determine the format of the image delivered but the commonwealth will not provide media for the image to be loaded onto.

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84	38	I IV-3. B Associates Services	Will customer provide the disk wipe software in quantities (USB drive?) to roll out on multi-unit installs?	The Commonwealth will provide an .iso image but the vendor would have to provide its own media. The image can only be used to wipe commonwealth devices.
85	38	I IV-3. B Associates Services	Is the customer going to provide transportation of equipment from site to site or will we need to transport new equipment from warehouse to install site?	The contractor will be responsible for transportation of the devices.
86	38	I IV-3. B Associates Services	Is the customer going to provide transportation to equipment returning to Forster St. in Harrisburg or will we need to transport legacy equipment to warehouse?	Yes, unless the Commonwealth is procuring that services from vendor.
87	38	I IV-3. B Associates Services	With regards to Storage, will vendors be responsible to provide the design and storage configuration on the new equipment or will the install team follow a configuration script provided by the customer and work in conjunction with a remote team?	This will be covered as part of pre-sales assistance. The agency will work with vendor to design the solution at the time of purchase.
88	4	Calendar of Events	With the rescheduling of the prebidders conference to occur after questions have been submitted, will COPA consider allowing a second round of questions based on any questions that may arise from discussions at the prebidders?	There will not be a formally defined second round of questions. If additional questions are received the commonwealth will do our best to respond timely.

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89	28	III-4	For the technical section, what are the metrics being used to evaluate or measure up to 40%? Can you provide more specificity about the formula being used?	Please refer to Part III, Section III-4. A of RFP 6100039046 for this information and refer to the following link: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
90	28	III-4	For the cost section, can you provide a few examples using the included formula?	As indicated in Part III, Section III-4, please refer to the following link for information relating to cost formula: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
91	1	Appendix L Service Management Integration Requirements	What is the current integration model, data model, and error handling methodology?	Currently, the integration model used is SOAP with a B2B connector. The data model lists the fields, values, and maximum lengths, if required, in an Excel spreadsheet. The error handling lists the error codes and descriptions, and the methodology, in the case of OA, is ServiceNow.

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92	1	Appendix L Service Management Integration Requirements	What kind of Integrations is required for what ITSM tool?	Currently it is SOAP, however it will change to REST. We decided that we would mandate the integration, then if an agency or vendor could not use the current integration tool, documentation requesting a change would be required.
93	1	Appendix L Service Management Integration Requirements	What is the format of the mandatory data fields?	The format for all fields will be in the data model.
94	1	Appendix L Service Management Integration Requirements	What kind of Web Service Integration?	Please refer to the response to Question #92 .
95	1	Appendix L Service Management Integration Requirements	What kind of Integration is required for what monitoring tool?	Please refer to the response to Question #92 .
96	38	6.1.1	IBM is requesting which company's competitive storage hardware is being replaced along with the model. Thank you.	There are multiple vendor stage solutions implemented across the Commonwealth.

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97	12	Section I-22	With a concern that the Commonwealth could potentially, given the current verbiage above, establish the effective date at a date a year or more beyond the execution date, will the Commonwealth consider changing the above sentence to the following? “The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. After all approvals required by Commonwealth contracting procedures have been obtained, the respective contract shall be fully executed by the selected Offeror and by the Commonwealth. If the Commonwealth does entertain such a change, will Section 1 of Appendix A likewise be edited to conform?”	No, the Commonwealth will not amend this section.
98	Lot 6	Appendix C Cost Submittal	In the following file, Tab: LOT6, Appendix C. Cost Submittal Response Template (rev. 12.15.16), there is a requirement for Nodes of IBM SVC. Does the Commonwealth of PA consider this a hard requirement specific to IBM SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
99		Appendix C Cost Submittal	What does the Commonwealth mean by storage virtualization?	Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit. Storage virtualization is usually implemented via software

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				<p>applications and often used in SAN (storage area network), a high-speed subnetwork of shared storage devices, and makes tasks such as archiving, back-up, and recovery easier and faster.</p> <p>A similar phrase, virtualization-aware storage, facilitates management and monitoring of storage in virtualized environments</p>
100		Appendix C Cost Submittal	Does the Commonwealth have the need to have multiple vendor arrays managed by one front end vendor?	Common administration is preferred but not required.
101		Appendix C Cost Submittal	We would like to offer compression in a flash only solution and also offer you a hybrid configuration. We will able to base these upon your performance needs. Based upon question 6 response we will develop the configurations to adhere to your needs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
102		Appendix C Cost Submittal	We have seen the configurations listed mirror each other. Would be it possible to have them broken out in technical requirements you need for each?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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103		Appendix C Cost Submittal	In reference to our question 102 I would like to expand on it by stating if you have the need to backend virtualization the benefit is tenfold. It allows you to have legacy arrays still kept on the datacenter floor and the luns managed by your new front end array and as well array based migrations can be performed with ease. We would like your thoughts on using an approach method like this.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
104	33	IV-2.E.	The RFP indicates \$13m in historical annual spend for all servers in Lot 5. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 3,602,279.00 2015- \$7,937,040.00 2016- \$2,882,640.00
105	33	IV-2.E.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 5, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP 6100039046.
106	34	IV-2. F.	The RFP indicates \$9m in historical annual spend for all storage hardware in Lot 6. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 6,161,593.00 2015- \$12,138,408.00 2016- \$22,927,947.00
107	34	IV-2. F.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 6, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
108	35	IV-3. A	Does offeror's 3-year experience with public sector clients need to be specific to each Lot being bid on, or can the experience/reference be for other products and/or services than the specific Lots to be bid on?	Experience with public sector clients should be Lot specific and will be evaluated based on the requirements of each lot.
109	37	IV-3-A.5(iii)	The RFP requires "self-cleansing technology", and refers to ITP SEC-015. However, ITP SEC-015 does not discuss or describe "self-cleansing technology". Can the Commonwealth expand and clarify what is desired from the "self-cleansing technology" requirement?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
110	37	IV-3-A.5(v)	The RFP requires the ability to integrate the physical hardware. Can the Commonwealth clarify how this requirement differs from the later requirement to provide optional installation services in section IV-3-B. Associated Services (3)(i) on page 38?	This provision requires the Offeror to be able to perform the required contract services set forth in Part IV, Section IV-3B.
111	38	IV-3. B.(3)	For IV-3.B Associated Services, are the "Optional Services" listed in item (3) (installation, asset tagging, image deployment, etc) required to be quoted in the offeror's RFP response, or simply required to be quoted when/if a Commonwealth agency requests them under a subsequent "SOW"?	The pricing is to be quoted in Appendix C, Cost Submittal Response Template. The final Statement of Work will be developed based on the pricing provided.

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112	4	Calendar of Events	Who will be attending the pre-proposal conference for the Commonwealth?	Please refer to Appendix #4 for this RFP 6100039046.
113	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 1?	HP and Lenovo
114	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 5?	Cisco, Dell, HP, Hitachi, IBM and Lenovo
115	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 6?	Dell, EMC, HP, Hitachi, IBM and Lenovo
116	17	I-28	Information Technology Policies – PLT001 – Desktop and Laptop Standards. This policy references the expired Dell PC contract. Is this policy applicable to these procurements?	This policy will be updated upon award of RFP 6100039046.
117	7 24	I-12 Part II	If a prime is proposing on more than 1 lot, should each lot be submitted as a separate technical proposal, or can they be combined into one proposal response?	The technical proposals can be combined into one proposal but must maintain the format of Appendix H, Technical Submittal Response Template.
118	17	I-27	Regarding the text boxes (yellow shaded) for responses, the current text boxes limit responses to a single page. Should new text boxes be created for responses longer than 1 page in length	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			to eliminate formatting issues with page breaks; or can answers be submitted underneath the yellow text boxes if needed?	that will be posted as part of Addendum Number 7.
119			The current PC contract includes standard service items of "on-site imaging" and "device relocation within same building." Are these services no longer required by the Commonwealth?	This is addressed in the revised Appendix C, Cost Submittal Response Template, that will be posted as part of Addendum Number 7. Device relocation within the same building falls under "device relocation within 25 miles."
120	LOT 6	Appendix C Cost Submittal	Is any additional direct attached storage required for the SVC nodes, or will external virtualization be required?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
121	LOT 6	Appendix C Cost Submittal	Will the 8 node (4 IO Group) SVC be housed in one location?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
122	LOT 6	Appendix C Cost Submittal	Any Disaster Avoidance / Recovery solutions requirements for replication?	Please provide any disaster avoidance/recovery solutions in the Services/Options section of Appendix C, Cost Submittal Response Template.

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123	LOT 6	Appendix C Cost Submittal	We noticed that the multiple configurations of Lot 6 are identical; are you just looking for a single 8 node, 4 way cluster of SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
124	7	I-12	Should the cost proposal be submitted with all proposed lots kept in one file and in one printout? Or, if proposing on three lots, for example, should one paper copy of each lot be submitted?	Part I, Section I-12 of the RFP has been revised to allow for the electronic submission Appendix C, Cost Submittal Response Template. A paper copy should not be submitted. The electronic copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.
125	25	II-2	If an Offeror who is a SDB Small Diverse Business and SB is submitting as a prime, would its percentage commitment for SDB and SB <u>Subcontracting</u> participation be 100% or 0Appendix?	Based on a maximum total of 200 points for the Small Diverse Business and Small Business Participation Submittal, the Offeror who submits as a Small Diverse Business Prime will receive the maximum total of 200 points. Therefore, the Offeror will receive 100% of the points. An Small Diverse Business submitting as prime would make

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				<p>that distinction in the “Offeror Information” box on the first page of the Appendix Q, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. No entry would be made in the “Subcontracting Information” box unless the prime is subcontracting to a separate/different Small Diverse Business or Small Business.</p>
126	Section 26 13 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>The Limitation of Liability section states that the Contractor’s liability is equal to the value of the contract. Based on the annual purchasing figures provided, the value of the contract over three years will be significant. Given a reseller does not have significant control over the OEM equipment they are providing, does this mean the Commonwealth intends to hold the reseller Contractor liable for the total value of all purchases over the life of the Contract? For example, Lot 5 has an annual approximate value of \$13M. Over the three years this would be a liability total of \$39M to the reseller Contractor.</p>	<p>Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.</p>
127		Appendix C Cost Submittal	<p>The services options for Lot 6 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide</p>	<p>Since the majority of the spend will be driven towards the Best Value configurations, please</p>

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			<p>services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the storage unit, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.</p>	<p>provide services/options costs relevant to the Best Value configurations. These costs will be considered as not to exceed costs and the total cost will be defined in the Statement of Work.</p>
128	LOT 6	Appendix C Cost Submittal	<p>Would the Commonwealth consider a maximum services hourly rate for the Storage services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and storage implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.</p>	<p>No; please provide fixed option pricing based on the designated service listed. Also, please refer to the answer to Question #127.</p>
129	LOT 5	Appendix C Cost Submittal	<p>The services options for Lot 5 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the server, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of</p>	<p>Please refer to the answer to Question #127.</p>

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			the machine to move, as well as the size and weight.	
130	LOT 5	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Server services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and server implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	Please refer to the answer to Question #127 .
131	38	IV-3-B-3	Item 3 states that the Commonwealth will develop a Statement of Work for each service. Can the Commonwealth provide this Statement of Work for each of the listed Optional Services so that all vendors are providing pricing based on the same scope of work. For example, does the Commonwealth expect the Contractor to provide insurance for the value of the equipment being moved? If so, what value should be assumed for items x, xi and xii. What steps are considered part of installation? Is the Contractor to assume that the equipment is shipped to the installation location, or is logistics and transportation services required? What is the size of the image being deployed, and how many images will be required to be maintained? Outside of physical installation on the desk and cable connection,	Statements of Work are prepared by the agency at the time of purchase.

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			what other steps are required of the Contractor, and what is the average time these steps will take? How many devices can the Contractor assume each installer can deploy each day?	
132	38	IV-3-B-3	For Lots 5 and 6, many manufacturers do not allow machines under warranty to be moved without manufacturer service personnel providing both packaging and re-install services. Should the contractor assume that machines to be moved in items x and xi are the Best Value configurations to provide accurate comparisons between proposals?	Please refer to the answer to Question #127 .
133	LOT 6	Appendix C Cost Submittal	For the cost evaluation, will the Best Value cost configurations be compared between vendors, or will the grand total cost including non-best value, leasing and services be used for the calculation?	The grand total calculation will include best value, non-best value, leasing and services.
134	38-39	IV-3-B-4	The Commonwealth states the required quote format, but it does not require the list price to be included in the quote, how will the Commonwealth know that they are receiving the required minimum discount without the list price being included?	This issue is addressed in Section IV-3.E of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
135	38	IV-3-B-3	Will the Commonwealth provide a full statement of work for each requested service?	Yes.

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136	38	IV-3-B-3	For any service, will the purchasing agency ensure elevator access for buildings more than 1 story high?	No, since not all buildings will contain elevators.
137	38	IV-3-B-3	For the service of “installation,” is the Offeror required to provide status reports of installations completed, installations outstanding and issues? What is the desired frequency of these reports?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
138	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume equipment will be shipped to the installation location, or does this service include the Contractor receiving the equipment, transporting it to the installation location, and physical installation?	This will be decided as part of the Statement of Work at the time of purchase but should be considered as part of supply chain management and managed logistics services included in this RFP.
139	38	IV-3-B-3	For the service of “installation,” what installation steps must be performed other than physical installation? What is the average time per device to perform these steps?	<p>At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.</p> <p>Regarding average time, the Commonwealth does not have this information.</p>

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140	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that no steps (other than connecting to the main unit) are to be performed on external PC devices (keyboard, mouse, power, Ethernet)?	At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.
141	38	IV-3-B-3	For the service of “installation,” how many devices on average can a single installer expect to install per day?	This will be decided as part of the Statement of Work at the time of purchase.
142	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all units must be powered on, in order to verify the login screen appears (if pre-imaged) or to verify that the operating system boots (if non-imaged)?	Yes.
143	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all newly implemented devices will require serial number documentation to be delivered to the customer at project completion?	Yes.
144	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that the removal of cardboard and packing material from the location is required, if requested by the Commonwealth agency?	Yes.

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145	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that detailed configuration instructions and configuration data (IP addresses, user name, location, etc.), along with detailed location information will be provided to the Offeror a minimum of five business days prior to the scheduled installation?	This will be decided as part of the Statement of Work at the time of purchase.
146	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that troubleshooting of general hardware, software and connectivity issues is not required of the Offeror?	The device must be fully functional to consider installation complete. Please refer to the response to Question #142 .
147	38	IV-3-B-3	For the service of “installation,” will the customer perform a backup of relevant user data prior to Offeror performing installation tasks?	Installation services are preformed prior to user data being placed of the device.
148	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that hardware issues encountered during the time of installation will be coordinated for service by the Commonwealth with the manufacturer as part of associated warranty services?	Please refer to the response to Question #146 .
149	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that the requested asset tag will be the OEM-installed serial number installed on the system unit during production of the unit?	This will be decided as part of the Statement of Work at the time of purchase.

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150	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) of associated devices using a barcode scanner?	This will be decided as part of the Statement of Work at the time of purchase.
151	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) in writing?	This will be decided as part of the Statement of Work at the time of purchase.
152	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to provide asset tag and serial number information to customer in an Excel spreadsheet format after the tags have been installed?	This will be decided as part of the Statement of Work at the time of purchase.
153	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that asset tags will be provided to installation team at least five (5) business days prior to the first installation start date?	This will be decided as part of the Statement of Work at the time of purchase.
154	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency personnel work with the Offeror to determine best method of data transfer for the environment/network/device in question?	Yes, this is project specific and will be addressed in the Statement of Work at the time of purchase.
155	38	IV-3-B-3	For the service of “Data Transfer,” is the Offeror to assume that only UP to 10GB of one directory tree and local Outlook folders (identified in advance in writing by the site or IT contact) is to be performed per unit?	No, there is no threshold.

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156	38	IV-3-B-3	For the service of “Data Transfer,” how far (in feet) will the new system be from the existing system? Will these locations be specified in advance, in writing, by the site or IT contact?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
157	38	IV-3-B-3	For the service of “Data Transfer,” will the Offeror be provided with the directory structure and location of Outlook folders to be transferred?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
158	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide application licenses required if 3rd party data transfer application is to be used?	The agency will provide access to the data transfer application, if applicable.
159	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide network access or external hard drives to facilitate this data transfer?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
160	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to observe the function of equipment to be relocated, including possibly performing diagnostic tests, as necessary? Is the Offeror to	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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			note any damage to exterior of equipment to be packed?	
161	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to disconnect all peripheral equipment from the system unit at the end user location?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
162	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to uninstall only one monitor, system unit, keyboard and mouse, as well as scan and write down asset tag, serial number information from deinstalled unit?	Responsible for uninstalling computing device and associated peripherals, including, but not limited to multiple monitors. Also responsible for inventory listing of devices, including asset tag and serial number information.
163	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to pack, label and transport equipment to a staging area within the existing facility?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
164	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency provide a list of all	Yes.

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			equipment to be deinstalled by serial number and asset tag?	
165	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency backup all data on each system, as well as ensure no confidential data remains on systems to be transported?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
166	38	IV-3-B-3	Can the Commonwealth confirm that the DGS warehouse located at 2221 Forster Street, Harrisburg, PA will remain the location of the DGS warehouse for the duration of this contract?	If this location changes during the term of the contract, OA OIT Procurement will review with the award Offeror(s) to determine if compensation will be granted for a change in location.
167	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
168	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is all relevant equipment required to be palletized for easy removal and storage at the DGS warehouse location?	Yes, pallets are required.

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169	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to provide equipment inventory being delivered to both agency and DGS warehouse personnel? What format would this inventory need to be in? Are there specific Commonwealth forms that are required to be filled out with delivery of returned equipment?	Yes. The inventory format will be agency-specific. Commonwealth will provide DGS Surplus Forms to the successful Contractors.
170	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” will the purchasing agency provide a dock and pallet jack for unloading of palletized PC equipment at the warehouse location, as well as provide an appointment date/time for delivery to ensure dock and warehouse availability?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
171	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to work under supervision of the purchasing agency or directly with DGS on the return of equipment?	The Contractor will work under the supervision of the purchasing agency until arrival at the DGS Surplus Warehouse.
172	38	IV-3-B-3	Is there any limitation on the quantity of returned equipment that can be delivered at one time to the DGS warehouse?	The agency will work with DGS to determine delivery schedule.
173	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the Offeror will be	Yes, successful Contractors will be picking up pre-packed PCs

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			picking up pre-packed PCs from an agency location and delivering to a new location?	from an agency location and delivering to a new location.
174	38	IV-3-B-3	For the service of device relocation, will the Offeror be responsible for providing equipment insurance?	Yes.
175	38	IV-3-B-3	For the service of device relocation, will the purchasing agency provide a schedule to the Offeror to deliver equipment from the staging/storage area to the employee's desks or installation area?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
176	38	IV-3-B-3	For the service of device relocation, will the Offeror be required to provide status reports of installations completed, installations outstanding and issues?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
177	38	IV-3-B-3	For the service of device relocation, can the Offeror assume that this scope does not include the installation of any new equipment, including but not limited to, peripherals and add -on cards?	Yes.
178	44-45	IV-3-C-2(x)-(xi)	For the service of device relocation, can the Commonwealth confirm that the purchasing agency is responsible for any data destruction, data transfer, troubleshooting, data backup, virus	Successful Contractors shall be responsible to verify with agency that data destruction, transfer and/or backups were completed prior to moving

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			removal, asset tagging, and device transport upstairs where an elevator is not available?	equipment. As set forth in Part IV, Section IV-3.C.2(x) and (xi) of RFP 6100039046, damages “resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.”
179	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
180	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Offeror assume that the purchasing agency will provide a specific location for the disk wiping process within the same building? Will the purchasing agency provide electric for a minimum of 10 units simultaneously?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
181	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	The vendor will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
182	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the offeror be required to observe the function of equipment to be relocated, including possibly performing diagnostic tests and recording any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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#	RFP Page Number	RFP Section Reference	Question	Answer
183	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the Offeror be required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
184	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
185	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” does the purchasing agency request all serial numbers of working and non-working units?	Yes.
186	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” in what format would the Commonwealth request a report with proof of disk wipe to the agency contact? Can this be sent electronically to the agency?	Please refer to the information provided in ITP SEC-015.
187	38	IV-3-B-3	For the service of “Off-premise Disk Wipe”, can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	Successful Contractors will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
188	38	IV-3-B-3	For the service of “Hard Drive Removal,” can the Commonwealth confirm that the Offeror would be only required to remove the hard drive from the existing device, label the hard drive, and transport it to a designated customer site?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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189	38	IV-3-B-3	For the service of “Hard Drive Removal,” will the Offeror be required to provide any documentation to be included with the removed hard drive?	Please refer to the information provided in ITP SEC-015.
190	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume this service is to be completed at an off-site location?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
191	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume a maximum of a 50 GB image will be installed per device? Can the Commonwealth also confirm that a test device is to be sent to the purchasing agency prior to full imaging production for image validation?	No. This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
192	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume that after device imaging, verification of boot-up, and packaging, that the scope is complete?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
193	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency supply a fully tested image with all required software, device drivers, licensing and software activations installed?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
194	38	IV-3-B-3	For the service of “Image Deployment,” in what format will the purchasing agency provide the image to the Offeror?	This issue is addressed in the revised RFP 6100039046, posted

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				on January 20, 2017, as part of Addendum Number 7.
195	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency require more than one ‘gold’ image per scheduled installation?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
196	38	IV-3-B-3	For the service of “Image Deployment,” will there be a documented Change Process if purchasing agency requests and image update during scheduled installation?	The agency will work with the successful Contractor on a documented Change Process.
197	38	LOT 1	For Lot 1, the leasing amount that is requested is the annual cost of the four year lease. However, the total in the upper portion of the spreadsheet is the annual cost multiplied by the quantity, not the entire 4 year cost. Does the Commonwealth wish to calculate based on the entire lease cost or only the annual cost?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
198	29	III-4-C	In the case of two competing Small Diverse Prime offers in a single lot, will each SDB receive the maximum points for that section?	Yes. Any Small Diverse Business responding as Prime Offeror will receive the maximum 200 points for the Small Diverse Business and Small Business Participation

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				Submittal. See RFP 6100039046 Part II, Section II-4C5 for scoring methodology.
199	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have a preference for migration methodologies? Commonly used methods include array based and host based migrations.	No, the Commonwealth does not have a preference.
200	Lot 5	Appendix C Cost Submittal	Please specify the scope of the Commonwealth's server environment in terms of physical and virtual environments. If possible, please specify number of host/virtual host by environment.	The Commonwealth does not have this information; however, there is an emphasis on virtualization across all agencies.
201	Lot 6	Appendix C Cost Submittal	In reference to the cloud as a whole which cloud provider, if any, do you use today?	Cloud services is not within the scope of this procurement.
202	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have any mainframe exiting today on the floor? If so, how long you plan to keep it?	These devices will be procured through a separate procurement.
203	39	IV-3.D.(2)	Does the OEM Representative have to be an employee of the designated OEM or can the OEM Representative be an employee of the Prime Contractor's Team?	The OEM representative must be an employee of the OEM. This is to ensure direct access to the OEM is available for issue resolution.
204	38	IV-3. Requirements.	On the cost worksheet, you are looking for a consumption model pricing does it require the	Consumption based pricing models are to be defined by

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#	RFP Page Number	RFP Section Reference	Question	Answer
			Operating systems and applications provided by the supplier?	Offerors for review by the Commonwealth.
205	38	IV-3. Requirements	On the cost worksheet consumption model, do you require managed services for any of the three scenarios (onsite, outsourced data center, or our own data center)? We can do all three if that is what you are looking for?	Please refer to the answer to Question #204 .
206	38	IV-3. Requirements	Do you have a preference on the usage model billing (number of users, server utilization) types we can do or something else in mind?	Please refer to the answer to Question #204 .
207	Tab 5&6	Appendix C Cost Submittal	There is no allowance for Converged and Hyper Converged solutions? How is that being handled since it is on the current contract?	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
208	Tab 6	Appendix C Cost Submittal	Under the current contract, we also have been able to sell data protection backup storage solutions. These don't really fit into your 3 categories. How should that be handled?	Please provide those solutions with relevant pricing and any other added services, in “Additional Options” in the “Services – Options – Upgrades” section
209	Tab 1	Appendix C Cost Submittal	<p>We believe the Desktop specification of an Intel® Core™ i5-6600 (3.9 GHz) CPU or equal is not in the best interest of the State.</p> <p>Please allow us to explain: All microprocessors are not created equal and therefore using a clock speed like 3.9Ghz could lead to disappointing performance for the State. The real issue is around the “or equal” concept. There is an industry standard benchmark For PC performance productivity call SYSmark 2014 (see here for details). The Intel® Core™ i5-6600 (3.9 GHz) CPU you request has a SYSmark 2014 number of 1638. Another CPU in the industry called the AMD FX-4350 4.2 GHz has a SYSmark 2014 score of 925. (the higher the score on the SYSmark 2014 test, the better the performance). A typical evaluation without the SYSmark numbers would have most people believing that 4.2Ghz is an “equal or better” CPU than one operating at 3.9Ghz – but clearly that could not be further from the truth. The Intel processor</p>	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			exceeds the AMD processor performance by 77%. Clearly these two processors are not in the same category and should not be evaluated against each other. We recommend the State use a benchmark performance level to guarantee they are comparing systems with similar performance levels and guarantee your satisfaction with the winning solution. For instance, we recommend the specification read: The Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered for this category.	
210	Tab 6	Appendix C Cost Submittal	What SLA's should be used when considering RTO and RPO for backup and recovery?	These are determined by the service level procured with the device.
211	Tab 6 Lines 37, 38	Appendix C Cost Submittal	The minimum configuration specifications are for IBM's SVC. Are you looking for responses for the other OEM's similar or equivalent technical solution or only IBM's?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
212	Tab 6	Appendix C Cost Submittal	Does the configuration need to be identical to what is mentioned in the spreadsheet or are you open to modernization? IE 146GB, 300GB 10k and 15K RPM spinning drives are old technology - is that the technology that CoPA wants to move forward with?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
213	Tab 6	Appendix C Cost Submittal	Will denser drive options be considered (we are able to offer a 15TB SSD)?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
214	Tab 6	Appendix C Cost Submittal	All the specs on the spreadsheet are tailored to spinning disk. Will an All Flash configuration be considered?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
215	Tab 6	Appendix C Cost Submittal	What will the purpose be between the two configurations? Non-best value vs best value. Will these be two separate storage offerings? Higher performing storage tier and lower performing storage tier?	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual server orders will be custom based on the needs of the customer at the time of order.
216	Tab 6	Appendix C Cost Submittal	Will the RAID types be consistent across all frames or will some frames be configured differently than others?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
217	Tab 6	Appendix C Cost Submittal	What will the initial frame building block capacity be day 1? Usable TiB, provisioned TiB, and written TiB?	The Commonwealth does not have this information.

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#	RFP Page Number	RFP Section Reference	Question	Answer
218	Tab 6	Appendix C Cost Submittal	<p>Best practice is to solution for Capacity/Configuration/Workloads i.e. Approximate number of LUNs Approximate number of hosts Approximate number of host initiators IOPS and MB/sec per array, peak and average Read/Write ratio</p> <p>What applications will run on the new infrastructure (e.g. Oracle database, SAP, SQL, Exchange, VDI, Splunk, etc)?</p> <p>What host platforms (server types) and operating systems/versions are present in the environment?</p> <p>What storage protocols will be considered — block, file, or both?</p> <p>How should we take this into account?</p>	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
219	Tab 6	Appendix C Cost Submittal	<p>SVC is mentioned. What is the purpose of SVC? Will this be used for data services IE compression and encryption? Will SVC be used for storage virtualization and data mobility?</p> <p>What is considered base vs advanced software that is to be included i.e. remote replication, local replication /snapshots, File, etc.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
220	Tab 6	Appendix C Cost Submittal	Are fiber channel switches to be included? 4GB ports are mentioned, will 16GB be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
221	Tab 6	Appendix C Cost Submittal	4GB HBAs are mentioned for the hosts. Going forward will this be true or will 16GB HBAs be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
222	Tab 6	Appendix C Cost Submittal	Will backup/recovery solutions be part of this RFP?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section of Appendix C, Cost Submittal Response Template.
223	Tab Lot (all)	Appendix C Cost Submittal	How does the Commonwealth expect training for the various solutions to be presented as part of this RFP?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
224	Tab 6	Appendix C Cost Submittal	Is self-service storage provisioning being considered?	This is beyond the scope of this procurement.
225	Tab 5 & 6	Appendix C Cost Submittal	There is no infrastructure such as networking identified in RFP? Is networking to be considered in the response? If not, what is planned network that will be utilized? What about other infrastructure components such as firewall, load balancers, etc?	This is beyond the scope of this procurement.
226	35	IV-3. A	Is CoPA looking to receive only a certain number of responses for each OEM since OEM's have hundreds of certified partners that could respond? If so, what is the number responses per OEM CoPA is accepting?	There is no limit on the number of responses per OEM.
227	4	Calendar of Events	The schedule has the Responses to Questions expected on Friday January 13. The following Monday, January 16 is a Federal Holiday (MLK). Because the current due date is Friday January 27th, this does not give vendors sufficient time to review and revise any content based on the response to the QA and any possible amendment. We are asking for a one-week due date extension to the schedule as currently published. This will give us sufficient time to finalize and ship the proposal on time to meet the revised due date.	Please refer to the answer to Question #1 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
228	26	II.3	<p>The RFP stipulates the Cost Proposal is to be sealed (section II.3). However, at the bidder’s conference, it was mentioned that the cost proposal and the technical proposal reviews will be done simultaneously for the full evaluation (i.e., it was stated that a newer technology that met or exceeded the requirements specified would be technically evaluated with the price since the technical evaluators would be able to see the pricing as well). Will the cost proposal remain sealed until the technical proposal evaluation and scoring has been completed? Will there be a release of the technical scoring along with a public cost opening? It is suggested that additional technical scoring points be given if the proposed configuration exceeds the minimum configuration stated in the RFP and be separately evaluated from pricing. This allows the evaluation to be fair and objective.</p>	<p>The technical and cost scoring will be completed independent from each other. The technical scoring team will be given access to Appendix C, Submittal Response Template, to ensure device specifications meet the requirements of each lot. Additionally, costs will not be opened publicly. Pursuant to Section 513(d) of the <i>Commonwealth Procurement Code</i>, 62 Pa. C.S. § 513(d), proposals “shall be opened so as to avoid disclosure of their contents to competing offerors.”</p>
229	Tab 5& 6	Appendix C Cost Submittal	<p>Management software and process(es)? Will these be necessary in the response?</p>	<p>Management software and process(es) may be procured as a component of the hardware purchased, so long as a software license agreement has been negotiated with the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
230	Tab 5& 6	Appendix C Cost Submittal	What workloads will be running on these platforms? What are your performance objectives? (iOPS, throughput, etc.)	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
231	Tab 6	Appendix C Cost Submittal	Besides components like firewalls is there requirements for security (DAR or data inflight encryption)?	Please refer to the Information Technology Policies located at http://www.oa.pa.gov/Policies/Pages/itp.aspx# .
232	Tab 6	Appendix C Cost Submittal	When sizing, is there any guidance on compression/dedup ratios? Or should we consider industry standard for general purpose workloads?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
233	35	E.4	Do any form-factor preferences exist?	The default is for Lot 1, Desktops, is minitowers with options for small form factor, ultra-small form factor and desktop.
234	35	E.4	Please provide processor generations (versions) as many of the processors mentioned here have various iterations (or specify "latest").	Please provide the processor generation defined in the specifications located in Appendix C, Cost Submittal Response Template.

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235	35	E.4	Please confirm “BaseT” on 10G network card(s) (this is in often cases an SFP adapter and not BaseT).	For Lot 5, the default is BaseT with the option for SFP.
236	35	E.4	Please elaborate or provide example “Self-Cleaning” server requirement.	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
237	35	E.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	The intent is to move from a capital expenditure model to an operational expenditure model with added agility.
238	35	F.4	SVC Nodes are specific to IBM storage. Please ensure that SVC Nodes are not a requirement for submissions. In addition, please confirm the technical requirement for “I/O Groups” so that functionality can be appropriately duplicated in response.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
239	35	F.4	Please confirm arbitrated loop is only within the storage architecture itself and will not be used for any host-to-storage communication.	This will be covered as part of pre-sales assistance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				The agency will work with Contractor to design the solution at the time of purchase.
240	35	F.4	Please confirm that while storage switches will support an OPEN device attachment, that no FICON requirement exists within the identified configuration.	There are currently no FICON requirements that exist within the identified configuration.
241	35	F.4	<p>For Each Configuration:</p> <ol style="list-style-type: none"> 1) Is the Commonwealth open to more economical storage options rather than the 146GB 15k Disk type? 2) Please confirm 4TB usable disk storage for the entire disk array 3) Please provide an IOPS (Input/Output per second) target to ensure that requirements are obtained using modern storage sizing and functionality techniques 4) Please advise on the object-storage presentation method (REST API/CIFS/NFS) required from the array 5) Please provide additional data service desired or applicable to the sizing effort (i.e. – deduplication, compression, etc..) 6) Please provide any security functionality required within the storage array (i.e. – Encryption of data at rest) 	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
242	35	F.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	Please refer to the answer to Question #237 .
243	18-20	Appendix H	Lot 5 relates to Server Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
244	20-23	Appendix H	Lot 6 relates to Storage Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
245	All	Appendix E	<p>The Commonwealth includes a Software License Agreement as Appendix E. How does the Commonwealth envision resellers to respond to this document?</p> <p>Please consider that resellers are not the publisher of the software and have no authority to amend their terms of use?</p>	The reseller needs to be aware there must be an agreement between the commonwealth and the software publisher prior to a third party software being provided through this contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
246	Tab Lot (all)	Appendix C Cost Submittal	There are a wide variety of Accessibility needs and many hundreds of products which address them. Some products serve a primary function and also serve to address a disability in another way and this list is quite dynamic as new technology advances are made. It seems impractical to list all of these within the pricing sheet as designed. So, to the point: If an Offeror provides hundreds of products that address a multitude of disability options across all six lots, how would the Commonwealth wish to see this information presented for evaluation? Perhaps a discount structure could be leveraged to better serve the Commonwealth as opposed to a FFP on this many potential products?	Accessibility options are for informational purposes only. Once awarded, the commonwealth will determine which options to make available for the contract.
247		Appendix C Cost Submittal	In the optional services, by data transfer, do you mean data migration from one system to the other or something else? And if so, what else?	Data transfer is the transfer of data from one device to another or from a network to a device.
248	Lot 6	Appendix C Cost Submittal	Lot 6 cost submittal response has title “Services-Options-Monitors”. Is the word “Monitors” supposed to be there and if so for what reason?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
249	5	Appendix H	The instructions for Appendix H state “Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>which you are submitting a proposal.” Will the Commonwealth allow bidders to delete the yellow text boxes within ‘Appendix H, Technical Submittal Template’ and replace them with our written responses directly into the body of the Word document to facilitate proper formatting of our content, or is it mandatory that all written content be contained within the yellow text boxes provided?</p>	<p>posted on January 20, 2017, as part of Addendum Number 7.</p>
250	<p>Lots 5 & 6 All Defined Configurations</p>	<p>Appendix C Cost Submittal</p>	<p>Hyper-Converged is not listed as a technology covered in this RFP. Can you please advise on the purchasing model through this contract vehicle?</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
251	<p>LOT 5</p>	<p>Appendix C Cost Submittal</p>	<p>What is meant by the term "Self-Cleansing Capability?"</p>	<p>Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
252	LOT 5/6	Appendix C Cost Submittal	Most manufacturers do not offer Basic warranty service for enterprise level hardware such as servers and storage as requested in the RFP but offer a minimum standard level of service that equals the Enhanced category. How should the Offeror handle this situation?	Please provide the most applicable pricing available based on each service level tier.
253	LOT 5/6	Appendix C Cost Submittal	List prices for the equipment are different for each level of service being offered. How should the offeror indicate different list prices for each service level in Appendix C?	The discount level indicates the service level. The list price of the device should not change.
254		APPENDIX E	As a reseller, our company does not own or have the ability to negotiate software license terms, those must be negotiated with the licensor itself. How will the Commonwealth handle this situation?	Please refer to the answer to Question #245 .
255	AM-06.1	APPENDIX K	Does "defective hardware" refer to machines that are received in an inoperable condition? Are there any other situations that would relate to "defective hardware" under this SLA?	Yes, this SLA refers to any defective or incorrectly delivered hardware.
256	42	Contracting Requirements - Small Diverse Business Certification	If the OEM responds as a Prime Contractor with a SDB as an agent, what counts towards "actual contract spend" with the SDB? Would the entire purchase amount count towards the spend or just the agent fee (ie. the margin received by the SDB)?	If SDB is issuing a PO for purchases of goods and then invoices the Prime for same goods, then SDB will receive full credit for the invoices submitted.

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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>If the Prime is the one who is responsible for PO's for goods and the SDB is only receiving a percentage (%) lift/margin, then the SDB only receives credit for the % lift/margin.</p>
257	Tab for Lot 1 and Lot 2	Appendix C Cost Submittal	<p>Can the Commonwealth specify the type of lease that we should price? For example, does the Commonwealth want to retain ownership of the equipment at the end of the lease or trade it in for refreshed technology.</p>	<p>Please refer to Section K, Purchase Option, of Appendix 1 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.</p> <p>As to the type of lease, this will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
258	Section 1 C & D	Appendix L, Service Mgmt Integration Requirements	<p>Can the Commonwealth go into more technical detail regarding the responsibilities of the offeror with respect to transmission or receipt of data for the web service integration referenced in Section C and the integration with monitoring tools in Section D?</p>	<p>Hardware associated with this ITSM solution consist of Virtual MidServer that are maintained and managed by OA/OIT at the EDC on the virtual farm. SNMP monitoring of these devices is the responsibility of OA/OIT.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
259	38	Supply Chain Mgmt / Managed Logistics	The Commonwealth has stated that they would like a contractor that can provide staging and storage. There is not a related item in the Cost Proposal for staging and storage. Are we to assume the Commonwealth is looking for this to be offered free of charge? If yes, what kind of expectations does the Commonwealth have in terms of batch delivery? For example, staging 500 units and delivering in 100 unit batches has a very different cost than staging 500 units and delivery in 10 unit batches.	This issue is addressed in Part IV, Section IV-3 of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
260	Lots 1 & 2 Services	Appendix C Cost Submittal	What is meant by the service "Preparation for Shipment"? Is this an add-on service in the case that asset tagging or image deployment are performed offsite?	This service will be procured when an agency requires that the Contractor prepare and pack device(s) for shipment from one Commonwealth location to another. This charge does not apply to the initial delivery of the device.
261	Order Delivery	Appendix K, Service Level Agreements	The Commonwealth has requested a ten (10) delivery timeframe on equipment. Servers and storage that are configured to order can typically take longer than 10 business days to build and deliver depending on the complexity of the system. Can this requirement be waived for Lots 5 and 6?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
262	Order Delivery	Appendix K Service Level Agreements	At various times, manufacturers around the globe experience issues due to shortages in parts supply. While it is very infrequent, it has happened, and if it happens during the term of the contract would the Commonwealth be flexible in the issuance of credits for orders if the communication between the vendor and the Commonwealth on these issues is immediate and consistent?	This type of situation should be planned for by the contractors, but will be addressed on a case by case basis during the term of the contract.
263	Lot 6 All Configuration s; row 37 and 68 "Nodes"	Appendix C Cost Submittal	The requirement for "Storage Volume Controllers(SVC)" is a proprietary product offering from only one vendor, this will limit competition. Please update the node requirements to reflect the technical specification that is required.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
264	34 F.	Lot 6—Storage Hardware	This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions. In Appendix C. Cost Submittal Response Template (rev. 12.15.16), tab lot 6 the component requirement are the same and only reflect a Storage Area Network (SAN) solution. In attachment C we do not see technical requirements for a NAS solution, can you please clarify?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
265	Lot 5 All Configuration	Appendix C Cost Submittal	Is Self-Cleansing Capabilities a service that needs to be included in the base price of the hardware?	Yes.

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	s; row 39 and 61 "Self-Cleansing Capabilities"			
266	Lot 5 Best Value High End Server 1B; row 44 "Flash"	Appendix C Cost Submittal	When referencing “flash adapter” are you using that interchangeably for IO accelerators? NVMe accelerators?	Yes, the item is generic so as not limit to a single vendor or technology.
267	Lot 5 Non-Best Value configs	Appendix C Cost Submittal	You call for “on board SATA” and 100G HDD. What is the purpose of these drives?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
268	Lot 6 Non-Best Value Object Storage	Appendix C Cost Submittal	The storage technology interface requested is fiber channel along with the cables but there is a notation for SCSI and a request for a Network Interface Card. Can you please clarify what you are looking for in this request?	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
269	Lot 5 & 6	Appendix C Cost Submittal	The List Price data entry cell for each of the Configurations is blacked out for the Enhanced and Critical Service Levels, however each service	Please provide one representative list price and

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			level will require a unique list price, can the state update the template to distinguish separate list prices for each service level? Alternatively, if it is the intent that the pricing in this section only include standard warranty and support after warranty should be included in the Options/Upgrade section please specify as such.	apply separate discount off lists per service level tier.
270	Lot 5 & 6	Appendix C Cost Submittal	What is the purpose of the “Discount off List for all other Low End Servers/Cells” cells in the Lot 5 Cells, C50 and Cell C56 Lot 6 Cells? If discounts need to apply to all potential non-best value configurations, please specify the technical requirements range for Low, Medium and High End Server ranges.	We would like the Offeror to be explicit in terms of the overall discount off list that is applied to the potential non-best value configurations. This discount off list should be representative of the discounts applied to each corresponding service tier. The technical requirements are specified in each “Component” and associated “Minimum Requirements.”
271	Lot 5 & 6	Appendix C Cost Submittal	How many years’ post warranty service is required? Please confirm (4) years of support is required for all products.	4 years are the minimum years of support required for all products. We will allow up to 60 months however.
272	Lots 5 & 6	Appendix H Technical Submittal	Can you provide the location(s) where the equipment is to be in production?	In Commonwealth-owned or Commonwealth-managed locations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	Section 19 Consumption Model			
273	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	If offsite hosting of the equipment and services is allowable, are there locations restrictions? If so, please list.	Offsite hosting is beyond the scope for this RFP
274	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	In a consumption model, can you provide the starting capacity in storage and servers you require, and expected growth for the next 4 years.	This information is not available at this time.
275	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you please specify the length of the procurement contract? Minimum years and any extensions.	The term of the contract(s) will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. The Commonwealth may renew any of the contracts for up to two (2) additional years.
276	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Does the State have specific software or OS requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
277	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	For a consumption model, does the State allow the use of offsite Administration or does the State need any assistance with administering the storage and server environment.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
278	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Initial workloads? Is there legacy equipment HPE – Financial Services could buy back and remove ongoing maintenance cost.	This is dependent upon the contract under which the legacy equipment was procured.
279	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How is Demand Management integrated with Capacity Management to ensure that capacity is adjusted in accordance with demand forecasts and patterns?	The Commonwealth expects the Offeror to propose pricing models that include demand and capacity management.
280	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Is there a formal capacity plan produced yearly, that incorporates Business forecasts and requirements?	The Commonwealth does not have this information at this time.
281	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the average hardware utilization rate before you have to order new hardware?	New hardware is ordered to replace end-of-life hardware and the implementation of new applications/projects.

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#	RFP Page Number	RFP Section Reference	Question	Answer
282	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is your desired infrastructure state? (Hybrid private/public?) Is infrastructure shared/optimized across projects and business?	This question has no bearing on an Offeror's response to this RFP.
283	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the typical provisioning lifecycle, from concept/requirements to full scale production deployment?	This can vary project to project and agency to agency.
284	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How are you dealing with increasing IT demands while trying to mitigate risks and cut costs? If the infrastructure is over-provisioned, how much extra capacity (%) do you typically add?	This can vary project to project and agency to agency.
285	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How does IT demonstrate their value to the business in terms that the business understands?	This question has no bearing on an Offeror's response to this RFP.
286	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever experienced a sudden, sustained and unexpected surge in IT services?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
287	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever “run out” of IT Infrastructure capacity, or got so close to 100% processing/storage capacity that you’ve had to take urgent action, e.g. rent temporary capacity or request urgent approvals?	No, the Commonwealth has not experienced this.
288	29	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	In order to qualify as a Small Diverse Business, a business must first qualify as a Small Business. A Small Diverse Business is, by definition, a Small Business. A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. Please refer to RFP Part I, Section I-13 of RFP 6100039046.
289	20	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	Please refer to the answer to Question #288 . A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. A Small Diverse Business by definition is a Small Business. However, a Small Diverse Business receives a higher percentage of points than a Small Business in scoring.

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				Please refer to the scoring formula in RFP 6100039046 Part III, Section III-4C5.
290	4	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after January 27, 2017?	The Commonwealth cannot determine a timeframe at this time since we are not sure how many proposals will be received for this procurement.
291	35	Requirements IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	That would satisfy the requirement for (3) years of experience working with public sector clients. Please note this is not a mandatory requirement, this is a preference and will be evaluated as part of the vendor proposal.
292	35	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
293	Lot 6 SAN switches	Appendix C Cost Submittal	Redundant SAN switches to initially support 20 connections (16 connections to 8 servers, and 4 connections to 1 storage array). Expansion	This will be covered as part of pre-sales assistance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			capability to 64 ports was requested. Will the expansion ports be for servers, storage, or both?	The agency will work with Contractor to design the solution at the time of purchase.
294	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Does the Commonwealth of PA want separate block and object storage devices, or do they anticipate running mixed block and object storage environments on the same storage devices?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
295	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the total usable space requested. The best value arrays were requested with capacities of 4 TB (RAID5), and the non-best value arrays were requested with capacities of 2 TB (RAID5). Are these usable or raw capacities? Are the 4 TB and 2 TB capacities per controller or per array? 1 PB total usable storage was also specified. Please clarify how the specifications calculate to 1 PB.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
296	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Initial arrays were requested with 4 TB and 2 TB capacities, with anticipated quantities of 25 over the 3-year contract. Does the Commonwealth of PA anticipate storage additions to the initial array(s), or 25 separate arrays? If 25 separate arrays, will these reside in the same data center, and will they replicate to each other? If separate arrays will reside in separate data centers, how far apart will these be?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
297	Lot 6 Non-best value object storage arrays	Appendix C Cost Submittal	The non-best value object storage array mentions FC, iSCSI, and IP-based, but the switches requested are to support 4 Gb/sec, which would be FC. Please clarify if the Commonwealth of PA looking for iSCSI, FC, or FCoE storage, and what switch technology.	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
298	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What types of IT administrative servers will be in use? Physical servers, or virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
299	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What server environment(s) will be deployed? Physical servers? Virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Server environments may include, but are not limited to, DEV, CIT, TRG, TFP, UAT, & PROD. Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
300	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What percentage of your current storage is a) Dell, b) EMC, c) HDS (Hitachi), d) HPE, e) IBM, f) NetApp, and g) Nimble?	This question has no bearing on an Offeror's response to this RFP.
301	Lot 6	Appendix C Cost Submittal	What self-cleaning technology is in use today on a) servers, b) desktops, c) laptops, d) tablets, and e) storage?	Please review the Commonwealth's ITP SEC-015, Data Cleansing Policy, for more

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	Block and object storage arrays			information on the broader spectrum of Self-Cleansing requirements.
302	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Best Value Storage compared to Best Value Block Storage and Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
303	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Non-Best Value Storage compared to Non-Best Value Block Storage and Non-Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
304	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	The RFQ specifies "8 Storage Volume Controllers(SVC) nodes, configured in two (2) node clusters providing four (4) I/O Groups." This requirement is specific to old technology IBM storage. Is the intent of Lot 6 of this RFQ to essentially lock out other vendors (OEMs)? If not, then the specifications of Lot 6 need to be rewritten to encompass more modern storage offerings from all eligible vendors (HPE Dell, EMC, HDS, IBM, NetApp, and Nimble).	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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305	Lot 5 & 6 Services - Options - Monitors	Appendix C Cost Submittal	Please clarify the following service: "Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)." Does this refer to returning failed disks (with keep your disk support) to the Commonwealth of PA's warehouse, via a shipping or courier service?	This service refers to the shipment of decommissioned devices from the agency to the DGS Surplus Warehouse by the Contractor.
306	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Although we have read the reference document, we would like further clarification on what is meant about "Self-Cleansing Lot 5 Capabilities".	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
307	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	It has been noted that the configurations are based on years old technology. Would you prefer that we quote refurbished in order to meet the specifications? If not, we will need better guidance on what your needs are so that all bids will still be comparable.	The requirements are for new equipment. Please provide proposals that meet the Commonwealth's minimum requirements as stated in Appendix C. In the adjacent columns, please provide your suggested enhanced specs in the corresponding "Actual Spec Proposed, if higher" column.
308	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Could you clarify what your goal is for "Non Best Value Configurations"?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on

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				the needs of the agency at the time of order.
309	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You mentioned "Image Deployment "but most servers were configured with no OS. Can you clarify what OS and deployment options you require?"	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
310	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You included "Hard Drive Removal" in this section but specified "Keep Your Hard Drive" in the configurations. Can you clarify?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
311	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades" you include options that depend on the individual specification/configuration. How would you like that to be noted?	Please provide the respective individual specification/configuration in the associated "Notes, if any" column or in the "Additional Options" section at the bottom of the "Services – Options – Upgrades" section.
312	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades", what do you mean by "HBA requirement"? Above, you specified 2 different type of HBAs.	Offerors should respond with the HBA's that it can provide.

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313	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	For "Disk Wipe", do you have a preferred method?	Please refer to the information provided in ITP SEC-015.
314	LOT 5	Appendix C Cost Submittal	Since an emerging cost effective technology for servers is the modular or blade server implementation, would it not behoove the Commonwealth to add a modular configuration to the pricing analysis? This would provide a more accurate assessment to the Commonwealth of future costs. It would greatly enhance our thought process in truly understanding your virtualized environment today and how we can shape its tomorrow for the commonwealth. Alternately, could a separate or 'sub lot' be added for this technology?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
315	36	IV-3. A.2.i	To increase competition with qualified OEMs, will the Commonwealth consider revising their choice for Gartner's Magic Quadrant for Modular Servers to include more current version(s) from 2016?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
316	Tab Lot (all)	Appendix H Technical Submittal	Does the state want references to highlight the qualifications of the OEM, the offeror or both?	The qualifications should focus on the Offeror's ability to provide the OEMs products and services.

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#	RFP Page Number	RFP Section Reference	Question	Answer
317		RFP	How does this contract differ from COSTARS contract 3	The awarded contracts are for Commonwealth agencies to utilize. COSTARS contracts are not available for use by commonwealth agencies.
318		RFP	What agencies would procure product from this contract that cannot purchase off COSTARS? Why would an agency utilize one over the other?	Please refer the answer to Question #317 .
319	8	I-12	The RFP states "Offerors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive". Does the Commonwealth want two CD-ROMs or Flash drives with one copy on each?	Yes.
320	Lines 13-16; Lines 17-20 SLA ID AM-04.1 and SLA ID AM-04.2	Appendix K. SLAs	These SLAs appear to be created for OEMs selling direct. As a reseller of the equipment, we cannot control certain aspects of the requirements listed in these SLAs. Will the Commonwealth consider revising these requirements to accommodate resellers wishing to bid?	No.
321	5	I-5. Type of Contract	According to the RFP, "It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in Appendix A." Does the	Yes.

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			firm, fixed price refer to both product procurement and services contracts?	
322	Lot 5 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, within the functional parameters alone, there are multiple options (blades vs. rack-mount, 1u vs. 2U, centralized vs. distributed vs. shared infrastructure, highly-densed drives vs highly-densed CPU, L1 vs. L2 vs L3. for caching, SLC v.s MLC vs. TLC for SSD, 10k vs. 15k vs. SATA/NS-SAS for HDD, etc.). In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order
323	Lot 6 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, in regard to converged vs. hyperconverged infrastructure, along with software-defined storage, there are open-ended hardware parameters within the spreadsheet. For instance, for the Intel Xeon E3-1220 - is the Commonwealth referring to Broadwell or Hashwell? For RAM, are you referring to LRDIMM or RDIMM? Each has a different capacity and each supports different processor models, and different servers support different	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			processor cores/model. In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	
324	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing backup and recovery since it is not called out as a specification?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section.
325	Lot 6 Configuration s	Appendix C Cost Submittal	How does the Commonwealth plan on addressing a Converged/Hyperconverged infrastructure, as it is not called out in the specifications?	Please refer to the answer to Question #2 .
326	Lots 5 and 6 Consumption Based Pricing	Appendix C Cost Submittal	In regard to the consumption model cost request, does the Commonwealth want to see pricing offered for different classifications of storage (for instance, slow = .01 fast = .05 and super-fast = .10 or some delineation of class of storage)?	The Commonwealth will review responses based on options provided.
327	Lots 5 and 6	Appendix C Cost Submittal	Will the Commonwealth allow bidders to show price deviation methods (meaning, the price can increase or decrease depending on the amount consumed by the Commonwealth)?	This is based on the pricing model proposed by the Offeror.
328	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "yes", against what mean average will each bidder be considered?	This is based on the pricing model proposed by the Offeror.

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329	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "no", how does the Commonwealth account for usage driving their cost up or down?	This is based on the pricing model proposed by the Offeror.
330	Lots 5 and 6	Appendix C Cost Submittal	Is the Commonwealth asking the bidder to build the consumption model that will be used?	Yes, please provide the proposed Consumption Based Model pricing that would best accommodate the Commonwealth's Server/Storage needs.
331	36-37	IV-3. Requirement	Will the Commonwealth consider use of the 2016 Gartner's Magic Quadrant as a guide in choosing an OEM?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
332	Lot 5	Appendix C Cost Submittal	Are bidders required to put arrays in multiple sites?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
333	Lot 5 Configuration	Appendix C Cost Submittal	Does the Commonwealth desire to see pricing on a per workload basis versus physical server, number of cores or virtual machines?	Pricing is based on the physical server. All other pricing options should be included in the "Options" section.

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#	RFP Page Number	RFP Section Reference	Question	Answer
334	A.	Appendix L - Service Management Integration Requirements	Per A. a., "a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*." What is the Commonwealth's current integration model, data model, and error handling methodology for the ITSM system?	Please refer to the answer to Question Number #91 .
335	Lot 6 Consumption Based Pricing	Appendix C Cost Submittal	Will the Commonwealth provide their current storage utilization information, as well as expected growth over the next 5 years?	This information is not available at this time.
336	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide performance criteria? E.g. 2ms response times for block storage, 5ms for file storage and 10ms for object storage.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
337	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide availability requirements? E.g. 99%, 99.99% or 99.999% uptime requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
338	Lot 6 Line 33	Appendix C Cost Submittal	Do you want a total of 20 ports in the bid response or 20 ports per switch?	The minimum is 20 ports.

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#	RFP Page Number	RFP Section Reference	Question	Answer
339	Lot 6 Lines 25, 33, 34	Appendix C Cost Submittal	The term “GB” is used – what does this mean (Gigabyte, Gigabit, something else)?	The term GB refer to “Gigabyte.”
340	Lot 6 Line 34	Appendix C Cost Submittal	How many switches do you want in the bid response – 1 or 2?	There is a minimum of 20 ports, regardless of the number of switches.
341	Lot 6 Line 35	Appendix C Cost Submittal	Why are you asking storage vendors to bid HBA’s. We think this belongs in the server lot	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
342	Lot 6 Lines 37, 38	Appendix C Cost Submittal	The term “SVC” is used. What does this mean? IBM’s virtualization engine? If we are not using IBM as our OEM supplier, how do we bid SVC? We were told we have to stay within one OEM’s product line.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
343	Lot 6 Line 40	Appendix C Cost Submittal	Are you asking us to include in our bid a 64 port switch with 20 SFP in it?	The requirement is for the switch(es) to be scalable to 64 ports.
344	Lot 6 Line 41	Appendix C Cost Submittal	The newer 16Gb and 32Gb FC specs, do not allow for arbitrated loop. Only 8Gb specs and lower provided for AL support. 8Gb optic support in newer switches is unavailable or very limited and may not meet port count/scalability specifications. Is this acceptable?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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345	Lot 6 Line 44	Appendix C Cost Submittal	“Ability to support 146GB... drives”. Is support for 146GB drives a requirement? Newer storage subsystems support a 300GB minimum size for 15K and 10K SAS drives.	146GB is the minimum. Offerors may quote any drive that exceeds these specifications.
346	Lot 6 Lines 47, 48	Appendix C Cost Submittal	How will “Scalability” and “Reliability” be measured?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
347	Lot 6 Line 115	Appendix C Cost Submittal	“SCSI” is assume to mean “iSCSI”. Is this a correct assumption?	Yes, that is correct.
348	Lot 6 General	Appendix C Cost Submittal	There are a number of specs/minimum requirements that call out 4GB (vs Gb, we assume gigabit?). Is support for 4Gb HW required? Newer storage subsystems support 8Gb HW and up. However, 8Gb HW can support 4Gb speeds. This is specifically critical in responding to line 112, as it requests for “4GB” Storage Controller FC interface upgrade costs. Our vendor partners no longer support 4Gb HW.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
349	Lot 6 General	Appendix C Cost Submittal	What is self-cleansing technology? Can you provide an example?	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be

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				cleansed in accordance with ITP SEC-015.
350	Lot 6 General	Appendix C Cost Submittal	Do we include racks in our bid response or are you providing standard racks?	Offerors may propose racks as an option.
351	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth is asking for MFD pricing separately but it has placed an MFD in the Market basket. Would the Commonwealth consider removing that item (J7X28A#BGJ) from the Market Basket?	Yes, the Commonwealth will replace and remove this item from the Market Basket.
352	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth has publicly stated that it wants to do away with Desktop/single function printing. Would the Commonwealth consider removing from the Market Basket the single function printers part #s CN550A#B1H and E6B69A#BGJ?	Yes, the Commonwealth will replace and remove these items from the Market Basket.
353	Lot 3 Market Basket	Appendix C Cost Submittal	Schneider and APC are the same company. Will the Commonwealth make any adjustments here?	Yes, the Commonwealth will make the consolidation of both listed companies under APC.
354	33-36	Part IV	Will the Commonwealth re-consider allowing "Offerors" to submit a bid for more than one manufacturer where stated only one is permissible?	No.

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
355	Defective Hardware Replacement SLA ID 06.1	Appendix K. SLAs	Will the Commonwealth detail the time frame in which a product is considered defective?	Please refer to Section 12, <i>Acceptance</i> , of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.
356	All	Appendix K. SLAs	Can any or all of the SLAs be waived if so noted on the PO?	Yes, if noted in the purchase order.
357	34	Section C	Will the Commonwealth explain the role of the back-up awardee?	The role of the back-up awardee is to ensure full coverage of IT peripheral devices in a case where the best value provider does not have access to a product requested by the commonwealth.
358	8 Section 19	Appendix A	Presently invoices are submitted to one address. Is the statement below the intention moving forward? Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract,	Invoices will still be submitted to one address but separate billing accounts must be established by the contractor so invoicing is submitted to the correct agency.

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			updated price lists or any discounts negotiated by the purchasing agency.	
359	3	Section 6	P-Cards taken via the telephone exposes the Commonwealth to a high risk of fraudulent orders. Will the Commonwealth entertain a more secure way to process P-Cards?	The prefer method of acceptance is over the phone. The commonwealth will review additional options of P-Card acceptance with the awarded Offeror(s)
360	Lot 2 - Rugged Devices	Appendix C Cost Submittal	In regard to the Hard Drive requirements for the rugged laptops, is the Commonwealth of PA looking for an HDD or SSD option? Is there a preference? Would either option be considered?	The Commonwealth prefers a Solid-State Drive; however, a hard disk drive is acceptable.
361	Services	Appendix C Cost Submittal	Custom integration (<i>imaging/asset tagging/BIOS</i>) adds time to the manufacturing process. How many additional days are acceptable for customized orders?	Additional time will be addressed between the Contractor and the agency if a change occurs after the start of integration.
362	SLA ID - AM-04.1	Appendix K. SLAs	Referencing the 10 Day SLA for product order to ship...is there a possibility this 10 day can/ will apply to only the base unit configuration without customization of upgrade options?	Applies to all units.
363	Lot 1, Desktops	Appendix C Cost Submittal	Since all microprocessors are not created equal, we believe using a generic parameter like clock speed could lead to disappointing performance,	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			and therefore may not be in the best interest of the State. Would the Commonwealth consider adding Intel processors as a requirement, and that the Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered?	
364	Lot 1, Desktops	Appendix C Cost Submittal	The Commonwealth is requesting 1 DVI port on the desktop. Would you accept a DisplayPort an acceptable option?	Yes, a DisplayPort would be an acceptable option. If a replacement, then an adaptor to DVI must be included.
365	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth has standardized on Windows 10. Is the Win7 downgrade still required?	No. Please refer to the answer to Question #20 .
366	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with A/C wireless standard. Is this acceptable?	Yes, A/C wireless is acceptable.
367	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with Bluetooth v4.x. Is this acceptable?	Yes, so long as it meets or exceeds minimum requirements set forth in the specifications.
368	Lot 1, Laptops	Appendix C Cost Submittal	An optical USB mouse with scroll is listed as standard. Please confirm this is correct and required to ship with each laptop ordered.	Yes, it is correct and is required to ship with each laptop ordered unless otherwise identified in the SOW or Purchase Order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
369	Lot 2, Non-Traditional Desktops	Appendix C Cost Submittal	Are these meant to be Workstations?	The definition of Non-Traditional Desktop includes zero client and thin client.
370	Lot 5 & 6 Servers and Storage	Appendix C Cost Submittal	Under the Universal Options section can you please clarify the "Preparation for Shipment"	Please refer to the answer to Question #260 .
371	Lots 1, 2, and 4	Appendix C Cost Submittal	<p>In Appendix C, the term of the lease requested for Lots 1,2, and 4 is four years. However, more detail is needed to ensure all parties are quoting the same. There are three aspects that need clarification: lease type, payment frequency, and payment timing. Please advise on the following:</p> <p>1) Lease Type: Is this a Fair Market Value lease? 2) Payment Frequency: Are payments to be monthly, quarterly, or annually? 3) Payment Timing: In arrears or in advance?</p>	<ol style="list-style-type: none"> 1) Lease Type: Fair Market Value. 2) Payment Frequency: Annual. 3) Payment Timing: In advance following initial invoice.
372	38	IV-3.B.5	The Services section of the RFP reads that “The Contractor must honor all quotes for at least ninety (90) days.” Is this 90-day validity period also to be considered the validity period of lease rate quotes in Appendix C? Since leasing rates by nature are not able to be held for extended periods of time, we need to understand the validity period expected.	No, it is not.

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#	RFP Page Number	RFP Section Reference	Question	Answer
373	36	IV-3. A (5) (i)	<p><u>Lot #5 Requirement:</u> "Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Magic Quadrant for Modular Servers - May 2015 will be considered for this lot: (a) Dell, (b) HP, and (c) Lenovo."</p> <p>If the Commonwealth wishes to limit offerors to provide Gartner "Magic Quadrant" leading solutions, please update the RFP to refer to the most current May, 2016 Gartner Magic Quadrant report found at: https://www.gartner.com/doc/reprints?id=1-2EEWKHH&ct=150504.</p> <p>[The current RFP qualification is based on an out-of-date market analysis which has been superseded by Gartner's most current "Magic Quadrant for Modular Servers" dated May 2016. The use of an out-of-date industry analysis artificially creates an exclusionary specification and an unlevel playing field among otherwise qualified offerors.]</p>	<p>This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.</p>

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
374	34	IV-2 (E) (1) & Appendix H Technical Submittal Response Template and Appendix C Cost Worksheet	<p><u>Lot #5 Requirement:</u> "(1) The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the "Best Value OEM" for Lot 5."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot 5.</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical standards have been included which would support a "best value" evaluation of the Lot #5 technologies.</p>	<p>a. Appendix H: The Commonwealth evaluate the products from a technical perspective.</p> <p>b. Appendix C: You are correct; costs will be evaluated based on the standard specifications provided.</p> <p>c. Technical standards are based on the specifications listed in Appendix C.</p>
375	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p>	<p>a. Correct.</p> <p>b. The devices identified are strictly to be used for vendor comparison for RFP 6100039046. All actual orders</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p><u>How were the named vendors determined that appear on Appendix C?</u></p> <p>a. The title, “Top Manufacturers” does not appear to relate to technical industry solution rankings in each category, but rather solely to existing Commonwealth suppliers/historical spend.</p> <p>b. This constitutes an exclusionary spec which effectively limits competition to existing Commonwealth suppliers who appear as the a single manufacturer brand per solution category in Appendix C, e.g.,</p> <p style="padding-left: 40px;">i. in the category of “Communications/Conferencing”, Appendix C essentially names only Microsoft/Polycom as named communications suppliers.</p> <p style="padding-left: 40px;">ii. Other industry leading OEM brands currently in the embedded base are completely missing from Appendix C, e.g., the global market leader for video endpoints have been excluded from the named brand list.</p> <p>c. How was the historical spend calculated for each named brand?</p>	<p>will be based on the needs of the agency at the time of order.</p> <p>c. The addition of the total line items values of the OEMs products purchased through the current IT peripheral contracts.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>i. E.g., what was the method for determining historical average?</p> <p>ii. Other OEM manufacturers representing higher Commonwealth spend than those listed in Appendix C have been excluded.</p>	
376	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>This is a "best value" bid. However, the scoring criteria appears based solely criteria which favors the existing Commonwealth manufacturers.</u></p> <p>a. While non-named manufacturers can be included under the umbrella post award via the "maximum" mark-up, please explain how a fair best value comparison can be conducted across the "non-named brands" since there is no comparable data provided for analysis, and the data provided is not standardized across providers?</p>	<p>a. Using historical spend, the Commonwealth wanted to capture the manufacturers that represented the majority of that spend, with a designated maximum markup for any other manufacturer that is not mentioned.</p> <p>b. Please provide additional proposed technologies in Appendix H: Technical Submittal.</p> <p>c. No, this will continue to be procured as one Lot in the best interest of the Commonwealth.</p>

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			<p>b. The bid encompasses a broad scope of technology solutions each of which should be evaluated by technology-specific performance/cost criteria. Some of these lend themselves to a purely cost based analysis, e.g., power supplies, printers, cameras, scanners. However, other more complex technologies, e.g., Communications, Video Conferencing, require “best value” evaluation of technical specifications to ensure equal comparison before determining resulting costs. This RFP contains no technology specifications for evaluation of the proposed technologies, particularly in the categories of "video conferencing" and "communications".</p> <p>c. Would the Commonwealth consider separating these into different lots or solicitations?</p>	
377	33	IV-2, C (2) (ii)	<p>Lot #3 Requirement: Please define what "Communications" means and includes in the context of Lot #3 - IT Peripherals in this RFP, e.g., does "communications" include wireless access points? IP Phones? Video Conferencing endpoints?</p>	<p>A communication device is a hardware device capable of transmitting an analog or digital signal over the telephone, other communication wire, or wirelessly. Yes. Yes.</p>

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RFP 6100039046
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#	RFP Page Number	RFP Section Reference	Question	Answer
378	33	IV-2 . C [1) and Appendix H Technical Submittal Response Template	<p>Lot #3 Requirement: "(1) The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option. Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot # 3</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical or price standards have been included which would support beyond the warranty for the remainder of the contract term.</p> <p>d. Pricing does not consider or include support/subscription maintenance (the all in cost</p>	<p>Based on the cumulative Technical, Cost, and SDB / SB scores, the Commonwealth will ultimately make a decision on deeming an Offeror "Primary" and an Offeror "Secondary" to fulfill their required needs</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
			of ownership) of the brand/technology solutions bid in any lot.	
379	Row 21 Volume Capability Speed	Appendix C Cost Submittal	Can the Commonwealth define functional concurrency and the features that it relates to?	Functional concurrency refers to the device being able to print, process print jobs, scan to email and faxing simultaneously.
380	Row 61 Digital Output	Appendix C Cost Submittal	Can the Commonwealth clarify how and why TIFF 6.0 is being used vs other TIFF formats? Would the Commonwealth remove the requirement for devices to support TIFF 6.0 ?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
381	Lot 6	Appendix C Cost Submittal	What is the Commonwealth's desired approach specific to object and file storage?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
382	Lot 6	This issue is addressed in the revised <u>Appendix C, Cost Submittal Response Template</u> , posted on January 20,	Please identify in the January 20, 2017 posted version of Appendix C where changes to the IBM-only Storage Volume Controllers were made.	Please refer to Tab “Lot 6” of Appendix C, Cost Submittal Response Template rev (1-26-17), under “Lot 6 – Services – Options – Upgrades” rows 109, 110, 112, and 113.

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#	RFP Page Number	RFP Section Reference	Question	Answer
		2017, as part of Addendum Number 7.		<p>Also, the rows relating nodes in under the “Lot 6- Storage – Best Value Configurations” and “Lot 6 – Storage – Non Best Value Configurations” have been removed.</p> <p>Additionally, please refer to RFP 6100039046 at Part IV, Section IV-3.A.6 for the revised list of eligible OEMs (or certified resellers) based on the Gartner Leaders Quadrant for General Purpose Disk Arrays (October 2016).</p>
383		Storage Volume Controllers(SVC)	The commonwealth received 9 questions about the requirement for IBM's "Storage Volume Controllers(SVC)" for Lot 6. The answers point to the January 20, 2017 posted version of Appendix C which does not appear to have any changes to the requirement. Please confirm that the State will accept bids for Lot 6 that are not solely limited to an IBM storage solution.	Please refer to the answer to Question #382
384	44	IV-3-C-ix-b	Off-Premise Disk Wipe - The requirement states that the device is to be cleansed at its current location, but the requested service is to be off-premise, including pickup and delivery. Please clarify this requirement.	Part IV, Section IV-3.C.2(ix)(b) of RFP 6100039046 has been revised to clarify that cleansing must take place “at a location

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#	RFP Page Number	RFP Section Reference	Question	Answer
				approved by the Commonwealth....”
385	44	IV-3-C-vii-a	On-Premise Disk Wipe - This requirement states that the Contractor shall pack and pick up the device to be wiped, but the service requested is to be on-premise. Please clarify this requirement.	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised by deleting the phrase “, pack and pick up.
386	43	IV-3-C-vii-c	Hard Drive Removal - In our experience, agencies ask for hard drives to be removed in order to preserve the data on the drives while allowing for the disposition of the PC assets. Requiring drive wipe services in conjunction with hard drive removals will not allow this to happen, and will also add unnecessary cost to the Commonwealth if the disk wipe is specified but not performed. Will the Commonwealth consider removing the data wipe requirement from this and procuring any data cleansing services needed using the On- or Off-Premise Disk Wipe service? In this way the Hard Drive Removal service would consist only of removing the hard drives and providing them to an agency-designated employee?	If necessary, prior to the hard drive removal/whip, the agency, in cooperation with the Contractor, will verify the backup of the hard drive data has been completed.
387	43	IV-3-C-vi	Preparation for Shipment - This task does not indicate the requirement to disconnect existing PC equipment, and remove it from the desk area,	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised to

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			but only packaging equipment for shipment. Does the Commonwealth require de-installation services as part of this service?	add the phrase "Disconnect existing PC and peripheral equipment and remove it from the desk area."
388	44	IV-3-C-vii-d/e/f	"Hard Drive Removal - The section of hard drive removal discussing end of lease or defective hard drives seems to be a contact requirement, and not an optional service. Does the Commonwealth intend to have these services as optional, or are they required? (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth: (e) The Commonwealth may keep the defective or leased hard drive. (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015."	These services are required as part of the lease.
389		Q& A # 178 IV-3-C-x and xi	Can the Commonwealth confirm that when transporting any type of device, it wants the Contractor, not agency IT personnel to be responsible for data backup? In the case of many system types, including servers and storage, it may not be feasible for Contractor personnel to perform and ensure backups are correct, given the disparate agency backup systems in place.	Please refer to the revised response to Question #178 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
390	Lots 5 and 6	Q& A # 253 and Appendix C, Cost Submittal	For OEMs that do not provide a single list price, but perform list pricing based on the service level chosen, how is a reseller to provide that information to the Commonwealth? Should the reseller provide the highest list price and then adjust the discounts accordingly?	The OEM's certified reseller should provide the list price that most accurately represents the service level associated with the device and adjust the discounts accordingly.
391	Lot 6	Appendix C Cost Submittal	I would like clarification on the answer given to Q&A question #73 which appears to be in conflict with the pricing sheet allowing for an All Other Storage Discount. The answer seems to indicate that all other storage is to be sold at the "Non Best Value" discount rate. Can you please clarify – Is the discount rate on the Best Value and Non Best Value just for those specific proposed minimum configurations ONLY or does the discount need to apply to ALL other future storage purchases configured and solutioned at a later time?	The discounts shall apply to all future storage purchases made through the awarded contracts.
392	Lot 6	Appendix C Cost Submittal	The Answer to Question 238 is "This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017 as part of Addendum Number 7", however, there does not appear to be any change. What change was made to lot 6 or is to be made?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
393	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC controller eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
394	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC RAM eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
395	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth is asking for Windows 10 with a Win7 downgrade. Intel's 7th Gen Kaby Lake Processors will not run Win 7. Please confirm your move to Win 10 with no downgrade requirement, or your willingness to buy 6th Gen Sky Lake processors to support both Win 10 and a downgrade to Win7.	The requirement for the Windows 7 downgrade has been removed. Please refer to the revised answer to Question #20 and Question #365 , and the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
396	Lot 1, High- End Desktop	Appendix C Cost Submittal	This processor is a 6Core gaming processor, not normally found in a business-class system. What application will you use that requires this processor, over a Xeon 4Core which would likely	Xeon processors will be acceptable as long as the Offeror can provide performance metrics showing the performance meets

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#	RFP Page Number	RFP Section Reference	Question	Answer
			perform better? Please consider allowing a 4 Core Xeon alternative.	or exceeds the requested specification.
397	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth change the manufacturer name "Transcentra" to IBML? Trans Centra is not the manufacturer.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
398	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth remove line 53? HP part # JG926A#ABA is a Network Switch.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
399	4	Calendar of Events	Will the Commonwealth of PA considering extending the due date an additional 5-7 days?	No
400	2	Calendar of Events	Due to the amount of Q&A and the update from last week, SHI would like to request an deadline extension for all vendors to 2/15. This extension will help ensure we provide a complete and compliant response. We appreciate your consideration.	The due date shall remain at February 10, 2017 at 2:00pm ET.
401	Lots 1,2,4,5 and 6	Appendix C Cost Submittal	In Lots 1, 2, 4, 5, and 6, every requested configuration has many different options, but there is only space for one option. For example:	The commonwealth understands the options lines are limited at this point, and intends to finalize

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#	RFP Page Number	RFP Section Reference	Question	Answer
			In Lot 1, Line 184, an I7 processor upgrade would have 7 different options based on this requested configuration, but there is only space for one option. Is there a way for Offerors to include more options?	available options during contract negotiations.
402	Lot 3	Appendix C Cost Submittal	In Lot 3 there are discontinued manufacturer part numbers in the market basket. Does the Commonwealth want Offerors to replace them? If so, there is not space to communicate that we are replacing with the current manufacturer part number.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11. Please use the “Alternative Manufacturer Part #” and “Alternative Part Description” columns as necessary to enter current part numbers (and descriptions, if applicable)..
403	Lot 6	Appendix C Cost Submittal	Are the unit quantities, i.e. “Volume” inputted in Appendix C representative of the estimated annual purchases, or the estimated purchases over three years? This would impact some of the bidders cost assumptions.	The quantities provided are based on purchase history and are for evaluation purposes only and do not guarantee products/services to be ordered as part of the awarded contracts.

Date: February 8 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 10, 2017 1:00 PM EST

Addendum Number: 13

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- Appendix C, Cost Submittal Response Template. Rev. (2.8.17)- Updated Calculations on Market Basket for Lot 3.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center
2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Date: February 9, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 16, 2017 1:00 PM EST

Addendum Number: 14

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- Appendix C, Cost Submittal Response Template. Rev. (2.9.17)- Updated percentage submittal cells for Lots 3, 5 and 6 to allow for two (2) decimal points.
- PA IT Hardware RFP rev. (2.9.17) – Updated Calendar of Events. The solicitation due date has been extended to February 16, 2017 at 1:00 PM EST.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center
2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Commonwealth of Pennsylvania

IT Hardware RFP

Cost Proposal Response Template Summary

Offeror Name:

Instructions for Respondents: The only fields within this cost template that need to be filled out are those in orange. Please fill in your company's name in the box above and indicate which lots you are proposing on. Your total cost per lot will be automatically calculated and presented in the table below. Please then complete the tabs that follow for each Lot that you are proposing on (e.g. "Lot 1," "Lot 2," etc.)

Lot #	Proposing? Y / N	Total Annual Cost (For Evaluation)
1 - Desktops, Laptops, Tablets and Ultra-Portable Laptops		\$ -
2 - Tablets, Rugged Devices, Non-Traditional Desktops		\$ -
3 - General IT Peripherals		\$ -
4 - Apple Devices		\$ -
5 - Server Hardware		\$ -
6 - Storage Hardware		\$ -

Continuum of Services
IT Services RFP
Using Project Response Template
Lot 2 - Tablets, Rugged Devices, Non-Traditional Desktops, and Associated Services, Options, and Upgrades

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
1	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			
2	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			

Minimum Specification: The minimum specification for this item is defined by the item description. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Lot 2 - Tablets

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
3	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			
4	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			
5	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			
6	Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			

Lot 2 - Rugged Devices

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
7	Rugged Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS, IP68, MIL-STD-883C			
8	Rugged Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS, IP68, MIL-STD-883C			
9	Rugged Tablet - 10.1" Diagonal, 1280 x 800 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS, IP68, MIL-STD-883C			

Lot 2 - Non-Traditional Desktops

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
10	Non-Traditional Desktop - 15" Diagonal, 1920 x 1080 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			
11	Non-Traditional Desktop - 15" Diagonal, 1920 x 1080 Resolution, 1.3MP Camera, 8GB Storage, 16GB RAM, 4G LTE, 802.11n Wi-Fi, Bluetooth, GPS, NFC, MHL, USB-C, Android OS			

Lot 2 - Services - Options - Upgrades

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
12	Service - 1 Year On-Site Support			
13	Service - 2 Year On-Site Support			
14	Service - 3 Year On-Site Support			
15	Service - 4 Year On-Site Support			
16	Service - 5 Year On-Site Support			
17	Service - 6 Year On-Site Support			
18	Service - 7 Year On-Site Support			
19	Service - 8 Year On-Site Support			
20	Service - 9 Year On-Site Support			
21	Service - 10 Year On-Site Support			

Lot 2 - Accessibility Needs

Instructions: Respond to the questions in this section by entering the appropriate information in the provided fields. Responses should be provided for each question by entering "Y" in the indicated column. If the answer provided does not meet the minimum specifications, please do not enter a price for that item.

Item #	Item Description	Minimum Specification	Response	Price
22	Accessibility - Braille			
23	Accessibility - Large Print			
24	Accessibility - Screen Reader			
25	Accessibility - Voice Recognition			
26	Accessibility - Closed Captioning			
27	Accessibility - Sign Language			
28	Accessibility - Text-to-Speech			
29	Accessibility - Speech-to-Text			
30	Accessibility - Braille			
31	Accessibility - Large Print			
32	Accessibility - Screen Reader			
33	Accessibility - Voice Recognition			
34	Accessibility - Closed Captioning			
35	Accessibility - Sign Language			
36	Accessibility - Text-to-Speech			
37	Accessibility - Speech-to-Text			

Item	Quantity

Lot 3 - General of Peripherals

Works by Manufacturer

Manufacturer	Quantity

Item	Description	Quantity	Unit

Material Details

Item	Description	Quantity	Unit	Material Code

Lot 3 - Small MPDs

Item	Description	Quantity	Unit

Item	Description	Quantity	Unit	Material Code	Material Code	Material Code	Material Code

Lot 3 - Accessibility Needs

Item	Description	Quantity	Unit

Item	Description	Quantity	Unit	Estimated Price

Storage and associated services, services, and supplies. Includes: storage of materials, equipment, and supplies; storage of materials, equipment, and supplies; storage of materials, equipment, and supplies.

Lot 6 - Storage - Best Value Configurations				
Item	Description	Quantity	Unit	Estimated Price

Lot 6 - Storage - Non Best Value Configurations				
Item	Description	Quantity	Unit	Estimated Price

Lot 6 - Services - Options - Upgrades				
Item	Description	Quantity	Unit	Estimated Price

Lot 6 - Accessibility Needs				
Item	Description	Quantity	Unit	Estimated Price

Lot 6 - Consumption Based Pricing				
Item	Description	Quantity	Unit	Estimated Price

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

ISSUING OFFICE:

OFFICE OF ADMINISTRATION

RFP NUMBER

6100039046

DATE OF ISSUANCE

DECEMBER 14, 2016

**REQUEST FOR PROPOSALS FOR
INFORMATION TECHNOLOGY HARDWARE**

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
<p>Deadline to submit Questions and Intent to Respond form via email to RA-OITPurchases@pa.gov.</p> <p>With the subject line: RFP <u>6100039046</u> Questions</p>	Potential Offerors	Friday, January 06, 2017 at 1:00 PM EST
<p>Pre-proposal Conference-</p> <p>Office for Information Technology 1 Technology Park Conference Rooms 1&2 Harrisburg, PA 17110</p>	Issuing Office/Potential Offerors	Thursday, January 5, 2017 at 9:30 AM EST
<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	Issuing Office	Friday, January 20, 2017
<p>Please monitor website for all communications regarding the RFP.</p>	Potential Offerors	Ongoing
<p>Sealed proposal must be received by the Issuing Office at: Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Attn: Raymond Jaime</p> <p>Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	Offerors	Thursday , February 16, 2017 at 1:00 PM EST

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Information Technology Hardware** (“Project”).

I-2. Issuing Office. The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Raymond Jaime (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Commonwealth is looking for technology providers to meet its IT Hardware needs. Specifically, the Commonwealth is seeking to fulfill its needs in the following IT Hardware sub-categories and has provided historical annual expenditures for each:

- Lot 1 – Desktops, Laptops, and Ultra-Portable Laptops - \$8.5M
- Lot 2 – Tablets, Rugged Devices and Non-Traditional Desktops - \$1.7M
- Lot 3 – General IT Peripherals - \$16M
- Lot 4 – Apple Devices - \$300K
- Lot 5 – Server Hardware \$13M
- Lot 6 – Storage Hardware - \$9M

Additional detail is provided in **Part IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in **Appendix A**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to **two (2)** individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is not mandatory.

I-9. Questions & Answers, Intent to Respond. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by completing **Appendix O, Question Submittal Template**, and submit to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Questions"**) **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

If an Offeror intends to respond to this RFP, the Offeror should submit **Appendix P, Intent to Respond**, to the email address indicated in the Calendar of Events (**with the subject line "RFP 6100039046 Intent to Respond"**) **no later than** the date indicated on the Calendar of Events. Submission of this form is **optional**, not mandatory.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us>. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked

during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors by posting an Addendum to the RFP. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals.

- A. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing:
- (1) **One (1) paper copy** of the Offeror's **Proposal Cover Sheet (Appendix D)** (Technical Submittal envelope)
 - (2) **Eight (8) paper copies** of the Offeror's **Technical Submittal Response Template (Appendix H)** (Technical Submittal envelope)
 - Complete **Appendix H, Technical Proposal Response Template**, populating the response sections for each Lot on which the Offeror is proposing (Technical Submittal envelope);
 - (3) **One (1) electronic copy** of the Offeror's **Cost Submittal Response Template (Appendix C)** (Cost Submittal envelope. Provide on either a flash drive or CD-ROM. Do not submit a paper copy.)
 - Complete the response sections for each Lot on which the Offeror is proposing
 - (4) **Two (2) paper copies** of each **Small Diverse Business (SDB) and Small Business (SB) Participation Submittal (Appendix Q)** and **associated Letters of Intent (Appendix G)**. (SDB/SB Submittal envelope)
 - Provide a separate **SDB/SB Participation Submittal Form (Appendix Q)** and **Small Diverse and Small Business Letters of Intent (Appendix G)** package for each Lot on which the Offeror is proposing (e.g. if proposing on all **six (6)** Lots, provide **six (6)** SDB/SB packages, providing **two (2)** paper copies of each) (SDB/SB Submittal envelope);
 - (5) **COSTARS Program Election Form (Appendix F)**, if applicable (**one (1) paper copy** for each Lot on which Offeror is proposing) (Technical Submittal envelope);
 - (6) **One (1) paper copy** of the Offeror's Small Business or Small Diverse Business certification, if applicable. Please refer to **Part I, Section I-13, Small Diverse Business/Small Business Information** for more information (SDB/SB Submittal envelope);

- (7) **One (1) paper copy** of the Offeror's **Domestic Workforce Utilization Certification (Appendix B)**, if applicable (Technical Submittal envelope);
- (8) **One (1) paper copy** of the Offeror's **Iran Free Procurement Certification Form (Appendix U)** (Technical Submittal envelope);
- (9) **One (1) paper copy** of the Offeror's **Lobbying Certification and Disclosure of Lobbying Activities** forms (**Appendix I**), if applicable (Technical Submittal envelope); and
- (10) **One (1) paper copy** of the Offeror's **Manufacturer Authorization Letter(s)**, if applicable, for each Original Equipment Manufacturer (OEM) the Offeror is proposing, unless the Offeror is the OEM (Technical Submittal envelope).

Offerors are welcome to propose on the Lot(s) of their choice. Offerors are not required to propose on all Lots.

- B. In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offeror must also submit **one (1) electronic copy of a redacted version** of each submittal making up the entire proposal, if redactions are necessary per **Part I, Section I-18 C, Public Disclosure**. The redacted version should be clearly labeled as such in a separate folder on the CD or Flash drive. The Offerors may not lock or protect any cells or tabs. **Offerors should ensure that there is no costing information in the technical submittal.** The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.
- C. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix D)** to this RFP and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.
- D. Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal

receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business/Small Business Information. The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Page/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must

additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright and/or trademark designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101—67.3104. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix N, Trade Secret/Confidential Proprietary Information Notice**, of the RFP for a form that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
 - (1) Schedule oral presentations;
 - (2) Request revised proposals;
 - (3) Conduct a reverse online auction; and
 - (4) Enter into pre-selection negotiations.
- B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

- (1) Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
- (2) Those Offerors, which the Issuing Office has determined in accordance with **Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
- (3) Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- C. The Evaluation Criteria found in **Part III, Section III-4**, shall also be used to evaluate the Best and Final offers.
- D. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal.
- E. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Term of Contract. The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will **last three (3) years**. The Commonwealth may renew any of the contracts for up to two (2) additional years. The Issuing Office will fix the Effective Date after the respective contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The

selected Offerors shall not begin to perform or incur any expenses under their respective contract until (1) the contract Effective Date has occurred; and (2) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-23. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

- A. All of the Offeror's information and representations in the proposal are true, correct, material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
- C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any Local, State or Federal governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by Local, State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal. (See *Pennsylvania State Adverse Interest Act*, 71 P. S. §§ 776.1—776.9)
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity. The selected Offeror shall not begin to perform or incur any expenses under the contract until (1) the contract Effective Date has arrived; (2) it has received a copy of the fully executed contract; and 3) it has received a purchase order or other written notice to proceed signed by the Contracting Officer.

I-24. Notification of Selection.

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-25. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Part I, Section I-26** of this RFP).

I-26. RFP Protest Procedure.

- A. **Who May File a Protest.** An Offeror or Prospective Offeror which is aggrieved in connection with the RFP or award of the contract may file a protest. An Offeror is an entity which submits a proposal in response to an RFP. A Prospective Offeror is an entity which has not submitted a proposal in response to the RFP. No protest

may be filed if the RFP is cancelled or if all proposals received in response to the RFP are rejected.

B. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

- (1) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number, **6100039046**, for which the action is being filed.
- (2) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
207 Finance Building
613 North Street
Harrisburg, PA 17120

C. Time for Filing.

- (1) A Prospective Offeror that is considering filing a proposal must file the protest **prior** to the proposal submission deadline specified in the RFP.
- (2) A protest filed by an Offeror that submits a proposal must be filed within **seven (7) days** after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7) days** after the date the notice of award of the contract is posted on the DGS website.
- (3) The date of filing the protest is the date the Agency Head Designee receives the protest.
- (4) For purposes of this RFP, to be timely, a protest must be received by 4:00 p.m. Eastern Time of the seventh day.
- (5) Commonwealth agencies are required by law (Section 1711.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1711.1) to disregard any protest received beyond the deadlines established in this **Part I, Section I-26**.

D. Contents of Protest.

- (1) A protest must be in writing. Hard copy in paper and electronic copy via email are acceptable.

- (2) A protest shall state all grounds upon which the protesting party asserts that the RFP or contract award was improper.
- (3) The protesting party may submit with the protest any documents or information it deems relevant.

E. Notice of Protest.

- (1) The Agency Head Designee will notify the successful Offeror of the protest if contractor selection has already been made.
- (2) If the Agency Head Designee receives the protest before selection, and he or she determines that substantial issues are raised by the protest, the Agency Head Designee will, in the sole discretion of the Agency Head Designee, notify all Offerors which appear to have a substantial and reasonable prospect of selection, as determined by the Agency Head, that a protest has been filed.

F. Stay of Procurement.

- (1) The Agency Head designee will promptly decide upon receipt of a timely protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended.
- (2) The Issuing Office shall not proceed further with the RFP unless the Agency Head Designee makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

G. Response and Reply.

- (1) Within **fifteen (15) days** of receipt of the protest, a response to the protest may be submitted to the Agency Head Designee. The protesting party must be copied on the response.
- (2) The protesting party may file a reply to the response within ten days of the date of the response.

H. Procedures.

- (1) The Agency Head Designee shall review the protest and any response and reply.

- (2) The Agency Head Designee may request and review such additional documents or information he deems necessary to render a decision and may, at his sole discretion, conduct a hearing.
- (3) The Agency Head Designee shall provide to the protesting party and the contracting officer a reasonable opportunity to review and address any additional documents or information deemed necessary by the Agency Head Designee to render a decision.

I. Determination.

The Agency Head Designee shall promptly, but in no event later than **60 days** from the filing of the protest unless both parties agree to an extension, issue a written determination. The determination shall:

- (1) State the reason for the decision, and
- (2) If the determination is a denial of the protest, inform the protesting party of its right to file an action in the Commonwealth Court within **fifteen (15) days** of the determination mailing date.
- (3) The Agency Head Designee shall send a copy of the determination to the protesting party and any other person determined by the Agency Head Designee in his sole discretion to be affected by the determination.

I-27. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-28. Information Technology Policies.

This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs.

I-29. COSTARS PROGRAM.

COSTARS Purchasers. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members’ participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(1) **A “local public procurement unit” is:**

- (i) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (ii) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (iii) Any tax-exempt, nonprofit educational institution or organization;
- (iv) Any tax-exempt, nonprofit public health institution or organization;
- (v) Any nonprofit fire, rescue, or ambulance company; and
- (vi) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(2) **A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:**

- (i) The Pennsylvania Turnpike Commission;
- (ii) The Pennsylvania Housing Finance Agency;
- (iii) The Pennsylvania Municipal Retirement System;
- (iv) The Pennsylvania Infrastructure Investment Authority;
- (v) The State Public School Building Authority;
- (vi) The Pennsylvania Higher Education Facilities Authority, and
- (vii) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any

State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide "row" offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the [Commonwealth Procurement Code](#). However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

(3) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Old Administrative Fee	New Administrative Fee
DGS Self-Certified Small Business	\$500	\$500
DGS Verified Small Diverse Business	\$500	\$166
All Other Offerors	\$1,500	\$1,500

- (1) Each Offeror electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix F**) with its proposal submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Offeror is a Department of General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the proposal submittal.
 - (2) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (1) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (2) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (i) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (ii) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - (iii) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor

as a COSTARS vendor, and only so long as the required Contract fee is kept current.

- (iv) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
- (v) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
- (vi) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.

G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.

- (1) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
- (2) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
- (3) DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:

<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (1) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
- (2) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@state.pa.us

I-30. Participating Addendum with an External Procurement Activity. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. **Definitions.** The following words and phrases have the meanings set forth in this provision:
 - (1) *External procurement activity:* The term, as defined in 62 Pa. C. S. § 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C. S. §1901]. An agency of the United States is an external procurement activity.”
 - (2) *Participating addendum:* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.
 - (3) *Public procurement unit:* The term, as defined in 62 Pa. C. S. § 1901, means a “local public procurement unit or purchasing agency.”

- B. Purchasing agency: The term, as defined in 62 Pa. C. S. § 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”
- C. General. A participating addendum shall incorporate the terms and conditions of the Contract resulting from this RFP. The Contractor shall not be required to enter into any participating addendum.
- D. Additional Terms.
- (1) A participating addendum may include additional terms that are required by the law governing the external procurement activity.
 - (2) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.
 - (3) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.
 - (4) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.
- E. Prices.
- (1) *Price adjustment*. For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:
 - (i) State and local taxes;
 - (ii) Unemployment and workers’ compensation fees;
 - (iii) E-commerce transaction fees; and
 - (iv) Costs associated with additional terms, established pursuant to this **Part I, Section I-30**.
 - (2) The Contractor’s pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor’s pricing may be adjusted up or down based on market conditions only with the

mutual agreement of both the Contractor and any external procurement activity.

- F. Usage Reports on External Procurement Activities. The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the **fifteenth (15th)** calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.
- G. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit **one (1)** electronic copy of the participating addendum to the Contracting Officer within **ten (10)** days after request.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business/Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors must complete **Appendix H, Technical Submittal Response Template, Appendix C, Cost Submittal Response Template**, and a separate SDB submittal for each Lot on which the Offeror is proposing in order to be considered for award. Each Proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal: Utilizing **Appendix H, Technical Submittal Response Template**, Offerors shall respond to all the questions within the template specific to each Lot on which the Offerors are proposing, and address in detail how the Offerors will carry out the activities outlined within **Part IV, Work Statement**.
- B. SDB/SB Participation Submittal form(s): Offerors shall respond to RFP **Part II, Section II-2** by providing **one (1)** submittal form and associated Letters of Intent for each Lot on which the Offerors intend to propose; and
- C. Cost Submittal: Utilizing the **template provided in Appendix C, Cost Submittal Response Template**, Offerors shall respond to RFP **Part II, Section II-3**, completing the appropriate sections for each Lot on which the Offerors are proposing.

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices. The Offeror will identify in its Technical Submittal which, if any, of the terms and conditions contained in **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**, it would like to negotiate and what additional terms and conditions the Offeror would like to add to any of these appendices. The

Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the **Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, Appendix K, Service Level Agreements and Appendix E, Software License Requirements Agreement Template**. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A, Appendix K or Appendix E**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in **Appendix A, Appendix K, and Appendix E**. **The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.**

II-2. Small Diverse Business and Small Business Participation Submittal. All Offerors are required to submit two (2) copies of **Appendix Q, Small Diverse Business and Small Business Participation Submittal and related Letter(s) of Intent (Appendix G)** for each Lot on which an Offeror intends to propose. Each Lot's submittal must be sealed in its own envelope, separate from the remainder of the proposal and labeled by Lot. Information must be provided on **Appendix Q, Small Diverse Business and Small Business Participation Submittal** form, with information as follows:

- A. Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
- B. Offerors must include a numerical percentage which represents the total percentage of the actual spend by lot for the base term of the contract that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
- C. Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the **Small Diverse Business and Small Business Participation Submittal** (attached as **Appendix Q**).
- D. Offerors must include a Letter of Intent (attached as **Appendix G** is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the **Small Diverse Business and Small Business Participation Submittal** form (attached as **Appendix Q**). At minimum, the Letter of Intent must include the following:

- (1) The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business (Offerors may use the historical data to establish an estimated dollar value);
 - (2) A description of the services or supplies the Small Diverse Business or Small Business will provide;
 - (3) The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies;
 - (4) The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - (5) The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the Contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

II-3. Cost Submittal. The information requested in this **Part II, Section II-3**, shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The Cost Submittal shall be provided using the Excel-based **Cost Submittal Response Template** provided as **Appendix C** to this RFP. Please carefully review all tabs within the Excel workbook. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-4. Domestic Workforce Utilization Certification. Complete and sign the **Domestic Workforce Utilization Certification** contained in **Appendix B** of this RFP, if applicable. Offerors who seek consideration for this criterion (as described in **Part III, Section III-4.D**) must submit in hardcopy the signed **Domestic Workforce Utilization Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

II-5. COSTARS Program Election to Participate. Offerors electing to permit COSTARS members to participate in this Contract should complete and sign the **COSTARS Program Election** form contained in **Appendix F** of this RFP. If the Offeror is asserting that it is a Department of General Services Certified Small Business, also provide an active Department of General Services Small Business Certification. Submit the form and the certification, as applicable, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template** only if the Offeror elects to participate in the program.

II-6. Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the **Lobbying Certification Form** attached as **Appendix I** and, if applicable, complete the **Disclosure of Lobbying Activities form** also included in **Appendix I** as per Commonwealth Management Directive 305.16 Amended, [Lobbying Certification and Disclosure](#) and available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfillin.pdf>.

II-7. Manufacturer Authorization Letter. If an Offeror is proposing as an Authorized Reseller, they must submit a Manufacturer Authorization Letter which clearly states the Offeror is authorized to provide the OEM's equipment to the Commonwealth for this RFP. The Manufacturer Authorization Letter must reference Commonwealth RFP 6100039046 for Information Technology Hardware. An Offeror must submit a Manufacturer Authorization Letter for each OEM which the Offeror is proposing, unless the Offeror is the OEM.

II-8. Iran Free Procurement Certification and Disclosure. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix U** of this RFP. Offerors, pursuant to **Part III, Section III-4.E**) must submit in hardcopy the signed **Iran Free Procurement Certification Form** in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a score for each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **40%** of the total points for each Lot. Evaluation will be based upon the following: **Understanding of the Products and Services Required, Proposal Summary, Product Descriptions, References, Past Public Sector Experience, Reporting, Staffing, Implementation Plan, Coverage (Lot Applicable), Just-In-Time Purchasing (Lot Applicable), Inventory/Asset Management (Lot Applicable), Emerging Technology, Asset Flexibility (Lot Applicable), Supply Chain Management/Managed Logistics (Lot Applicable), Punch-out Site (Lot Applicable), Service Integration (Lot Applicable), Information Technology Policies (ITP), Self-Cleansing (Lot Applicable), Continuous Improvement, Accessibility Plan, Required Contract Services Plan (Lot Applicable), and Consumption Based Pricing Model (Lot Applicable)** . Each Lot will be evaluated separately and awarded its own individual technical score. The final Technical scores for each Lot are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score for that Lot. The remaining proposals for that Lot are rated by applying the Technical Scoring Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **40%** of the total points. Each Lot will be evaluated separately and awarded its own individual cost score. For each Lot, the cost criterion is rated by giving the proposal with the lowest total cost for that Lot the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

C. **Small Diverse Business Participation:**

BDISBO has established the weight for the Small Diverse Business (SDB) and Small Business (SB) participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the actual contract spend committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than **one percent (1%)** of the actual contract spend is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. **Two-thirds (2/3)** of the total points are allocated to Small Diverse Business participation (SDB%).
4. **One third (1/3)** of the total points is allocated to Small Business participation (SB%).
5. Based on a maximum total of **200** available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

<p style="text-align: center;">Small Diverse Business and Small Business Raw Score =</p> <p style="text-align: center;">$200 (SDB\% + (1/3 * SB \%))$</p>
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6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage:
http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

- D. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is **3%** of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.

Offerors who seek consideration for this criterion must submit in hardcopy the signed **Appendix B, Domestic Workforce Utilization Certification Form**, in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**. The certification will be included as a contractual obligation when the Contract is executed.

- E. **Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, an offeror must: **a) certify it is not on the current list of persons engaged in investment activities in Iran** created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the [Commonwealth Procurement Code](#) and is eligible to contract with the Commonwealth under Sections 3501—3506 of the [Commonwealth Procurement Code](#); or **b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).** All offerors must complete and return the Iran Free Procurement Certification form, (**Appendix U, Iran Free Procurement Certification Form**), which is attached hereto and made part of this RFP. The completed and signed Iran Free Procurement Certification form must be submitted in the same sealed envelope with the completed **Appendix H, Technical Submittal Response Template**.

See the following web page for current Iran Free Procurement list:

<http://www.dgs.pa.gov/businesses/materials%20and%20services%20procurement/procurement-resources/pages/default.aspx#>

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the Contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the **available technical points**; and
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the Contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, [*Contractor Responsibility Program*](#).

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business participation scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part. This will be done separately for each Lot.
- B. The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order. This will be done separately for each Lot.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

The Commonwealth of Pennsylvania is seeking information technology hardware providers to meet its technology needs while helping to contain costs.

IV-2. Nature and Scope of the Project. The Commonwealth is looking for Offerors to provide hardware as well as associated installation, asset management, service integration, and support services. The RFP has been broken down into the following Lots, and historical annual spend by product sub-category has been provided for reference purposes. Further, the Commonwealth has outlined below the award approach for each Lot. Note that the award approach varies by Lot.

- A. **Lot 1—Desktops (\$4 M), Laptops (\$2 M), and Ultra-Portable Laptops (\$2.5 M).** The foundation of the Commonwealth’s employee productivity devices, Microsoft Windows-based PCs are a critical piece of the hardware infrastructure. The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award this entire Lot to a single Offeror.**
 - (2) **Each Offeror shall propose a single OEM for this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.
- B. **Lot 2—Tablets (\$500 K), Rugged Devices (\$1 M) and Non-Traditional Desktops (\$150 K).** The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:
- (1) **The Commonwealth will award to all responsive and responsible Offerors.**
 - (2) **Each Offeror shall propose no more than a single OEM per sub-category within this Lot.**
 - (3) The Commonwealth has defined standard configurations and services for each of these types of hardware. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (4) All hard drives are to be considered the property of the Commonwealth. All pricing, including leasing, should reflect the Commonwealth keeping the hard drive.

C. **Lot 3—General IT Peripherals** (\$16M historical annual spend). IT Peripherals are key to the Commonwealth meeting its ongoing IT operating needs.

- (1) **The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option.** Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the Contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier.
- (2) Key Peripherals sub-categories include, but are not limited to:
 - (i) POS Scanners.
 - (ii) Communications.
 - (iii) Printing.
 - Small Multi-Functional Devices will be restricted to a pre-defined list of specifications. Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.
 - (iv) Backup Power.
 - (v) Surveillance.
 - (vi) ID Scanners.
 - (vii) Video Conferencing.
 - (viii) Fleet Tracking.
- (3) Please refer to the **Appendix C, Cost Submittal Response Template**, for a list of high-usage items and high-usage manufacturers.

D. **Lot 4—Apple Devices** (\$300K in historical annual spend). The Commonwealth currently envisions a slow but steady transition to a more mobile workforce over the next few years, so its device mix will change over time. Please note the following:

- (1) **The Commonwealth will award this entire Lot to a single offeror.**
- (2) Please refer to **Appendix C, Cost Submittal Response Template**, for detailed specifications.

E. **Lot 5—Server Hardware** (\$13M in historical annual spend). Servers are the backbone of the Commonwealth’s hardware operating environment.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 5.**
- (2) **Each Offeror shall propose a single OEM for this Lot.**

- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” A waiver from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror of the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
 - (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

F. **Lot 6—Storage Hardware** (\$9M in historical annual spend). IT storage is used to store the constantly growing amounts of data generated by the Commonwealth’s operations. This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions.

- (1) **The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the “Best Value OEM” for Lot 6.**
- (2) Each Offeror shall propose a single OEM for this Lot.
- (3) The Commonwealth will also award **one (1)** contract per OEM to those Offerors who meet the requirements of the RFP but are not deemed to have proposed the “Best Value OEM.” **A waiver** from the Office of Administration will be required for Commonwealth entities to purchase from a Contractor other than the successful Offeror providing the “Best Value OEM.”
- (4) **Service Level Definitions:** The Commonwealth will utilize **three (3)** separate tiers of service levels as follows:
 - (i) **Basic**— 99.9% Availability, **Two (2)**-Day On-site parts and/or labor dispatch—standard response with 48-hour parts and/or labor on-site support after completion of phone-based troubleshooting.

- (ii) **Enhanced**— 99.99% Availability, Next Business Day On-site parts and/or labor dispatch—accelerated response with parts and/or labor on-site support after completion of phone-based troubleshooting.
- (iii) **Critical**— 99.999% Availability, Mission-critical response with **four (4)**-hour on-site parts and/or labor on-site support, with a designated point of contact for resolution management, escalation and status updates.

IV-3. Requirements.

A. **Offeror Eligibility:** To be eligible for any Lot of this RFP, Offeror must have a minimum of **three (3) years** of experience working with public sector clients. Additionally, Offeror must have experience serving at least **one (1)** large state government similar to the Commonwealth. **Please refer to Appendix C, Cost Submittal Response Template, for minimum product requirements/product specifications for each Lot.** Additional eligibility requirements by lot are as follows:

(1) **Lot 1—Desktops, Laptops, and Ultra-Portable Laptops**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMS listed in the Leaders quadrant of Gartner’s Magic Quadrant for Global Enterprise Desktops and Notebooks—November, 2014 will be considered for this lot:
 - 1) Acer.
 - 2) Asus.
 - 3) Dell.
 - 4) Fujitsu.
 - 5) HP.
 - 6) Lenovo.
 - 7) Toshiba.
- (ii) Offerors must be able to provide a punch-out site for order placement.
- (iii) Offerors shall propose a single OEM for this Lot.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**
- (v) Products shall include a **four (4) year warranty with** on site, next business day service and allow the Commonwealth to keep hard drives.

(2) **Lot 2—Tablets, Rugged Devices and Non-Traditional Desktops**

- (i) Eligibility to Submit Proposals: **Offerors may propose on one or more sub-categories within this Lot, and are not required to propose on all sub-categories within this Lot.**
- (ii) Rugged Devices—Only OEMs or certified resellers of brands that meet or exceed the certification requirements for US Military Standard MIL-STD-810G may submit a proposal for Rugged Devices.
- (iii) Offerors shall propose only one OEM for each of the sub-categories.
- (iv) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **Appendix L, Service Management Integration Requirements.**

(3) **Lot 3—General IT Peripherals**

- (i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the OEMs listed on the Lot 3—Peripherals tab of **Appendix C, Cost Submittal Response Template**, may submit a proposal for Lot 3.
- (ii) Offerors must be able to provide a punch-out site for order placement.

(4) **Lot 4—Apple Devices**

- (i) Eligibility to Submit Proposals: Only the OEM or certified resellers of the OEM will be considered for this lot.
- (ii) Offeror must provide equipment with self-cleansing technology in order to meet the Commonwealth’s data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements.**

(5) **Lot 5—Server Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders’ and Challengers’ quadrants of Gartner’s Magic Quadrant for Modular Servers—May 2016 will be considered for this lot:
 - (a) Dell.
 - (b) HP.
 - (c) Cisco.
 - (d) Lenovo.
 - (e) Huawei.
- (ii) Offerors must be able to provide the OEM’s full server product line.

- (iii) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, and **APPENDIX L, Service Management Integration Requirements**.
- (iv) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the Contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 E**.
- (v) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vi) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Offerors shall describe their ability to accommodate this model in **Appendix H, Technical Submittal Response Template**.

(6) **Lot 6 – Storage Hardware**

- (i) Eligibility to Submit Proposals: Only the following OEMs or certified resellers of the following OEMs listed in the Leaders' quadrant of Gartner's Leaders Quadrant for General Purpose Disk Arrays (October 2016) will be considered for this lot:
 - (a) Dell EMC.
 - (b) Dell Technologies.
 - (c) Hitachi (Hitachi Data Systems).
 - (d) HP.
 - (e) IBM.
 - (f) NetApp.
 - (g) Nimble Storage.
 - (h) Huawei.
- (ii) Offerors must be able to meet the requirements listed in **Appendix L, Service Management Integration Requirements**.
- (iii) Offerors must be able to provide the OEM's full storage product line.
- (iv) Offerors must provide equipment with self-cleansing technology in order to meet the Commonwealth's data security needs. Please refer to ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (v) Standalone maintenance/warranty services, if available, should be proposed in **Appendix C, Cost Submittal Response Template**, for up to **four (4) years** past the termination date of the contract. Maintenance should be available in accordance with the service level tiers listed out in **Part IV, Section IV-2 F**.

- (vi) Offerors must have the ability to integrate the physical hardware, based on Commonwealth agency requirements, for operational effectiveness.
- (vii) As an alternative, Offerors should provide a consumption based pricing model for the equipment procured through this lot. Please describe your ability to accommodate this model in **Appendix H, Technical Submittal Template**.

B. Required Contract Services. These services are required by the awarded contractors at no additional cost to the Commonwealth.

- (1) The Contractor must be capable of providing pre-sales support without additional service fees, including appropriate support personnel (e.g. those with technical design/architecture expertise) to assist Commonwealth agencies in identifying appropriate products based on their needs.
- (2) **Supply Chain Management/Managed Logistics.** The Contractor must provide staging and storage at no additional cost (unless otherwise defined in **Appendix M, Statement of Work Template**), respond quickly to changing needs and provide an effective order expediting process, if necessary.
- (3) Contractors should provide a quote for Hardware, when requested by the Commonwealth, at any time during the term of the contract.
- (4) The Contractor must honor all quotes for at least **ninety (90) days**.
- (5) **Key Personnel:**
 - (i) **General:** Information relating to key personnel is as follows:
 - (a) **Account Manager:** The Contractor must provide a dedicated account manager who will be the main point of contact for the Commonwealth. The Commonwealth will consider the account manager to be the sole point of contact with regard to contractual and purchase order matters. The account manager must be an employee of the Contractor and must be authorized to make binding decisions on behalf of the Contractor. The account manager's responsibilities will include, but will not be limited to: providing administrative, supervisory and technical direction to the account representatives; monitoring work performance for accuracy, timeliness, efficiency, and adherence to contract requirements; coordinating the resolution of contract problems and the implementation and completion of problem escalation procedures.

- (b) **OEM Representatives:** The Contractor must provide a main point of contact for each of the manufacturers for which the Contractor is selling products.
 - (c) **Account Representatives:** The Contractor must provide a sufficient number of account representatives to facilitate Commonwealth agency requests, which include, but are not limited to, providing quotes for Hardware and/or Services, reporting, providing recommendations on Hardware and Services, and tracking order fulfillment. Account representatives will be the main point of contact for all Commonwealth agency requests. Additionally, a dedicated service phone number should be provided. These account representatives are expected to have sufficient technical expertise to ensure proper orders are taken.
- (ii) **Replacement of Personnel:** After key personnel are assigned and approved by the Commonwealth, the Contractor may not divert or replace key personnel without written approval of the Commonwealth and in accordance with the following procedures. The Contractor must provide notice of proposed diversion or replacement to the Commonwealth at least **sixty (60) calendar days** in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Commonwealth will notify the Contractor within **ten (10) calendar days** of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
- (a) Advance notification is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the Contractor. However, the Commonwealth must approve the replacement key personnel. Replacement of key personnel whose availability changes for reasons beyond the control of the Contractor must occur:
 - 1) on a temporary basis, within **one (1) week** of the availability change; and
 - 2) on a permanent basis, no longer than **thirty (30) calendar days** from the availability change.
 - (b) The Commonwealth may request that the Contractor remove one or more of its staff persons from the contract at any time, with **thirty (30) calendar days'** written notice. If a staff person is removed from the Contract, the Contractor will have **ten (10) days** to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Commonwealth approval.

(6) **Secure E-procurement Portal (Lot applicable):**

- (i) Within **ninety (90) days** after the contract effective date, Contractors must establish a secure e-procurement portal personalized for the Commonwealth which lists the products and services with related pricing approved by the OA/OIT Bureau of IT Procurement. Only brands and/or products approved by OA/OIT Bureau of IT Procurement will be permitted. Contractors must remove any brand and/or product from the portal at the direction of the OA/OIT Bureau of IT Procurement for any reason. Repeated failure to remove brands and/or products when directed may result in cancellation of the contract. Please refer to **Appendix T, OCI Supplier Punch Out Overview**, more information.
- (ii) The secure e-procurement portal must have the capability to generate daily reports that reflect all the items ordered by Commonwealth agency/bureau for any given time frame throughout the term of the Contract. The secure e-procurement site must also allow for ad hoc reporting requirements.
- (iii) The secure e-procurement site must allow searches by, but not limited to: Manufacturer; Product Name; Part Number or SKU; Purchase Order Number; and type of equipment (e.g. memory, MFD).
- (iv) The secure e-procurement portal must allow Commonwealth users to print a quote directly from the shopping cart to attach to the Commonwealth agency's purchase order.

C. Optional Services.

- (1) Contractors should provide a quote for warranties and Services, when requested by a Commonwealth agency, at any time during the term of the Contract. Standalone orders for warranties and maintenance made during the term of the Contract may extend up to **four (4) years** past the expiration date of the Contract.
- (2) The Commonwealth agency will develop a statement of work ("SOW") for each Service order utilizing **Appendix M, Statement of Work Template**, which will be attached to the associated purchase order. The Offeror shall provide a proposed price for all listed Services. All Services may be purchased at the Commonwealth's discretion. Offeror's must provide separate pricing for on-premise and off-premise disk wipe.

Optional Services in scope are as follows:

- (i) **Installation.**
 - (a) The Contractor must, at a minimum:
 - 1) Assign a project manager to every installation;

- 2) Provide status reports of installations completed, installations outstanding, and issues;
 - 3) Unpack equipment;
 - 4) Set up and connect keyboard, monitor(s), mouse, Ethernet cable, power and external equipment to computer;
 - 5) Power on the device or system;
 - 6) If pre-imaged system, verify that the system comes up to the login screen and run Commonwealth agency-provided restore script(s) after login; and
 - 7) If non-imaged system, verify that OS boots.
- (b) As part of the SOW, the Commonwealth agency will specify whether Contractor must remove all packing materials and boxes from the site within **one (1)** week after the installation has been completed.
- (c) The Contractor and the Commonwealth agency will develop a schedule to deliver equipment at the employees' desks or other location specified by the Commonwealth agency.
- (ii) **Asset Tagging (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Affix an Identification Tag Number and Commonwealth agency inventory asset tag to all new equipment procured;
 - 2) Ensure that the Identification Tag Number is readable from WMI (Windows Management Instrumentation), if applicable.
 - 3) Ensure that each Identification Tag is located such that it is easily accessible and readable by the user. Identification Numbers will be used as a reference for Help Desk calls;
 - 4) Provide identification numbers, serial numbers, Commonwealth agency inventory asset tag numbers, and associated equipment identification information for all installations at a site when requested by the Commonwealth in an electronic format, which can be incorporated into existing Equipment databases. The Commonwealth agency will provide database formats to be used by the Contractor; and
- (b) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iii) **Image Deployment (Onsite & Offsite).**
- (a) The Contractor must, at a minimum:
- 1) Deploy the image specified by the Commonwealth agency on each computing device;

- 2) If a Commonwealth agency requires images, the Contractor must accept and store the images provided;
- 3) Certify the images for use with the proposed hardware and provide test unit to Commonwealth agency for final verification; and
- (b) The format of the delivered image will be specified in the SOW.
- (c) As part of the SOW, the Commonwealth agency will specify if the service will be performed onsite or offsite.
- (iv) **Bundle—Installation, Image Deployment and Asset Tagging.**
 - (a) The Contractor may perform all duties listed **Part IV, Section IV-3, B-3 – i, ii, & iii** listed above in a bundled package.
- (v) **Data Transfer.**
 - (a) The Contractor must, at a minimum:
 - 1) Copy all local Outlook folders;
 - 2) Copy all specified data onto the new, pre-imaged system;
 - 3) Copy all local outlook folders;
 - 4) Disconnect all systems and
 - 5) Not retain any data associated with the data transfer.
 - (b) The Contractor may transfer data using the Commonwealth’s network, a crossover cable or Commonwealth-owned and provided external hard drive.
- (vi) **Preparation for Shipment.** The Contractor must, at a minimum:
 - (a) Verify the functionality and condition of the equipment with the agency
 - (b) Disconnect existing PC and peripheral equipment, and remove it from the desk area
 - (c) Fully prepare and pack the equipment ready for delivery and shipment. Including but not limited to; securely boxing and palletizing (if necessary) of the devices.
- (vii) **Hard Drive Removal.**
 - (a) The Contractor must, at a minimum:
 - 1) Arrive at the Commonwealth designated location at the time scheduled with the Commonwealth agency to uninstall and fully remove the hard drive in question;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Cleanse the hard drive as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf; and

- 4) Allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Commonwealth agency with no additional cost to the Commonwealth.
 - i) The Commonwealth agency may keep the defective or leased hard drive.
 - ii) Contractor must cleanse the hard drive as detailed in Commonwealth ITP SEC-015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf.
- (b) The Commonwealth agency may choose to keep the removed hard drive and provide delivery location of removed hard drive.
- (viii) **On-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall the equipment from the Commonwealth agency at the scheduled time;
 - (b) Arrive at the Commonwealth-designated location at the scheduled time; and
 - (c) Cleanse the device in the equipment as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at its current location and provide proof of the disk wipe to the Commonwealth agency.
- (ix) **Off-Premise Disk Wipe.** The Contractor must, at a minimum:
 - (a) Uninstall, pack, and pick up the equipment from the Commonwealth agency at the scheduled time;
 - (b) Cleanse the device as detailed in Commonwealth ITP SEC015, *Data Cleansing Policy*, http://www.oa.pa.gov/Policies/Documents/itp_sec015.pdf, at a location approved by the Commonwealth and provide proof of the disk wipe to the Commonwealth agency; and
 - (c) Return the equipment at the time and location specified by the Commonwealth agency.
- (x) **Relocation within 25 Miles.**
 - (a) The Contractor must, at a minimum:
 - 1) Provide relocation of equipment within the same building or within a 25-mile radius;
 - 2) Verify the functionality and condition of the equipment with the agency.
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency; and
 - (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xi) **Relocation Outside 25 Miles.**
 - (a) The Contractor must, at a minimum:

- 1) Provide relocation of equipment beyond a 25-mile radius; and
 - 2) Verify the functionality and condition of the equipment with the agency
 - 3) Unpack and reinstall equipment at the new location designated by the Commonwealth agency.
- (b) Damages resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.
- (xii) **Equipment Return to DGS Surplus Warehouse.** The Contractor must, at a minimum:
- (a) Deliver the packed equipment to the DGS warehouse located at:

DGS Surplus Warehouse
2221 Forster St.
Harrisburg, PA 17125

D. Order Fulfillment.

- (1) The Contractor must be capable of accepting orders via the Commonwealth's purchasing credit card (Pcard) in addition to purchase orders generated via the Commonwealth's SAP Supplier Relationship Management (SRM) system, the Commonwealth's standard order type.
- (2) The Contractor shall be responsible for tracking all orders from initial request through receipt of the Hardware or Service.
- (3) The Contractor's delivery methods must adhere to Section 10, *Delivery* and Section 12, *Acceptance of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services*.

E. Quote Requirements.

- (1) All quotes must comply, at a minimum, with the following and be pre-approved by the Commonwealth at the outset of the Contract.
 - (i) Include: contract number, manufacturer contract number (if applicable); service period (if applicable); manufacturer product ID; manufacturer product title; line item descriptions; list price so the Commonwealth can verify discounts on quotes; expected delivery date; and related purchase order number(s) when standalone Services are procured. The Commonwealth's contract management team must approve the quote format before any quotes may be issued.
 - (ii) No additional terms and conditions may be attached to a quote.

F. **Volume Orders:**

- (1) The Contractor must be capable of fulfilling large volume orders including, but not limited to, Commonwealth agency fleet roll-outs and high dollar purchases.
- (2) The Contractor is encouraged to offer higher discounts for large volume purchases.

G. **Service Level Agreements.** The Contractor must meet the service level agreements (SLAs) as described in **Appendix K, Service Level Agreements.**

H. **Standard Configuration Reviews.**

- (1) The standard configurations as defined in **Appendix C, Cost Submittal Response Template** and **Appendix H, Technical Submittal Response Template**, will be reviewed by the Commonwealth at least annually and any required updates will be made at that time via the change notice process as defined in **Appendix A, Standard Terms and Conditions**, Section 52, *Changes*. These updates to the standard configurations are to provide the Commonwealth access to the latest in related computer-based technologies.
- (2) If the awarded Contractor(s) or the associated OEM discontinues a product, then it must be replaced with a product of equal or better specifications for the originally contracted price.

I. **Quarterly Business Reviews.** The Contractor and the Commonwealth agree to meet quarterly to review current configurations, lifecycles and product roadmaps to determine product viability. All product lifecycle and roadmap information provided by the Contractor will be kept confidential by the Commonwealth. The objective of this meeting is to reach a mutual agreement on product replacement during the life of the Contract. Additionally, any pending changes that will have a material effect on the Commonwealth's purchasing need to be discussed and viable alternatives presented. These quarterly meetings will also serve as an opportunity for the contractor to identify contract improvement opportunities and cost savings opportunities for the Commonwealth.

J. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services. Please address your Emergency Preparedness within **Appendix H, Technical Submittal Response Template.**

- K. **Quarterly Report.** The Contractor must utilize **Appendix J, Quarterly Reporting Template**, which includes the following:
- (1) Sales report, which includes, at a minimum:
 - (i) Agency Information: Identifying information for the Commonwealth agency.
 - (ii) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (iii) Product and Hardware Information: Detailed information about the product purchased, including the manufacturer; product description/base configuration details; manufacturer part number; any additional upgrades purchased; and quantity.
 - (iv) Order Information and Invoice Information: Detailed breakout of the total price of the order. This includes the quantity provided; base configuration cost; and cost and quantity of any upgrades purchased. Include the appropriate item cost or list price and associated markup or discount.
 - (v) Invoice Information: Invoice information for the associated order.
 - (2) Problem and response report, which includes, at a minimum: Agency Information; Equipment Information; Maintenance/Services Information; and Problem/Response Information.
 - (3) Outstanding issues summary report, which includes, at a minimum: Agency Information; and Outstanding Issue Summary.
 - (4) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities; achievements; challenges; and Contractor’s recommendations for the Commonwealth.
 - (5) Detailed SLA metric report—The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix K, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.
- L. **Asset Flexibility.** If, during the term of the contract new equipment becomes available, the Contractor may, with the written approval of the Office of Administration, Office of Information Technology, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new equipment must be less than or equal to the model it is replacing.
- M. **Accessibility Needs.** The Commonwealth’s Executive Order 2016-03, [2016-03 - Establishing “Employment First” Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability](#), states that Commonwealth employees with disabilities may require accommodations of assistive technology

in order to perform the functions of their jobs. DGS and OA will further the objectives of providing appropriate accommodation and support through the contracts resulting from this RFP. Offerors must provide an accessibility plan and assistive technology for the various Lots of this RFP, as applicable.

IV-4. Contract Requirements—Small Diverse Business Participation.

All contracts containing Small Diverse Business and Small Business participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
- B. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- C. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- D. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix R – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the actual contract spend for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.

- 4.** Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business' and/or Small Business' participation in the project.
- E.** If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- F.** The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
- G.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
- H.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Date: February 13, 2017

Subject: Information Technology Hardware RFP

Solicitation Number: 6100039046

Solicitation Due Date: February 16, 2017 1:00 PM EST

Addendum Number: 15

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

- Questions and Answers Information Technology Hardware rev. (2.13.17)

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Ray Jaime
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center
2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Ray Jaime
Title: Commodity Specialist
Email: RA-OITPurchases@pa.gov

Questions & Answers (Revised 2/07/2017)
RFP 6100039046
Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
1	4	Calendar of Events	Dates for Pre-Proposal Conference has been moved out more than 2 weeks to Jan 5th, 2017. Will the dates for Questions, Response to questions, and the final Due Date for RFP also be moved out accordingly	Yes, the due date for the RFP response has been extended to February 10, 2017.
2	36,37	IV-3. A (5), IV-3. A (6)	Will the Commonwealth accept submissions for hyper-converged Server & Storage solutions based on Manufacturer hardware noted? Specifically, Dell is an OEM provider for many of the leading hyper-convergence providers and is listed as an acceptable Server & Storage manufacturer. The Commonwealth indicates an interest in the 'latest in related computer-based technologies,' of which hyper-convergence would fit, as it delivers more efficient data capabilities on less physical infrastructure and associated costs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7. The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
3	38	IV-3. A	Lot 5-Server Hardware indicates only Intel servers. Are IBM Power Systems servers part of the RFP or will they be added via an addendum or related request?	These devices will be procured through a separate procurement.
4	35,36	IV-3. Requirements. General IT	What platform does the State's punch-out system run on?	The punch-out system runs on SAP Supplier Relationship Management 7.0.

Questions & Answers (Revised 2/07/2017)
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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
5	35,36	IV-3. Requirements	It states that "(ii) Offerors must be able to provide a punch-out site for order placement." Does this mean that you need the Supplier's system to feed into the State's already existing punch-out system?	Yes, that is correct.
6	38-39	IV-3. Requirements. B. Associated Services (4)	Without knowing an exact order date vendors cannot give an exact delivery date. Therefore, can the expected delivery date be removed as minimum included for quotes?	This section refers an estimated delivery date based on the vendor working with the agency. The final delivery date will be set in accordance with the applicable Service Level Agreement listed in Appendix K, Service Level Agreements.
7	38-39	IV-3. Requirements. B. Associated Services (4)	Service purchase orders are not always available when ordering hardware, can "other related purchase orders for service date" be removed as minimum included for quotes?	No, please refer to the answer to Question #6 .
8	Quote Accuracy Consistency (QAC)	Appendix K SLAs	What is the criteria that all quote accuracy is based on?	The metric measures the consistent accuracy of the quotes being provided to the customer relative to errors related to line items, quantity, pricing, or wrong equipment items or options.

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
9	39 and 44	IV-3. Requirements. B. Associated Services (5)	Custom quotes may be available to honor up to 90 days or more, but on a continual basis due to continual industry technology changes, will the Commonwealth consider keeping with the industry standard of 30 days?	No, the Commonwealth will not amend this requirement.
10	41 of 44	IV-3. Requirements J. Quarterly Report	Can the Commonwealth modify the requirement of Agency Information in the Quarterly report to "Agency Information, if provided"	No, the Commonwealth will not amend this requirement.
11	Customer Inquiry Response Time (CIRT)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with giving prompt customer service, will the Commonwealth consider removing this SLA and instead confirm that if a request is brought to The Supplier's attention by the Office of Administration, that the supplier has four (4) business hours to acknowledge and confirm follow-up for the subject request?	No, the Commonwealth will not amend this service level agreement.
12	Quote Accuracy Consistency (QAC)	Appendix K. SLAs	Given that the Supplier's salesforce is tasked with providing accurate quotes based on the Commonwealth preapproval per the RFP term confirmed for quote requirements, will the Commonwealth consider removing this SLA?	No, the Commonwealth will not remove this service level agreement.
13	Quote Delivery for Catalog Items (QDCI)	Appendix K. SLAs	It is understood that all quotes will be instantly available online for the approved standards. Anything else would be a custom quote request which is entitled to a well thought through custom configuration based on the customer's	This SLA refers to catalog items, not items that would require custom configurations.

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
			needs. In consideration of this, will the Commonwealth consider modifying this SLA to a date agreed upon between the ordering entity and the Supplier?	
14	Order Delivery (OD)	Appendix K. SLAs	Given that the industry standard averages 3 weeks on delivery, will the Commonwealth consider modifying this this SLA to 15 business days for the preapproved modeled Standards on contract, 20 business days for customized Standards?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.
15	Order Delivery (OD)	Appendix K. SLAs	Given that some issues can occur within an order, will the Commonwealth consider modifying this SLA to 95% fulfillment?	No, the Commonwealth will not amend this service level agreement.
16	Invoice Receipt (IR)	Appendix K. SLAs	Given that many Agencies request for scheduled deliveries and special services, will the Commonwealth consider modifying this SLA to from sixty (60) days to a date mutually agreed to by the Supplier and the Ordering Entity?	No, the Commonwealth will not amend this service level agreement.
17	Defective Hardware Replacement (DHR) Appendix K. SLAs	Appendix K. SLAs	Given that some orders are customized, replacement product will not always be readily available for an overnight shipment. Will the Commonwealth consider modifying this the days to the same days set in the Order Delivery SLA per each Lot?	No, the Commonwealth will not amend this service level agreement.

Questions & Answers (Revised 2/07/2017)

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Information Technology Hardware

#	RFP Page Number	RFP Section Reference	Question	Answer
18	Billing #19	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Not all PO's contain an Agency on the "Bill To" section of the PO. If an agency isn't defined in the "Bill To" of the PO, how do we respond?	Invoices on PO's should be sent to the Office of the Budget, resource account found at http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx . Invoices should be submitted in an email with the invoice attached as a PDF document, or mailed to our PO box where the invoice would then be scanned into our workflow process. Invoices, as a matter of usual and normal practice, should never be sent to the agency first.
19	4-year Warranty On-Site Next Business Day	Appendix C Cost Submittal	If options (i.e.) docking stations, mice, bags are ordered separately are they also needing the 4-year Warranty On- Site Next Business Day? Or only when ordered in a bundled unit?	All products ordered shall have a four (4) year warranty including options.
20	Lot 1 Laptops and Ultra-Portable Laptops	Appendix C Cost Submittal	When building a laptop with an i5-7200 and i7-7500 Windows 7 cannot be installed, will Win 10 be accepted without the Win 7 downgrade? Or will you accept a i5 and i7 6000 series processors?	Yes, Windows 10 will be accepted without the Windows 7 downgrade. An agency may choose to reimagine the device with Windows 10 Enterprise or provide the vendor with Windows 10 Enterprise licensing information at the time of the purchase.

Questions & Answers (Revised 2/07/2017)
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#	RFP Page Number	RFP Section Reference	Question	Answer
21	Lot 2 Rugged Laptops	Appendix C Cost Submittal	Would you prefer a Solid-State Drive over a Spindle Drive, because a spindle drive is more fragile?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
22	Lot 2 Rugged Tablets	Appendix C Cost Submittal	Will the Commonwealth accept a 3rd party product for a category in the Lot not manufactured by the bidder but is authorized to resell?	Yes, so long as the device meets the Commonwealth's specifications.
23	Lot 2 Rugged Tablets	Appendix C Cost Submittal	The spec calls out a 7-inch screen, would you consider a like or better screen?	Yes. Please provide available specs for like or better screen.
24	Lot 2 Non-Traditional Desktop	Appendix C Cost Submittal	Can you clarify what your definition of a Non-Traditional Desktop means? i.e. Mini, Thin Client	The definition of Non-Traditional Desktop includes zero client and thin client.
25	Options	Appendix C Cost Submittal	If an upgrade is needed i.e. memory, hard drives, is the expectation that these be included in the build at time of delivery, or to save cost, would you be able to install those components to the standard builds?	The expectation is that the options will be included with the build at time of delivery.
26	RFP	4 Calendar of Events	Given that little time there is to respond to a RFP of this scale, and to assist Suppliers to be able to offer the best quality response possible, will the Commonwealth consider releasing answers to questions as they become available?	The Commonwealth will adjust bid posting dates and due dates to allow vendors ample time with responses to all questions.

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#	RFP Page Number	RFP Section Reference	Question	Answer
27	RFP	4 Calendar of Events	Provided that The Commonwealth's answers to questions will yield Suppliers the ability to provide a more complete response, will The Commonwealth consider modifying the Deadline to submit Questions to 7 business days before the proposal due date, but not guaranteeing answers if submitted past January 6th?	Please refer to the response to Question #26 .
28	RFP	4 Calendar of Events	Given the large scope of this RFP and the fact that most Suppliers were not fully staffed with dedicated resources, will The Commonwealth please consider to extend the Proposal due date to February 7th?	Please refer to the answer to Question # 1 .
29	Data Set Delivery (DSD)	Appendix K. SLAs	It states that " The Contractor must provide the required equipment data, description, and specifications details within two (2) business days after equipment delivery date, using the formats, standards, and protocols defined by the Commonwealth". To clarify, after every order processed, the supplier is to provide a report to the end user these details about their order? or are these details to be reported on the quarterly report?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7. SLA SM-01 has been revised to five (5) business days. After every order processed, the contractor must provide a report to the agency within five (5) business days following receipt of the order and also make this information available as part of the quarterly report.

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#	RFP Page Number	RFP Section Reference	Question	Answer
30	27	II-5	If Appendix F COSTARS Program Election Form is submitted, we understand that we will be responsible to pay one COSTARS fee for the Contract if awarded, no matter how many Lots we are awarded. Is this correct?	The COSTARS fee is a per contract fee. The Commonwealth has not determined if it will award a vendor multiple lots as part of one contract. If it is determined the award must be split into separate contract, an Offeror awarded more than one contract from RFP 6100039046, the COSTARS fee will be applied per contract.
31	41	IV-3. Requirements J. Quarterly Report (1)	Since ordering system reported do not capture when an upgrade was selected, reporting on the upgrades cost and quantity is not possible. In consideration of this, will The Commonwealth please consider to remove this requirement?	The ordering system reporting capabilities should provide the commonwealth the ability to see when options are purchased as part of a device configuration.
32	41	IV-3. Requirements J. Quarterly Report (1)	We understand that The Commonwealth wants to see a breakdown of all the sales reported by the base and the upgrade details to verify accurate charging by the Supplier. Will the Commonwealth consider in lieu of this requirement to add a term requiring the Supplier to comply with a Price Audit upon request?	Please refer to the response to Question #31 .
33	21	I-29 COSTARS PROGRAM G. (2)	For this additional report submitted to DGS COSTARS, is this to include the sales just for those that have identified themselves as	This requirement only applies to reporting COSTARS member's purchases

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#	RFP Page Number	RFP Section Reference	Question	Answer
			COSTARS members or for all sales on the contract?	
34	21	I-29 COSTARS PROGRAM G. (2)	If the report is to include only those that have identified themselves as COSTARS members, and there are not any COSTARS member sales to report for the previous reporting period, should the Contractor report online "No Sales"?	Yes, or wording to that effect.
35	24	II-1 Objections and Additions	We understand that we are to identify any terms and conditions in Appendix A, Appendix K, and Appendix E that we would like to negotiate as well as submit any additional terms and conditions we would like to add to any of these appendices. Is this correct?	Yes, that is correct. A suggested method of incorporating additional terms and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the "Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes" to the Appendices identified in Part II, Section II-1, and that "[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix

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#	RFP Page Number	RFP Section Reference	Question	Answer
				A, Appendix K, and Appendix E.”
36		II-1 Objections and Additions	<p>The following sentence can be confusing: "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above." Does this mean that we can submit our additional terms and conditions for consideration, but just not say that our proposed request is conditioned on the negotiation of the terms and conditions?</p>	<p>Offerors may not propose the wholesale replacement of the Commonwealth’s terms and conditions with those of the Offeror’s. To do so would result in the rejection of the Offeror’s proposal as set forth in RFP 6100039046at Part II, Section II-1, Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices:</p> <p>“The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A, Appendix K, and/or Appendix E, or to other provisions of the RFP as specifically identified above.”</p> <p>A suggested method of incorporating additional terms</p>

Questions & Answers (Revised 2/07/2017)
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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>and conditions is to amend the applicable Appendix identified in RFP 6100039046 at Part II, Section II-1, and make sure that any changes are redlined. Finally, note that the “Issuing Office Issuing Office may, in its sole discretion, accept or reject any requested changes” to the Appendices identified in Part II, Section II-1, and that “[r]egardless of any objections set out in its proposal, the Offeror must submit its proposal, including the Cost Submittal, on the basis of the terms and conditions set out in Appendix A, Appendix K, and Appendix E.”</p>
37	35	IV-3 Requirements A. (1) v.	This term for Lot 1 says "Products shall include a four (4) year warranty with on site, next business day service and allow the Commonwealth to keep hard drives." Can the Commonwealth please clearly define the word 'Products'?	Any device, including accessories/peripherals procured as part of the awarded contracts.
38	8. Section 20- Payment	Appendix A. Standard Contract Terms and Conditions for IT	If a Supplier's standard is payment terms 30 days from the correct invoice, which is option b, is it acceptable to indicate this is our method as opposed to options a and c mentioned?	Offerors may propose any changes to Appendices A, K and/or E in accordance with Part II, Section II-1 of RFP

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services		6100039046, relating to Objections and Additions to Standard Contract Terms and Conditions and Other Specified Appendices.
39	Limitation of Liability	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
40	Default	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
41	Termination	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is the Commonwealth open to additional language recommendations and negotiation on this term?	Please refer to the answer to Question #38 .
42	All SLAs	Appendix K. SLAs	Is the Commonwealth opening to additional language recommendations and negotiation on these SLAs?	Please refer to the answer to Question #38 .

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#	RFP Page Number	RFP Section Reference	Question	Answer
43	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that vendors are unable to procure?	Alternative items must meet the same spec or higher provided by the corresponding item in the market basket. Alternative items are only to be provided if the vendor does not have the ability to quote the item defined. Vendors must be capable of providing 90% of the Top Manufacturers listed in Appendix C.
44	Lot 3 Tab General IT Peripherals	Appendix C Cost Submittal	Will alternatives be accepted for products that are end of life?	Yes, alternatives will be accepted for products that are end-of-life.
45	36 of 44	IV - 3 requirements Lot 3	Will the Commonwealth accept bids from vendors that can't provide 90% on lot 3?	No.
46	24 of 44	Part II Proposal Requirements A Technical submittal	The instructions for the technical submittal state offerors are to include activities outlined in Part IV, Statement of Work. Please confirm IV-4 contract requirements -small diverse business participation and Appendix R - Model Form of Small Diverse and Small Business Subcontract Agreement both within Part IV - Statement of work are to go in the technical submittal and not the SDB/SB Participation Submittal	Please refer to RFP 6100039046FP, Part II – Proposal Requirements introduction (third sentence). “All cost data relating to this proposal and all Small Diverse Business/Small Business – cost data should be kept separate from and not included in the Technical Submittal....” Each

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#	RFP Page Number	RFP Section Reference	Question	Answer
				<p>Proposal shall consist of the following three separately sealed submittals: A. Technical Submittal; B. SDB/SB Participation Submittal form(s); C. Cost Submittal”.</p> <p>See RFP IV-4 (D) that Appendix R- Model Form of Small Diverse and Small Business Subcontract Agreement – “The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within (30) days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in Appendix R, Model Form of Small Diverse and Small</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
				Business Subcontract Agreement.
47	Term of Lease and B. Payments	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	The lease terms states up to 60 months. However, the pricing sheet only allows for lease payment but does not outline what term. Do you want 48 months? The current contract is 4 years with annual payments. Does the COPA still want the pricing sheet with a 4-year lease with annual payments used for the lease payment?	The Commonwealth will evaluate based on 48-month leases, however, lease terms can be for up to 60 months.
48	36-37	IV-3. A (5-6)	We are a public-sector reseller for Fujitsu, and our team is interested in submitting Fujitsu products for consideration in Lots 5 and 6. Would it be possible to add Fujitsu as an acceptable OEM for these lots? If not, can the Commonwealth explain why it has chosen to limit competition to the chosen OEMs?	The Commonwealth has selected the Gartner's Magic quadrant as an objective industry standard.
49			Can the prime contract holder designate resellers who can operate under the auspices of the prime's award?	No, the prime contract holder cannot designate resellers to operate under the auspices of the prime's award.
50			Can punch-out site be maintained by the OEM instead of the Offeror?	Yes, but the awarded Offeror is still responsible for meeting the requirements of this solicitation.

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#	RFP Page Number	RFP Section Reference	Question	Answer
51	38	IV-3. A (6)(vi)	Offerors must have the ability to integrate physical hardware, based on Agency requirements, for operational effectiveness. Please provide some examples of "operational effectiveness" for clarity with regards to the Commonwealth's expectations.	Any kind of practice which allows a business or other organization to maximize the use of their inputs by developing products at a faster pace than competitors or reducing defects, for example. Operational effectiveness is often divided into four components: Leading and controlling functional performance, measuring and improving the process, leveraging and automating process and continuously improving performance.
52	36,37	IV-3. A (5)	For Lot 5, Server Hardware – the RFP has narrowed down to Intel-based servers. The Commonwealth has also deployed Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated systems (servers/storage combined). Beyond the Commonwealth, COSTARS members, may also purchase these types of servers and associated warranty/maintenance through the use of current COPA contracts. Is the Commonwealth moving forward with this RFP, without the ability to procure Unix-based servers, IBM iSeries (AS400), mainframe servers, and other integrated	These devices will be procured through a separate procurement.

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			systems (servers/storage combined), along with associated services?	
53	43	IV-4. D.1	Since volumes of purchase are unknown at this time, it would be impossible to agree to a locked-in dollar commitment to a minority supplier at this time. Is it the Commonwealth's intent to evaluate only the percentage of commitment for purposes of the scoring of the Small Diverse Business and Small Business (SDB/SB) submittal?	Yes, the Small Diverse Business/Small Business point allocation is based entirely on the percentage of actual contract spend committed to Small Diverse Business/Small Business.
54	29	III-4. C.1 Contracting Requirements – Small Diverse Business Contracting	For purposes of calculating the percentage of spend, can the Commonwealth clarify if the amounts used for the numerator and denominator are the amounts for services provided by the SDB and SB firms, and that the amounts do not include equipment sourced through the SDB and SB firms?	Please refer to the answer to Question #256 . The full value of purchase orders for equipment and/or software purchases made by subcontractor/supplier count toward the Small Diverse Business/Small Business commitment when then full value of the PO is paid by the Small Diverse Business/Small Business subcontractor/supplier and reimbursed to the Small Diverse Business/Small Business subcontractor/supplier by the prime.

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#	RFP Page Number	RFP Section Reference	Question	Answer
55	Section 26 (Limitation of Liability)	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This term stacks the liability as the contract moves forward and could become a very large number over the 3 to 5 years of the contract term. This may limit participation from vendors. Will the Commonwealth consider altering this term to limit the Contractor's liability to the Commonwealth under the Contract to the greater of \$250,000 or the value of the Purchase Order?	Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.
56	13	I-12. a	Is an e-signature acceptable on the Proposal Cover Sheet, or is an original wet signature required on this sheet and/or all other forms being submitted to the Commonwealth?	The Proposal Cover Sheet must contain an original wet signature.
57		Appendix H. Technical Submittal Response	In an effort to remain sensitive to paper resources, will the Commonwealth accept a reference within our response to our Financial statements webpage?	Yes, if it is provided as a direct link.
58	41 of 59 and 52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Do these sections cover the financing of other non-hardware items, such as the financing of related equipment services described in IV-3. B Associated Services on RFP document Page 38 of 44?	Yes, these sections cover the financing of the hardware, software and any service made as part of the purchase order.
59	44	Appendix A. Standard Contract Terms and Conditions for IT	Can the Commonwealth please provide a copy of the form of the Acceptance Certificate? We cannot locate it on the Forms page of the	Appendix S, Lease Acceptance Certificate, is posted as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
		Supplies and Related Services	Department of General Services' webpage (www.dgs.state.pa.us).	
60	44-51	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Is it correct to state that the Contractor (hardware vendor) may assign the actual lease for hardware items (including the right to title and the rental payments) to an Initial Assignee as opposed to just the rights to payment?	Subsection H 1 of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, allows for either the assignment of payment to a third party or the assignment of the lease to an Initial Assignee.
61	44-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Will there be separate PO's for the non-hardware items when the hardware is leased, or will there be one PO which explicitly states which items are to be financed versus leased (i.e. will the PO state under which terms & conditions each item will be obtained - Lease (Appendix 1) terms versus Installment Payment (Appendix 2) terms)?	Purchase Orders with a lease involved will only contain leased items. If a standalone service is being purchased outright for a leased device, it should be a separate Purchase Order.
62	46 and 55	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), in Section H it states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee.	In the event of an assignment, the Contractor must provide the assignment document to agency. The agency will then work with the Contractor to obtain any additional information needed.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			We have not seen one, so we are wondering if there is such a form? Or is there none provided and this is to be a form of the Contractor's devising?	
63	45-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Leasing and in Section C, it states that title shall not pass to the Lessee but remain with the Purchaser at delivery. Please confirm this section regarding title is only applicable to hardware items.	Subsection C of Appendix 1 to Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, provides that title transfers at time of delivery and acceptance only in the case of a Lease/Purchase. Otherwise, title to the Leased Property remains with the Contractor until the "final installment or other concluding payment option."
64	50	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This section indicates "The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and	No, all cost should be included within the lease cost.

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			<p>destruction of any hard drive(s) upon the return of a Leased item."</p> <p>Since the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards or for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) is a service which should be accounted for as a loan and not part of a lease, would it be acceptable to quote a two-part rate for any item with a hard drive, financing the cost for disk services simultaneously but separately from the Item itself?</p>	
65	53 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	This Appendix is for Installment Payment and in Section C, it states that title shall pass to the Purchaser at delivery. Please confirm that this section is only applicable to hardware items.	Yes, transfer of title as discussed in Section C of Appendix 2 of Appendix A, Standard Terms and Conditions for IT Supplies and Related Services, only applicable to hardware items.
66	52-59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Our belief is that the non-hardware items (even if related to the hardware items being leased) should always be under the Installment Payment Terms & Conditions of Appendix 2 since there is no title to pass on these items -- does COPA agree?	If non-hardware items are not included as part of the lease payment, then a separate Purchase Order must be issued for the outright payment of a non-hardware item.

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#	RFP Page Number	RFP Section Reference	Question	Answer
67	52 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	Appendix 2 is for Installment Payment, and in Section A, it mentions a Fair Market Value Option, yet Section C states that title passes at delivery, so it is not clear how there could be any Fair Market Value Option. Please clarify.	This issue is addressed in the revised Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, posted on January 20, 2017, as part of Addendum Number 7. Appendix 2 has been amended to delete the reference to fair market value.
68	46, 47, 55, and 56 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>In both the Leasing Terms and Conditions (Appendix 1) and the Installment Payment Terms and Conditions (Appendix 2), Section H states the Contractor shall notify the Lessee of any Lease (or Install Payment) PO assignment in its acknowledgement of the Lease PO to the Lessee, etc.</p> <p>Where can the acknowledgement of Lease PO be found? Is it a Commonwealth form or a form of the Contractor's devising?</p>	Please refer to the answer to Question # 52 .
69	Tab Lot 6	Appendix C. Cost Submittal Response Template	Please provide more clarity differentiating the 3 storage platforms (Best Value Storage, Best Value Object Based Storage and Best Value Block Storage) with workload examples?	The Commonwealth requires pricing and solutions for all three storage platforms. At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.

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70	Lot 6	Appendix C Cost Submittal	Which of the 3 platforms will support File/NAS, and which will support Object/S3?	At time of purchase, agency will work with awarded Contractor to make the determination as to which is the best storage.
71	Lot 6	Appendix C Cost Submittal	Which NAS APIs (CIFs / NFS / SMB) will be required for each platform?	Please refer to the answer to Question #70 .
72	Lot 6	Appendix C Cost Submittal	Are points awarded based on discount percentage or discounted price?	Points will be awarded based on the total extended product and service cost.
73	Lot 6	Appendix C Cost Submittal	Is non-best value a percentage that will have to be honored across any storage configuration?	The discount off list will apply for each specified Storage category (i.e. non-best value block or non-best value object based and any other device purchased as part of the awarded contract).
74	Lot 6	Appendix C Cost Submittal	Please advise how the Commonwealth would like to see the breakdown of the worksheet of data so as to facilitate clear, visible printed data?	Part I, Section I-12 of RFP 6100039046 has been revised to allow for the electronic submission Appendix C, Cost Submittal Template. A paper copy should not be submitted. The Electronic Copy shall be submitted as part of the electronic versions of the

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#	RFP Page Number	RFP Section Reference	Question	Answer
				proposals required pursuant to Part I, Section I-12.B.
75	38	I IV-3. B Associates Services	Will COPA provide minimum and average number of client systems to be installed per onsite deployment visit?	This information cannot be provided since agencies have different roll out schedule based on funds availability and staffing.
76	38	I IV-3. B Associates Services	Will COPA provide a site list (with equipment counts would be ideal)?	This information is not available at this time.
77	38	I IV-3. B Associates Services	Do you prefer on-site or off site imaging and asset tagging?	This is project specific and will be addressed in the SOW. Options for onsite and office site services have been added to Appendix C, Cost Submittal Template, as part of Addendum Number 7.
78	38	I IV-3. B Associates Services	Will customer provide labels or label guns to create asset tags?	The Contractor will be responsible for labels and label guns these unless provided by the agency.
79	38	I IV-3. B Associates Services	Will customer provide a site or application to record assets?	This will be covered as part of pre-sales assistance.

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				The agency will work with Contractor to design the solution at the time of purchase.
80	38	I IV-3. B Associates Services	With regards to Data Transfer, does existing data reside on old computer or will we pull it from the network?	Data may exist on the old computer as well as the network. This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
81	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the average amount of data to be transferred?	The Commonwealth does not have this information.
82	38	I IV-3. B Associates Services	With regards to Data Transfer, what is the largest amount of data we can expect 10GB? 20GB?	Please refer to the answer to Question # 81 .
83	38	I IV-3. B Associates Services	Will customer provide the image on portable drives in quantities (USB drive?) to roll out on multi-installs?	The Contractor and the Agency will determine the format of the image delivered but the commonwealth will not provide media for the image to be loaded onto.

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#	RFP Page Number	RFP Section Reference	Question	Answer
84	38	I IV-3. B Associates Services	Will customer provide the disk wipe software in quantities (USB drive?) to roll out on multi-unit installs?	The Commonwealth will provide an .iso image but the vendor would have to provide its own media. The image can only be used to wipe commonwealth devices.
85	38	I IV-3. B Associates Services	Is the customer going to provide transportation of equipment from site to site or will we need to transport new equipment from warehouse to install site?	The contractor will be responsible for transportation of the devices.
86	38	I IV-3. B Associates Services	Is the customer going to provide transportation to equipment returning to Forster St. in Harrisburg or will we need to transport legacy equipment to warehouse?	Yes, unless the Commonwealth is procuring that services from vendor.
87	38	I IV-3. B Associates Services	With regards to Storage, will vendors be responsible to provide the design and storage configuration on the new equipment or will the install team follow a configuration script provided by the customer and work in conjunction with a remote team?	This will be covered as part of pre-sales assistance. The agency will work with vendor to design the solution at the time of purchase.
88	4	Calendar of Events	With the rescheduling of the prebidders conference to occur after questions have been submitted, will COPA consider allowing a second round of questions based on any questions that may arise from discussions at the prebidders?	There will not be a formally defined second round of questions. If additional questions are received the commonwealth will do our best to respond timely.

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#	RFP Page Number	RFP Section Reference	Question	Answer
89	28	III-4	For the technical section, what are the metrics being used to evaluate or measure up to 40%? Can you provide more specificity about the formula being used?	Please refer to Part III, Section III-4. A of RFP 6100039046 for this information and refer to the following link: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
90	28	III-4	For the cost section, can you provide a few examples using the included formula?	As indicated in Part III, Section III-4, please refer to the following link for information relating to cost formula: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx .
91	1	Appendix L Service Management Integration Requirements	What is the current integration model, data model, and error handling methodology?	Currently, the integration model used is SOAP with a B2B connector. The data model lists the fields, values, and maximum lengths, if required, in an Excel spreadsheet. The error handling lists the error codes and descriptions, and the methodology, in the case of OA, is ServiceNow.

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92	1	Appendix L Service Management Integration Requirements	What kind of Integrations is required for what ITSM tool?	Currently it is SOAP, however it will change to REST. We decided that we would mandate the integration, then if an agency or vendor could not use the current integration tool, documentation requesting a change would be required.
93	1	Appendix L Service Management Integration Requirements	What is the format of the mandatory data fields?	The format for all fields will be in the data model.
94	1	Appendix L Service Management Integration Requirements	What kind of Web Service Integration?	Please refer to the response to Question #92 .
95	1	Appendix L Service Management Integration Requirements	What kind of Integration is required for what monitoring tool?	Please refer to the response to Question #92 .
96	38	6.1.1	IBM is requesting which company's competitive storage hardware is being replaced along with the model. Thank you.	There are multiple vendor stage solutions implemented across the Commonwealth.

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97	12	Section I-22	With a concern that the Commonwealth could potentially, given the current verbiage above, establish the effective date at a date a year or more beyond the execution date, will the Commonwealth consider changing the above sentence to the following? “The term of the contracts will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. After all approvals required by Commonwealth contracting procedures have been obtained, the respective contract shall be fully executed by the selected Offeror and by the Commonwealth. If the Commonwealth does entertain such a change, will Section 1 of Appendix A likewise be edited to conform?”	No, the Commonwealth will not amend this section.
98	Lot 6	Appendix C Cost Submittal	In the following file, Tab: LOT6, Appendix C. Cost Submittal Response Template (rev. 12.15.16), there is a requirement for Nodes of IBM SVC. Does the Commonwealth of PA consider this a hard requirement specific to IBM SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
99		Appendix C Cost Submittal	What does the Commonwealth mean by storage virtualization?	Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit. Storage virtualization is usually implemented via software

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				<p>applications and often used in SAN (storage area network), a high-speed subnetwork of shared storage devices, and makes tasks such as archiving, back-up, and recovery easier and faster.</p> <p>A similar phrase, virtualization-aware storage, facilitates management and monitoring of storage in virtualized environments</p>
100		Appendix C Cost Submittal	Does the Commonwealth have the need to have multiple vendor arrays managed by one front end vendor?	Common administration is preferred but not required.
101		Appendix C Cost Submittal	We would like to offer compression in a flash only solution and also offer you a hybrid configuration. We will able to base these upon your performance needs. Based upon question 6 response we will develop the configurations to adhere to your needs.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
102		Appendix C Cost Submittal	We have seen the configurations listed mirror each other. Would be it possible to have them broken out in technical requirements you need for each?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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103		Appendix C Cost Submittal	In reference to our question 102 I would like to expand on it by stating if you have the need to backend virtualization the benefit is tenfold. It allows you to have legacy arrays still kept on the datacenter floor and the luns managed by your new front end array and as well array based migrations can be performed with ease. We would like your thoughts on using an approach method like this.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
104	33	IV-2.E.	The RFP indicates \$13m in historical annual spend for all servers in Lot 5. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 3,602,279.00 2015- \$7,937,040.00 2016- \$2,882,640.00
105	33	IV-2.E.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 5, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP 6100039046.
106	34	IV-2. F.	The RFP indicates \$9m in historical annual spend for all storage hardware in Lot 6. Can the Commonwealth provide breakdown of the past three years to show the trend of actual spend, not just an average?	2014- \$ 6,161,593.00 2015- \$12,138,408.00 2016- \$22,927,947.00
107	34	IV-2. F.	Can the Commonwealth provide a breakdown of the annual spend for each OEM in Lot 6, not just an overall average for all OEM vendors?	This question has no bearing on an Offeror's response to this RFP.

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108	35	IV-3. A	Does offeror's 3-year experience with public sector clients need to be specific to each Lot being bid on, or can the experience/reference be for other products and/or services than the specific Lots to be bid on?	Experience with public sector clients should be Lot specific and will be evaluated based on the requirements of each lot.
109	37	IV-3-A.5(iii)	The RFP requires "self-cleansing technology", and refers to ITP SEC-015. However, ITP SEC-015 does not discuss or describe "self-cleansing technology". Can the Commonwealth expand and clarify what is desired from the "self-cleansing technology" requirement?	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
110	37	IV-3-A.5(v)	The RFP requires the ability to integrate the physical hardware. Can the Commonwealth clarify how this requirement differs from the later requirement to provide optional installation services in section IV-3-B. Associated Services (3)(i) on page 38?	This provision requires the Offeror to be able to perform the required contract services set forth in Part IV, Section IV-3B.
111	38	IV-3. B.(3)	For IV-3.B Associated Services, are the "Optional Services" listed in item (3) (installation, asset tagging, image deployment, etc) required to be quoted in the offeror's RFP response, or simply required to be quoted when/if a Commonwealth agency requests them under a subsequent "SOW"?	The pricing is to be quoted in Appendix C, Cost Submittal Response Template. The final Statement of Work will be developed based on the pricing provided.

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112	4	Calendar of Events	Who will be attending the pre-proposal conference for the Commonwealth?	Please refer to Appendix #4 for this RFP 6100039046.
113	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 1?	HP and Lenovo
114	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 5?	Cisco, Dell, HP, Hitachi, IBM and Lenovo
115	5	I-4	What is the brand/OEM that the Commonwealth is currently standardized or using for Lot 6?	Dell, EMC, HP, Hitachi, IBM and Lenovo
116	17	I-28	Information Technology Policies – PLT001 – Desktop and Laptop Standards. This policy references the expired Dell PC contract. Is this policy applicable to these procurements?	This policy will be updated upon award of RFP 6100039046.
117	7 24	I-12 Part II	If a prime is proposing on more than 1 lot, should each lot be submitted as a separate technical proposal, or can they be combined into one proposal response?	The technical proposals can be combined into one proposal but must maintain the format of Appendix H, Technical Submittal Response Template.
118	17	I-27	Regarding the text boxes (yellow shaded) for responses, the current text boxes limit responses to a single page. Should new text boxes be created for responses longer than 1 page in length	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			to eliminate formatting issues with page breaks; or can answers be submitted underneath the yellow text boxes if needed?	that will be posted as part of Addendum Number 7.
119			The current PC contract includes standard service items of "on-site imaging" and "device relocation within same building." Are these services no longer required by the Commonwealth?	This is addressed in the revised Appendix C, Cost Submittal Response Template, that will be posted as part of Addendum Number 7. Device relocation within the same building falls under "device relocation within 25 miles."
120	LOT 6	Appendix C Cost Submittal	Is any additional direct attached storage required for the SVC nodes, or will external virtualization be required?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
121	LOT 6	Appendix C Cost Submittal	Will the 8 node (4 IO Group) SVC be housed in one location?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
122	LOT 6	Appendix C Cost Submittal	Any Disaster Avoidance / Recovery solutions requirements for replication?	Please provide any disaster avoidance/recovery solutions in the Services/Options section of Appendix C, Cost Submittal Response Template.

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123	LOT 6	Appendix C Cost Submittal	We noticed that the multiple configurations of Lot 6 are identical; are you just looking for a single 8 node, 4 way cluster of SVC?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
124	7	I-12	Should the cost proposal be submitted with all proposed lots kept in one file and in one printout? Or, if proposing on three lots, for example, should one paper copy of each lot be submitted?	Part I, Section I-12 of the RFP has been revised to allow for the electronic submission Appendix C, Cost Submittal Response Template. A paper copy should not be submitted. The electronic copy shall be submitted as part of the electronic versions of the proposals required pursuant to Part I, Section I-12.B.
125	25	II-2	If an Offeror who is a SDB Small Diverse Business and SB is submitting as a prime, would its percentage commitment for SDB and SB <u>Subcontracting</u> participation be 100% or 0Appendix?	Based on a maximum total of 200 points for the Small Diverse Business and Small Business Participation Submittal, the Offeror who submits as a Small Diverse Business Prime will receive the maximum total of 200 points. Therefore, the Offeror will receive 100% of the points. An Small Diverse Business submitting as prime would make

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				<p>that distinction in the “Offeror Information” box on the first page of the Appendix Q, Small Diverse Business (SDB) and Small Business (SB) Participation Submittal. No entry would be made in the “Subcontracting Information” box unless the prime is subcontracting to a separate/different Small Diverse Business or Small Business.</p>
126	Section 26 13 of 59	Appendix A. Standard Contract Terms and Conditions for IT Supplies and Related Services	<p>The Limitation of Liability section states that the Contractor’s liability is equal to the value of the contract. Based on the annual purchasing figures provided, the value of the contract over three years will be significant. Given a reseller does not have significant control over the OEM equipment they are providing, does this mean the Commonwealth intends to hold the reseller Contractor liable for the total value of all purchases over the life of the Contract? For example, Lot 5 has an annual approximate value of \$13M. Over the three years this would be a liability total of \$39M to the reseller Contractor.</p>	<p>Section 26 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services, will remain as originally posted.</p>
127		Appendix C Cost Submittal	<p>The services options for Lot 6 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide</p>	<p>Since the majority of the spend will be driven towards the Best Value configurations, please</p>

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			<p>services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the storage unit, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of the machine to move, as well as the size and weight.</p>	<p>provide services/options costs relevant to the Best Value configurations. These costs will be considered as not to exceed costs and the total cost will be defined in the Statement of Work.</p>
128	LOT 6	Appendix C Cost Submittal	<p>Would the Commonwealth consider a maximum services hourly rate for the Storage services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and storage implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.</p>	<p>No; please provide fixed option pricing based on the designated service listed. Also, please refer to the answer to Question #127.</p>
129	LOT 5	Appendix C Cost Submittal	<p>The services options for Lot 5 will vary in scope based on the equipment being procured by the Commonwealth. Should the Offeror provide services costs based on the Best Value options proposed? For example, Hard Drive Removal costs will vary in storage based on the number of drives in the server, and disk wipe will also vary based on the type (SSD vs. spinning disk), size and speed of the drives. In addition, relocation services will vary based on the insured value of</p>	<p>Please refer to the answer to Question #127.</p>

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			the machine to move, as well as the size and weight.	
130	LOT 5	Appendix C Cost Submittal	Would the Commonwealth consider a maximum services hourly rate for the Server services, rather than fixed price options? Based on our experience, the options requested are better suited for PC and similar equipment implementations and server implementations often have varying scopes depending on the existing environment as well as the customer needs and skills.	Please refer to the answer to Question #127 .
131	38	IV-3-B-3	Item 3 states that the Commonwealth will develop a Statement of Work for each service. Can the Commonwealth provide this Statement of Work for each of the listed Optional Services so that all vendors are providing pricing based on the same scope of work. For example, does the Commonwealth expect the Contractor to provide insurance for the value of the equipment being moved? If so, what value should be assumed for items x, xi and xii. What steps are considered part of installation? Is the Contractor to assume that the equipment is shipped to the installation location, or is logistics and transportation services required? What is the size of the image being deployed, and how many images will be required to be maintained? Outside of physical installation on the desk and cable connection,	Statements of Work are prepared by the agency at the time of purchase.

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			what other steps are required of the Contractor, and what is the average time these steps will take? How many devices can the Contractor assume each installer can deploy each day?	
132	38	IV-3-B-3	For Lots 5 and 6, many manufacturers do not allow machines under warranty to be moved without manufacturer service personnel providing both packaging and re-install services. Should the contractor assume that machines to be moved in items x and xi are the Best Value configurations to provide accurate comparisons between proposals?	Please refer to the answer to Question #127 .
133	LOT 6	Appendix C Cost Submittal	For the cost evaluation, will the Best Value cost configurations be compared between vendors, or will the grand total cost including non-best value, leasing and services be used for the calculation?	The grand total calculation will include best value, non-best value, leasing and services.
134	38-39	IV-3-B-4	The Commonwealth states the required quote format, but it does not require the list price to be included in the quote, how will the Commonwealth know that they are receiving the required minimum discount without the list price being included?	This issue is addressed in Section IV-3.E of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
135	38	IV-3-B-3	Will the Commonwealth provide a full statement of work for each requested service?	Yes.

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136	38	IV-3-B-3	For any service, will the purchasing agency ensure elevator access for buildings more than 1 story high?	No, since not all buildings will contain elevators.
137	38	IV-3-B-3	For the service of “installation,” is the Offeror required to provide status reports of installations completed, installations outstanding and issues? What is the desired frequency of these reports?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
138	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume equipment will be shipped to the installation location, or does this service include the Contractor receiving the equipment, transporting it to the installation location, and physical installation?	This will be decided as part of the Statement of Work at the time of purchase but should be considered as part of supply chain management and managed logistics services included in this RFP.
139	38	IV-3-B-3	For the service of “installation,” what installation steps must be performed other than physical installation? What is the average time per device to perform these steps?	<p>At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.</p> <p>Regarding average time, the Commonwealth does not have this information.</p>

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140	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that no steps (other than connecting to the main unit) are to be performed on external PC devices (keyboard, mouse, power, Ethernet)?	At a minimum, the tasks listed in the service description must be met to consider installation to be completed. Offers may expand the scope of any services as part of their technical submittal at no additional cost to the Commonwealth.
141	38	IV-3-B-3	For the service of “installation,” how many devices on average can a single installer expect to install per day?	This will be decided as part of the Statement of Work at the time of purchase.
142	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all units must be powered on, in order to verify the login screen appears (if pre-imaged) or to verify that the operating system boots (if non-imaged)?	Yes.
143	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that all newly implemented devices will require serial number documentation to be delivered to the customer at project completion?	Yes.
144	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that the removal of cardboard and packing material from the location is required, if requested by the Commonwealth agency?	Yes.

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145	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that detailed configuration instructions and configuration data (IP addresses, user name, location, etc.), along with detailed location information will be provided to the Offeror a minimum of five business days prior to the scheduled installation?	This will be decided as part of the Statement of Work at the time of purchase.
146	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that troubleshooting of general hardware, software and connectivity issues is not required of the Offeror?	The device must be fully functional to consider installation complete. Please refer to the response to Question #142 .
147	38	IV-3-B-3	For the service of “installation,” will the customer perform a backup of relevant user data prior to Offeror performing installation tasks?	Installation services are preformed prior to user data being placed of the device.
148	38	IV-3-B-3	For the service of “installation,” is the Offeror to assume that hardware issues encountered during the time of installation will be coordinated for service by the Commonwealth with the manufacturer as part of associated warranty services?	Please refer to the response to Question #146 .
149	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that the requested asset tag will be the OEM-installed serial number installed on the system unit during production of the unit?	This will be decided as part of the Statement of Work at the time of purchase.

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150	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) of associated devices using a barcode scanner?	This will be decided as part of the Statement of Work at the time of purchase.
151	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to capture asset tag number and serial number(s) in writing?	This will be decided as part of the Statement of Work at the time of purchase.
152	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to provide asset tag and serial number information to customer in an Excel spreadsheet format after the tags have been installed?	This will be decided as part of the Statement of Work at the time of purchase.
153	38	IV-3-B-3	For the service of “asset tagging,” is the Offeror to assume that asset tags will be provided to installation team at least five (5) business days prior to the first installation start date?	This will be decided as part of the Statement of Work at the time of purchase.
154	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency personnel work with the Offeror to determine best method of data transfer for the environment/network/device in question?	Yes, this is project specific and will be addressed in the Statement of Work at the time of purchase.
155	38	IV-3-B-3	For the service of “Data Transfer,” is the Offeror to assume that only UP to 10GB of one directory tree and local Outlook folders (identified in advance in writing by the site or IT contact) is to be performed per unit?	No, there is no threshold.

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156	38	IV-3-B-3	For the service of “Data Transfer,” how far (in feet) will the new system be from the existing system? Will these locations be specified in advance, in writing, by the site or IT contact?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
157	38	IV-3-B-3	For the service of “Data Transfer,” will the Offeror be provided with the directory structure and location of Outlook folders to be transferred?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
158	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide application licenses required if 3rd party data transfer application is to be used?	The agency will provide access to the data transfer application, if applicable.
159	38	IV-3-B-3	For the service of “Data Transfer,” will the purchasing agency provide network access or external hard drives to facilitate this data transfer?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
160	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to observe the function of equipment to be relocated, including possibly performing diagnostic tests, as necessary? Is the Offeror to	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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			note any damage to exterior of equipment to be packed?	
161	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to disconnect all peripheral equipment from the system unit at the end user location?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
162	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to uninstall only one monitor, system unit, keyboard and mouse, as well as scan and write down asset tag, serial number information from deinstalled unit?	Responsible for uninstalling computing device and associated peripherals, including, but not limited to multiple monitors. Also responsible for inventory listing of devices, including asset tag and serial number information.
163	38	IV-3-B-3	For the service of “Preparation for Shipment,” is the Offeror to pack, label and transport equipment to a staging area within the existing facility?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
164	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency provide a list of all	Yes.

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			equipment to be deinstalled by serial number and asset tag?	
165	38	IV-3-B-3	For the service of “Preparation for Shipment,” will the purchasing agency backup all data on each system, as well as ensure no confidential data remains on systems to be transported?	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with Contractor to design the solution at the time of purchase.</p>
166	38	IV-3-B-3	Can the Commonwealth confirm that the DGS warehouse located at 2221 Forster Street, Harrisburg, PA will remain the location of the DGS warehouse for the duration of this contract?	If this location changes during the term of the contract, OA OIT Procurement will review with the award Offeror(s) to determine if compensation will be granted for a change in location.
167	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
168	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is all relevant equipment required to be palletized for easy removal and storage at the DGS warehouse location?	Yes, pallets are required.

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169	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to provide equipment inventory being delivered to both agency and DGS warehouse personnel? What format would this inventory need to be in? Are there specific Commonwealth forms that are required to be filled out with delivery of returned equipment?	Yes. The inventory format will be agency-specific. Commonwealth will provide DGS Surplus Forms to the successful Contractors.
170	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” will the purchasing agency provide a dock and pallet jack for unloading of palletized PC equipment at the warehouse location, as well as provide an appointment date/time for delivery to ensure dock and warehouse availability?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
171	38	IV-3-B-3	For the service of “Device Return to DGS Surplus Warehouse,” is the Offeror to work under supervision of the purchasing agency or directly with DGS on the return of equipment?	The Contractor will work under the supervision of the purchasing agency until arrival at the DGS Surplus Warehouse.
172	38	IV-3-B-3	Is there any limitation on the quantity of returned equipment that can be delivered at one time to the DGS warehouse?	The agency will work with DGS to determine delivery schedule.
173	38	IV-3-B-3	For the service of device relocation, can the Commonwealth confirm that the Offeror will be	Yes, successful Contractors will be picking up pre-packed PCs

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			picking up pre-packed PCs from an agency location and delivering to a new location?	from an agency location and delivering to a new location.
174	38	IV-3-B-3	For the service of device relocation, will the Offeror be responsible for providing equipment insurance?	Yes.
175	38	IV-3-B-3	For the service of device relocation, will the purchasing agency provide a schedule to the Offeror to deliver equipment from the staging/storage area to the employee's desks or installation area?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
176	38	IV-3-B-3	For the service of device relocation, will the Offeror be required to provide status reports of installations completed, installations outstanding and issues?	Yes. At a minimum, a report should be provided on a weekly basis to the agency.
177	38	IV-3-B-3	For the service of device relocation, can the Offeror assume that this scope does not include the installation of any new equipment, including but not limited to, peripherals and add -on cards?	Yes.
178	44-45	IV-3-C-2(x)-(xi)	For the service of device relocation, can the Commonwealth confirm that the purchasing agency is responsible for any data destruction, data transfer, troubleshooting, data backup, virus	Successful Contractors shall be responsible to verify with agency that data destruction, transfer and/or backups were completed prior to moving

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			removal, asset tagging, and device transport upstairs where an elevator is not available?	equipment. As set forth in Part IV, Section IV-3.C.2(x) and (xi) of RFP 6100039046, damages “resulting from the transfer of equipment during relocation are not the responsibility of the Commonwealth.”
179	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
180	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Offeror assume that the purchasing agency will provide a specific location for the disk wiping process within the same building? Will the purchasing agency provide electric for a minimum of 10 units simultaneously?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
181	38	IV-3-B-3	For the service of “On-premise Disk Wipe,” can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	The vendor will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
182	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the offeror be required to observe the function of equipment to be relocated, including possibly performing diagnostic tests and recording any damage to exterior of equipment to be packed?	The agency, in cooperation with the Contractor, will verify the functionality and condition of the equipment.

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183	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” will the Offeror be required to provide insurance for the value of the equipment, as indicated by the agency contact in writing?	Yes.
184	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” is the Commonwealth ITB SEC015 still the current protocol?	Yes.
185	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” does the purchasing agency request all serial numbers of working and non-working units?	Yes.
186	38	IV-3-B-3	For the service of “Off-premise Disk Wipe,” in what format would the Commonwealth request a report with proof of disk wipe to the agency contact? Can this be sent electronically to the agency?	Please refer to the information provided in ITP SEC-015.
187	38	IV-3-B-3	For the service of “Off-premise Disk Wipe”, can the Commonwealth confirm that the Offeror will not be responsible for any non-working computers or units that cannot be successfully wiped because of hardware or other issues?	Successful Contractors will be responsible for providing the hard drive to the agency, after the parties confirm the non-working status.
188	38	IV-3-B-3	For the service of “Hard Drive Removal,” can the Commonwealth confirm that the Offeror would be only required to remove the hard drive from the existing device, label the hard drive, and transport it to a designated customer site?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.

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189	38	IV-3-B-3	For the service of “Hard Drive Removal,” will the Offeror be required to provide any documentation to be included with the removed hard drive?	Please refer to the information provided in ITP SEC-015.
190	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume this service is to be completed at an off-site location?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
191	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume a maximum of a 50 GB image will be installed per device? Can the Commonwealth also confirm that a test device is to be sent to the purchasing agency prior to full imaging production for image validation?	No. This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
192	38	IV-3-B-3	For the service of “Image Deployment,” can the Offeror assume that after device imaging, verification of boot-up, and packaging, that the scope is complete?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
193	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency supply a fully tested image with all required software, device drivers, licensing and software activations installed?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
194	38	IV-3-B-3	For the service of “Image Deployment,” in what format will the purchasing agency provide the image to the Offeror?	This issue is addressed in the revised RFP 6100039046, posted

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				on January 20, 2017, as part of Addendum Number 7.
195	38	IV-3-B-3	For the service of “Image Deployment,” will the purchasing agency require more than one ‘gold’ image per scheduled installation?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
196	38	IV-3-B-3	For the service of “Image Deployment,” will there be a documented Change Process if purchasing agency requests and image update during scheduled installation?	The agency will work with the successful Contractor on a documented Change Process.
197	38	LOT 1	For Lot 1, the leasing amount that is requested is the annual cost of the four year lease. However, the total in the upper portion of the spreadsheet is the annual cost multiplied by the quantity, not the entire 4 year cost. Does the Commonwealth wish to calculate based on the entire lease cost or only the annual cost?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
198	29	III-4-C	In the case of two competing Small Diverse Prime offers in a single lot, will each SDB receive the maximum points for that section?	Yes. Any Small Diverse Business responding as Prime Offeror will receive the maximum 200 points for the Small Diverse Business and Small Business Participation

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				Submittal. See RFP 6100039046 Part II, Section II-4C5 for scoring methodology.
199	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have a preference for migration methodologies? Commonly used methods include array based and host based migrations.	No, the Commonwealth does not have a preference.
200	Lot 5	Appendix C Cost Submittal	Please specify the scope of the Commonwealth's server environment in terms of physical and virtual environments. If possible, please specify number of host/virtual host by environment.	The Commonwealth does not have this information; however, there is an emphasis on virtualization across all agencies.
201	Lot 6	Appendix C Cost Submittal	In reference to the cloud as a whole which cloud provider, if any, do you use today?	Cloud services is not within the scope of this procurement.
202	Lot 5	Appendix C Cost Submittal	Does the Commonwealth have any mainframe exiting today on the floor? If so, how long you plan to keep it?	These devices will be procured through a separate procurement.
203	39	IV-3.D.(2)	Does the OEM Representative have to be an employee of the designated OEM or can the OEM Representative be an employee of the Prime Contractor's Team?	The OEM representative must be an employee of the OEM. This is to ensure direct access to the OEM is available for issue resolution.
204	38	IV-3. Requirements.	On the cost worksheet, you are looking for a consumption model pricing does it require the	Consumption based pricing models are to be defined by

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			Operating systems and applications provided by the supplier?	Offerors for review by the Commonwealth.
205	38	IV-3. Requirements	On the cost worksheet consumption model, do you require managed services for any of the three scenarios (onsite, outsourced data center, or our own data center)? We can do all three if that is what you are looking for?	Please refer to the answer to Question #204 .
206	38	IV-3. Requirements	Do you have a preference on the usage model billing (number of users, server utilization) types we can do or something else in mind?	Please refer to the answer to Question #204 .
207	Tab 5&6	Appendix C Cost Submittal	There is no allowance for Converged and Hyper Converged solutions? How is that being handled since it is on the current contract?	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>

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208	Tab 6	Appendix C Cost Submittal	Under the current contract, we also have been able to sell data protection backup storage solutions. These don't really fit into your 3 categories. How should that be handled?	Please provide those solutions with relevant pricing and any other added services, in “Additional Options” in the “Services – Options – Upgrades” section
209	Tab 1	Appendix C Cost Submittal	<p>We believe the Desktop specification of an Intel® Core™ i5-6600 (3.9 GHz) CPU or equal is not in the best interest of the State.</p> <p>Please allow us to explain: All microprocessors are not created equal and therefore using a clock speed like 3.9Ghz could lead to disappointing performance for the State. The real issue is around the “or equal” concept. There is an industry standard benchmark For PC performance productivity call SYSmark 2014 (see here for details). The Intel® Core™ i5-6600 (3.9 GHz) CPU you request has a SYSmark 2014 number of 1638. Another CPU in the industry called the AMD FX-4350 4.2 GHz has a SYSmark 2014 score of 925. (the higher the score on the SYSmark 2014 test, the better the performance). A typical evaluation without the SYSmark numbers would have most people believing that 4.2Ghz is an “equal or better” CPU than one operating at 3.9Ghz – but clearly that could not be further from the truth. The Intel processor</p>	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			exceeds the AMD processor performance by 77%. Clearly these two processors are not in the same category and should not be evaluated against each other. We recommend the State use a benchmark performance level to guarantee they are comparing systems with similar performance levels and guarantee your satisfaction with the winning solution. For instance, we recommend the specification read: The Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered for this category.	
210	Tab 6	Appendix C Cost Submittal	What SLA's should be used when considering RTO and RPO for backup and recovery?	These are determined by the service level procured with the device.
211	Tab 6 Lines 37, 38	Appendix C Cost Submittal	The minimum configuration specifications are for IBM's SVC. Are you looking for responses for the other OEM's similar or equivalent technical solution or only IBM's?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
212	Tab 6	Appendix C Cost Submittal	Does the configuration need to be identical to what is mentioned in the spreadsheet or are you open to modernization? IE 146GB, 300GB 10k and 15K RPM spinning drives are old technology - is that the technology that CoPA wants to move forward with?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
213	Tab 6	Appendix C Cost Submittal	Will denser drive options be considered (we are able to offer a 15TB SSD)?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
214	Tab 6	Appendix C Cost Submittal	All the specs on the spreadsheet are tailored to spinning disk. Will an All Flash configuration be considered?	The Commonwealth prefers a Solid-State Drive; however, a spindle drive is acceptable.
215	Tab 6	Appendix C Cost Submittal	What will the purpose be between the two configurations? Non-best value vs best value. Will these be two separate storage offerings? Higher performing storage tier and lower performing storage tier?	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual server orders will be custom based on the needs of the customer at the time of order.
216	Tab 6	Appendix C Cost Submittal	Will the RAID types be consistent across all frames or will some frames be configured differently than others?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
217	Tab 6	Appendix C Cost Submittal	What will the initial frame building block capacity be day 1? Usable TiB, provisioned TiB, and written TiB?	The Commonwealth does not have this information.

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#	RFP Page Number	RFP Section Reference	Question	Answer
218	Tab 6	Appendix C Cost Submittal	<p>Best practice is to solution for Capacity/Configuration/Workloads i.e. Approximate number of LUNs Approximate number of hosts Approximate number of host initiators IOPS and MB/sec per array, peak and average Read/Write ratio</p> <p>What applications will run on the new infrastructure (e.g. Oracle database, SAP, SQL, Exchange, VDI, Splunk, etc)?</p> <p>What host platforms (server types) and operating systems/versions are present in the environment?</p> <p>What storage protocols will be considered — block, file, or both?</p> <p>How should we take this into account?</p>	<p>This will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
219	Tab 6	Appendix C Cost Submittal	<p>SVC is mentioned. What is the purpose of SVC? Will this be used for data services IE compression and encryption? Will SVC be used for storage virtualization and data mobility?</p> <p>What is considered base vs advanced software that is to be included i.e. remote replication, local replication /snapshots, File, etc.</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
220	Tab 6	Appendix C Cost Submittal	Are fiber channel switches to be included? 4GB ports are mentioned, will 16GB be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
221	Tab 6	Appendix C Cost Submittal	4GB HBAs are mentioned for the hosts. Going forward will this be true or will 16GB HBAs be considered?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
222	Tab 6	Appendix C Cost Submittal	Will backup/recovery solutions be part of this RFP?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section of Appendix C, Cost Submittal Response Template.
223	Tab Lot (all)	Appendix C Cost Submittal	How does the Commonwealth expect training for the various solutions to be presented as part of this RFP?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
224	Tab 6	Appendix C Cost Submittal	Is self-service storage provisioning being considered?	This is beyond the scope of this procurement.
225	Tab 5 & 6	Appendix C Cost Submittal	There is no infrastructure such as networking identified in RFP? Is networking to be considered in the response? If not, what is planned network that will be utilized? What about other infrastructure components such as firewall, load balancers, etc?	This is beyond the scope of this procurement.
226	35	IV-3. A	Is CoPA looking to receive only a certain number of responses for each OEM since OEM's have hundreds of certified partners that could respond? If so, what is the number responses per OEM CoPA is accepting?	There is no limit on the number of responses per OEM.
227	4	Calendar of Events	The schedule has the Responses to Questions expected on Friday January 13. The following Monday, January 16 is a Federal Holiday (MLK). Because the current due date is Friday January 27th, this does not give vendors sufficient time to review and revise any content based on the response to the QA and any possible amendment. We are asking for a one-week due date extension to the schedule as currently published. This will give us sufficient time to finalize and ship the proposal on time to meet the revised due date.	Please refer to the answer to Question #1 .

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228	26	II.3	<p>The RFP stipulates the Cost Proposal is to be sealed (section II.3). However, at the bidder’s conference, it was mentioned that the cost proposal and the technical proposal reviews will be done simultaneously for the full evaluation (i.e., it was stated that a newer technology that met or exceeded the requirements specified would be technically evaluated with the price since the technical evaluators would be able to see the pricing as well). Will the cost proposal remain sealed until the technical proposal evaluation and scoring has been completed? Will there be a release of the technical scoring along with a public cost opening? It is suggested that additional technical scoring points be given if the proposed configuration exceeds the minimum configuration stated in the RFP and be separately evaluated from pricing. This allows the evaluation to be fair and objective.</p>	<p>The technical and cost scoring will be completed independent from each other. The technical scoring team will be given access to Appendix C, Submittal Response Template, to ensure device specifications meet the requirements of each lot. Additionally, costs will not be opened publicly. Pursuant to Section 513(d) of the <i>Commonwealth Procurement Code</i>, 62 Pa. C.S. § 513(d), proposals “shall be opened so as to avoid disclosure of their contents to competing offerors.”</p>
229	Tab 5& 6	Appendix C Cost Submittal	<p>Management software and process(es)? Will these be necessary in the response?</p>	<p>Management software and process(es) may be procured as a component of the hardware purchased, so long as a software license agreement has been negotiated with the Commonwealth.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
230	Tab 5& 6	Appendix C Cost Submittal	What workloads will be running on these platforms? What are your performance objectives? (iOPS, throughput, etc.)	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
231	Tab 6	Appendix C Cost Submittal	Besides components like firewalls is there requirements for security (DAR or data inflight encryption)?	Please refer to the Information Technology Policies located at http://www.oa.pa.gov/Policies/Pages/itp.aspx# .
232	Tab 6	Appendix C Cost Submittal	When sizing, is there any guidance on compression/dedup ratios? Or should we consider industry standard for general purpose workloads?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
233	35	E.4	Do any form-factor preferences exist?	The default is for Lot 1, Desktops, is minitowers with options for small form factor, ultra-small form factor and desktop.
234	35	E.4	Please provide processor generations (versions) as many of the processors mentioned here have various iterations (or specify "latest").	Please provide the processor generation defined in the specifications located in Appendix C, Cost Submittal Response Template.

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235	35	E.4	Please confirm “BaseT” on 10G network card(s) (this is in often cases an SFP adapter and not BaseT).	For Lot 5, the default is BaseT with the option for SFP.
236	35	E.4	Please elaborate or provide example “Self-Cleaning” server requirement.	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
237	35	E.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	The intent is to move from a capital expenditure model to an operational expenditure model with added agility.
238	35	F.4	SVC Nodes are specific to IBM storage. Please ensure that SVC Nodes are not a requirement for submissions. In addition, please confirm the technical requirement for “I/O Groups” so that functionality can be appropriately duplicated in response.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
239	35	F.4	Please confirm arbitrated loop is only within the storage architecture itself and will not be used for any host-to-storage communication.	This will be covered as part of pre-sales assistance.

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				The agency will work with Contractor to design the solution at the time of purchase.
240	35	F.4	Please confirm that while storage switches will support an OPEN device attachment, that no FICON requirement exists within the identified configuration.	There are currently no FICON requirements that exist within the identified configuration.
241	35	F.4	<p>For Each Configuration:</p> <ol style="list-style-type: none"> 1) Is the Commonwealth open to more economical storage options rather than the 146GB 15k Disk type? 2) Please confirm 4TB usable disk storage for the entire disk array 3) Please provide an IOPS (Input/Output per second) target to ensure that requirements are obtained using modern storage sizing and functionality techniques 4) Please advise on the object-storage presentation method (REST API/CIFS/NFS) required from the array 5) Please provide additional data service desired or applicable to the sizing effort (i.e. – deduplication, compression, etc..) 6) Please provide any security functionality required within the storage array (i.e. – Encryption of data at rest) 	The configuration identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
242	35	F.4	Many consumption-based programs exist for datacenter services, with many caveats and decision criteria contributing to program selection. Can you please define the intent of the consumption-based approach? For example, more rapid response to growth needs by providing equipment in advance of ordering; or, reduction of initial capital expenditure.	Please refer to the answer to Question #237 .
243	18-20	Appendix H	Lot 5 relates to Server Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
244	20-23	Appendix H	Lot 6 relates to Storage Hardware and Services. Some of the questions in this section are not relative to the solution as this is a hardware procurement. Can you please clarify the questions that do not require a response?	Offerors must respond to all questions.
245	All	Appendix E	<p>The Commonwealth includes a Software License Agreement as Appendix E. How does the Commonwealth envision resellers to respond to this document?</p> <p>Please consider that resellers are not the publisher of the software and have no authority to amend their terms of use?</p>	The reseller needs to be aware there must be an agreement between the commonwealth and the software publisher prior to a third party software being provided through this contract.

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#	RFP Page Number	RFP Section Reference	Question	Answer
246	Tab Lot (all)	Appendix C Cost Submittal	There are a wide variety of Accessibility needs and many hundreds of products which address them. Some products serve a primary function and also serve to address a disability in another way and this list is quite dynamic as new technology advances are made. It seems impractical to list all of these within the pricing sheet as designed. So, to the point: If an Offeror provides hundreds of products that address a multitude of disability options across all six lots, how would the Commonwealth wish to see this information presented for evaluation? Perhaps a discount structure could be leveraged to better serve the Commonwealth as opposed to a FFP on this many potential products?	Accessibility options are for informational purposes only. Once awarded, the commonwealth will determine which options to make available for the contract.
247		Appendix C Cost Submittal	In the optional services, by data transfer, do you mean data migration from one system to the other or something else? And if so, what else?	Data transfer is the transfer of data from one device to another or from a network to a device.
248	Lot 6	Appendix C Cost Submittal	Lot 6 cost submittal response has title “Services-Options-Monitors”. Is the word “Monitors” supposed to be there and if so for what reason?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
249	5	Appendix H	The instructions for Appendix H state “Instructions: Fill out the yellow shaded areas only, as applicable. Each Lot has its own section, so please respond to all questions for each Lot for	This issue is addressed in the revised Appendix H, Technical Submittal Response Template,

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			<p>which you are submitting a proposal.” Will the Commonwealth allow bidders to delete the yellow text boxes within ‘Appendix H, Technical Submittal Template’ and replace them with our written responses directly into the body of the Word document to facilitate proper formatting of our content, or is it mandatory that all written content be contained within the yellow text boxes provided?</p>	<p>posted on January 20, 2017, as part of Addendum Number 7.</p>
250	<p>Lots 5 & 6 All Defined Configurations</p>	<p>Appendix C Cost Submittal</p>	<p>Hyper-Converged is not listed as a technology covered in this RFP. Can you please advise on the purchasing model through this contract vehicle?</p>	<p>This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.</p> <p>The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.</p>
251	<p>LOT 5</p>	<p>Appendix C Cost Submittal</p>	<p>What is meant by the term "Self-Cleansing Capability?"</p>	<p>Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
252	LOT 5/6	Appendix C Cost Submittal	Most manufacturers do not offer Basic warranty service for enterprise level hardware such as servers and storage as requested in the RFP but offer a minimum standard level of service that equals the Enhanced category. How should the Offeror handle this situation?	Please provide the most applicable pricing available based on each service level tier.
253	LOT 5/6	Appendix C Cost Submittal	List prices for the equipment are different for each level of service being offered. How should the offeror indicate different list prices for each service level in Appendix C?	The discount level indicates the service level. The list price of the device should not change.
254		APPENDIX E	As a reseller, our company does not own or have the ability to negotiate software license terms, those must be negotiated with the licensor itself. How will the Commonwealth handle this situation?	Please refer to the answer to Question #245 .
255	AM-06.1	APPENDIX K	Does "defective hardware" refer to machines that are received in an inoperable condition? Are there any other situations that would relate to "defective hardware" under this SLA?	Yes, this SLA refers to any defective or incorrectly delivered hardware.
256	42	Contracting Requirements - Small Diverse Business Certification	If the OEM responds as a Prime Contractor with a SDB as an agent, what counts towards "actual contract spend" with the SDB? Would the entire purchase amount count towards the spend or just the agent fee (ie. the margin received by the SDB)?	If SDB is issuing a PO for purchases of goods and then invoices the Prime for same goods, then SDB will receive full credit for the invoices submitted.

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				<p>If the Prime is the one who is responsible for PO's for goods and the SDB is only receiving a percentage (%) lift/margin, then the SDB only receives credit for the % lift/margin.</p>
257	Tab for Lot 1 and Lot 2	Appendix C Cost Submittal	<p>Can the Commonwealth specify the type of lease that we should price? For example, does the Commonwealth want to retain ownership of the equipment at the end of the lease or trade it in for refreshed technology.</p>	<p>Please refer to Section K, Purchase Option, of Appendix 1 of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.</p> <p>As to the type of lease, this will be covered as part of pre-sales assistance.</p> <p>The agency will work with vendor to design the solution at the time of purchase.</p>
258	Section 1 C & D	Appendix L, Service Mgmt Integration Requirements	<p>Can the Commonwealth go into more technical detail regarding the responsibilities of the offeror with respect to transmission or receipt of data for the web service integration referenced in Section C and the integration with monitoring tools in Section D?</p>	<p>Hardware associated with this ITSM solution consist of Virtual MidServer that are maintained and managed by OA/OIT at the EDC on the virtual farm. SNMP monitoring of these devices is the responsibility of OA/OIT.</p>

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#	RFP Page Number	RFP Section Reference	Question	Answer
259	38	Supply Chain Mgmt / Managed Logistics	The Commonwealth has stated that they would like a contractor that can provide staging and storage. There is not a related item in the Cost Proposal for staging and storage. Are we to assume the Commonwealth is looking for this to be offered free of charge? If yes, what kind of expectations does the Commonwealth have in terms of batch delivery? For example, staging 500 units and delivering in 100 unit batches has a very different cost than staging 500 units and delivery in 10 unit batches.	This issue is addressed in Part IV, Section IV-3 of the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
260	Lots 1 & 2 Services	Appendix C Cost Submittal	What is meant by the service "Preparation for Shipment"? Is this an add-on service in the case that asset tagging or image deployment are performed offsite?	This service will be procured when an agency requires that the Contractor prepare and pack device(s) for shipment from one Commonwealth location to another. This charge does not apply to the initial delivery of the device.
261	Order Delivery	Appendix K, Service Level Agreements	The Commonwealth has requested a ten (10) delivery timeframe on equipment. Servers and storage that are configured to order can typically take longer than 10 business days to build and deliver depending on the complexity of the system. Can this requirement be waived for Lots 5 and 6?	This issue is addressed in the revised Appendix K, Service Level Agreements, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
262	Order Delivery	Appendix K Service Level Agreements	At various times, manufacturers around the globe experience issues due to shortages in parts supply. While it is very infrequent, it has happened, and if it happens during the term of the contract would the Commonwealth be flexible in the issuance of credits for orders if the communication between the vendor and the Commonwealth on these issues is immediate and consistent?	This type of situation should be planned for by the contractors, but will be addressed on a case by case basis during the term of the contract.
263	Lot 6 All Configuration s; row 37 and 68 "Nodes"	Appendix C Cost Submittal	The requirement for "Storage Volume Controllers(SVC)" is a proprietary product offering from only one vendor, this will limit competition. Please update the node requirements to reflect the technical specification that is required.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
264	34 F.	Lot 6—Storage Hardware	This includes enterprise storage systems, Network Attached Storage (NAS) and Storage Area Network (SAN) solutions. In Appendix C. Cost Submittal Response Template (rev. 12.15.16), tab lot 6 the component requirement are the same and only reflect a Storage Area Network (SAN) solution. In attachment C we do not see technical requirements for a NAS solution, can you please clarify?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
265	Lot 5 All Configuration	Appendix C Cost Submittal	Is Self-Cleansing Capabilities a service that needs to be included in the base price of the hardware?	Yes.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	s; row 39 and 61 "Self-Cleansing Capabilities"			
266	Lot 5 Best Value High End Server 1B; row 44 "Flash"	Appendix C Cost Submittal	When referencing “flash adapter” are you using that interchangeably for IO accelerators? NVMe accelerators?	Yes, the item is generic so as not limit to a single vendor or technology.
267	Lot 5 Non-Best Value configs	Appendix C Cost Submittal	You call for “on board SATA” and 100G HDD. What is the purpose of these drives?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
268	Lot 6 Non-Best Value Object Storage	Appendix C Cost Submittal	The storage technology interface requested is fiber channel along with the cables but there is a notation for SCSI and a request for a Network Interface Card. Can you please clarify what you are looking for in this request?	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
269	Lot 5 & 6	Appendix C Cost Submittal	The List Price data entry cell for each of the Configurations is blacked out for the Enhanced and Critical Service Levels, however each service	Please provide one representative list price and

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#	RFP Page Number	RFP Section Reference	Question	Answer
			level will require a unique list price, can the state update the template to distinguish separate list prices for each service level? Alternatively, if it is the intent that the pricing in this section only include standard warranty and support after warranty should be included in the Options/Upgrade section please specify as such.	apply separate discount off lists per service level tier.
270	Lot 5 & 6	Appendix C Cost Submittal	What is the purpose of the “Discount off List for all other Low End Servers/Cells” cells in the Lot 5 Cells, C50 and Cell C56 Lot 6 Cells? If discounts need to apply to all potential non-best value configurations, please specify the technical requirements range for Low, Medium and High End Server ranges.	We would like the Offeror to be explicit in terms of the overall discount off list that is applied to the potential non-best value configurations. This discount off list should be representative of the discounts applied to each corresponding service tier. The technical requirements are specified in each “Component” and associated “Minimum Requirements.”
271	Lot 5 & 6	Appendix C Cost Submittal	How many years’ post warranty service is required? Please confirm (4) years of support is required for all products.	4 years are the minimum years of support required for all products. We will allow up to 60 months however.
272	Lots 5 & 6	Appendix H Technical Submittal	Can you provide the location(s) where the equipment is to be in production?	In Commonwealth-owned or Commonwealth-managed locations.

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#	RFP Page Number	RFP Section Reference	Question	Answer
	Section 19 Consumption Model			
273	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	If offsite hosting of the equipment and services is allowable, are there locations restrictions? If so, please list.	Offsite hosting is beyond the scope for this RFP
274	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	In a consumption model, can you provide the starting capacity in storage and servers you require, and expected growth for the next 4 years.	This information is not available at this time.
275	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Can you please specify the length of the procurement contract? Minimum years and any extensions.	The term of the contract(s) will commence on the Effective Date, as set forth in Appendix A, and will last three (3) years. The Commonwealth may renew any of the contracts for up to two (2) additional years.
276	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Does the State have specific software or OS requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.

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#	RFP Page Number	RFP Section Reference	Question	Answer
277	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	For a consumption model, does the State allow the use of offsite Administration or does the State need any assistance with administering the storage and server environment.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
278	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Initial workloads? Is there legacy equipment HPE – Financial Services could buy back and remove ongoing maintenance cost.	This is dependent upon the contract under which the legacy equipment was procured.
279	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How is Demand Management integrated with Capacity Management to ensure that capacity is adjusted in accordance with demand forecasts and patterns?	The Commonwealth expects the Offeror to propose pricing models that include demand and capacity management.
280	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Is there a formal capacity plan produced yearly, that incorporates Business forecasts and requirements?	The Commonwealth does not have this information at this time.
281	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the average hardware utilization rate before you have to order new hardware?	New hardware is ordered to replace end-of-life hardware and the implementation of new applications/projects.

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#	RFP Page Number	RFP Section Reference	Question	Answer
282	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is your desired infrastructure state? (Hybrid private/public?) Is infrastructure shared/optimized across projects and business?	This question has no bearing on an Offeror's response to this RFP.
283	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	What is the typical provisioning lifecycle, from concept/requirements to full scale production deployment?	This can vary project to project and agency to agency.
284	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How are you dealing with increasing IT demands while trying to mitigate risks and cut costs? If the infrastructure is over-provisioned, how much extra capacity (%) do you typically add?	This can vary project to project and agency to agency.
285	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	How does IT demonstrate their value to the business in terms that the business understands?	This question has no bearing on an Offeror's response to this RFP.
286	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever experienced a sudden, sustained and unexpected surge in IT services?	This question has no bearing on an Offeror's response to this RFP.

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#	RFP Page Number	RFP Section Reference	Question	Answer
287	Lots 5 & 6 Section 19 Consumption Model	Appendix H Technical Submittal	Have you ever “run out” of IT Infrastructure capacity, or got so close to 100% processing/storage capacity that you’ve had to take urgent action, e.g. rent temporary capacity or request urgent approvals?	No, the Commonwealth has not experienced this.
288	29	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	In order to qualify as a Small Diverse Business, a business must first qualify as a Small Business. A Small Diverse Business is, by definition, a Small Business. A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. Please refer to RFP Part I, Section I-13 of RFP 6100039046.
289	20	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	Please refer to the answer to Question #288 . A business entity can only be counted once as part of the Small Diverse Business/Small Business submittal. A Small Diverse Business by definition is a Small Business. However, a Small Diverse Business receives a higher percentage of points than a Small Business in scoring.

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				Please refer to the scoring formula in RFP 6100039046 Part III, Section III-4C5.
290	4	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after January 27, 2017?	The Commonwealth cannot determine a timeframe at this time since we are not sure how many proposals will be received for this procurement.
291	35	Requirements IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	That would satisfy the requirement for (3) years of experience working with public sector clients. Please note this is not a mandatory requirement, this is a preference and will be evaluated as part of the vendor proposal.
292	35	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
293	Lot 6 SAN switches	Appendix C Cost Submittal	Redundant SAN switches to initially support 20 connections (16 connections to 8 servers, and 4 connections to 1 storage array). Expansion	This will be covered as part of pre-sales assistance.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			capability to 64 ports was requested. Will the expansion ports be for servers, storage, or both?	The agency will work with Contractor to design the solution at the time of purchase.
294	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Does the Commonwealth of PA want separate block and object storage devices, or do they anticipate running mixed block and object storage environments on the same storage devices?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
295	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the total usable space requested. The best value arrays were requested with capacities of 4 TB (RAID5), and the non-best value arrays were requested with capacities of 2 TB (RAID5). Are these usable or raw capacities? Are the 4 TB and 2 TB capacities per controller or per array? 1 PB total usable storage was also specified. Please clarify how the specifications calculate to 1 PB.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
296	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Initial arrays were requested with 4 TB and 2 TB capacities, with anticipated quantities of 25 over the 3-year contract. Does the Commonwealth of PA anticipate storage additions to the initial array(s), or 25 separate arrays? If 25 separate arrays, will these reside in the same data center, and will they replicate to each other? If separate arrays will reside in separate data centers, how far apart will these be?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
297	Lot 6 Non-best value object storage arrays	Appendix C Cost Submittal	The non-best value object storage array mentions FC, iSCSI, and IP-based, but the switches requested are to support 4 Gb/sec, which would be FC. Please clarify if the Commonwealth of PA looking for iSCSI, FC, or FCoE storage, and what switch technology.	Today, most storage is connected via fiber channel. However, the Commonwealth want to leave options open for iSCSI and FCOIP use in the future.
298	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What types of IT administrative servers will be in use? Physical servers, or virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
299	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What server environment(s) will be deployed? Physical servers? Virtualized servers? If virtualized servers, which hypervisor(s) will be deployed?	Server environments may include, but are not limited to, DEV, CIT, TRG, TFP, UAT, & PROD. Most servers are virtualized using VMware vSphere. There will also be the need for standalone physical servers.
300	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	What percentage of your current storage is a) Dell, b) EMC, c) HDS (Hitachi), d) HPE, e) IBM, f) NetApp, and g) Nimble?	This question has no bearing on an Offeror's response to this RFP.
301	Lot 6	Appendix C Cost Submittal	What self-cleaning technology is in use today on a) servers, b) desktops, c) laptops, d) tablets, and e) storage?	Please review the Commonwealth's ITP SEC-015, Data Cleansing Policy, for more

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	Block and object storage arrays			information on the broader spectrum of Self-Cleansing requirements.
302	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Best Value Storage compared to Best Value Block Storage and Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
303	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	Please clarify the function of Non-Best Value Storage compared to Non-Best Value Block Storage and Non-Best Value Object Storage.	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
304	Lot 6 Block and object storage arrays	Appendix C Cost Submittal	The RFQ specifies "8 Storage Volume Controllers(SVC) nodes, configured in two (2) node clusters providing four (4) I/O Groups." This requirement is specific to old technology IBM storage. Is the intent of Lot 6 of this RFQ to essentially lock out other vendors (OEMs)? If not, then the specifications of Lot 6 need to be rewritten to encompass more modern storage offerings from all eligible vendors (HPE Dell, EMC, HDS, IBM, NetApp, and Nimble).	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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305	Lot 5 & 6 Services - Options - Monitors	Appendix C Cost Submittal	Please clarify the following service: "Device Return to DGS Surplus Warehouse (2221 Forster Street, Harrisburg, PA 17125)." Does this refer to returning failed disks (with keep your disk support) to the Commonwealth of PA's warehouse, via a shipping or courier service?	This service refers to the shipment of decommissioned devices from the agency to the DGS Surplus Warehouse by the Contractor.
306	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Although we have read the reference document, we would like further clarification on what is meant about "Self-Cleansing Lot 5 Capabilities".	Please describe the OEM's means of providing data cleansing services and the capabilities of the device to be cleansed in accordance with ITP SEC-015.
307	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	It has been noted that the configurations are based on years old technology. Would you prefer that we quote refurbished in order to meet the specifications? If not, we will need better guidance on what your needs are so that all bids will still be comparable.	The requirements are for new equipment. Please provide proposals that meet the Commonwealth's minimum requirements as stated in Appendix C. In the adjacent columns, please provide your suggested enhanced specs in the corresponding "Actual Spec Proposed, if higher" column.
308	Lot 5 Best and Non Best Value Configurations	Appendix C Cost Submittal	Could you clarify what your goal is for "Non Best Value Configurations"?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on

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				the needs of the agency at the time of order.
309	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You mentioned "Image Deployment "but most servers were configured with no OS. Can you clarify what OS and deployment options you require?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
310	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	You included "Hard Drive Removal" in this section but specified "Keep Your Hard Drive" in the configurations. Can you clarify?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
311	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades" you include options that depend on the individual specification/configuration. How would you like that to be noted?	Please provide the respective individual specification/configuration in the associated "Notes, if any" column or in the "Additional Options" section at the bottom of the "Services – Options – Upgrades" section.
312	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	Under "Options/Upgrades", what do you mean by "HBA requirement"? Above, you specified 2 different type of HBAs.	Offerors should respond with the HBA's that it can provide.

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313	Lot 5 Services - Options - Monitors	Appendix C Cost Submittal	For "Disk Wipe", do you have a preferred method?	Please refer to the information provided in ITP SEC-015.
314	LOT 5	Appendix C Cost Submittal	Since an emerging cost effective technology for servers is the modular or blade server implementation, would it not behoove the Commonwealth to add a modular configuration to the pricing analysis? This would provide a more accurate assessment to the Commonwealth of future costs. It would greatly enhance our thought process in truly understanding your virtualized environment today and how we can shape its tomorrow for the commonwealth. Alternately, could a separate or 'sub lot' be added for this technology?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
315	36	IV-3. A.2.i	To increase competition with qualified OEMs, will the Commonwealth consider revising their choice for Gartner's Magic Quadrant for Modular Servers to include more current version(s) from 2016?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
316	Tab Lot (all)	Appendix H Technical Submittal	Does the state want references to highlight the qualifications of the OEM, the offeror or both?	The qualifications should focus on the Offeror's ability to provide the OEMs products and services.

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#	RFP Page Number	RFP Section Reference	Question	Answer
317		RFP	How does this contract differ from COSTARS contract 3	The awarded contracts are for Commonwealth agencies to utilize. COSTARS contracts are not available for use by commonwealth agencies.
318		RFP	What agencies would procure product from this contract that cannot purchase off COSTARS? Why would an agency utilize one over the other?	Please refer the answer to Question #317 .
319	8	I-12	The RFP states "Offerors shall submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents listed above) on CD-ROM or Flash drive". Does the Commonwealth want two CD-ROMs or Flash drives with one copy on each?	Yes.
320	Lines 13-16; Lines 17-20 SLA ID AM-04.1 and SLA ID AM-04.2	Appendix K. SLAs	These SLAs appear to be created for OEMs selling direct. As a reseller of the equipment, we cannot control certain aspects of the requirements listed in these SLAs. Will the Commonwealth consider revising these requirements to accommodate resellers wishing to bid?	No.
321	5	I-5. Type of Contract	According to the RFP, "It is proposed that if the Issuing Office enters into contracts as a result of this RFP, they will be firm, fixed price contracts containing the Standard Contract Terms and Conditions as shown in Appendix A." Does the	Yes.

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			firm, fixed price refer to both product procurement and services contracts?	
322	Lot 5 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, within the functional parameters alone, there are multiple options (blades vs. rack-mount, 1u vs. 2U, centralized vs. distributed vs. shared infrastructure, highly-densed drives vs highly-densed CPU, L1 vs. L2 vs L3. for caching, SLC v.s MLC vs. TLC for SSD, 10k vs. 15k vs. SATA/NS-SAS for HDD, etc.). In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order
323	Lot 6 Configurations	Appendix C Cost Submittals	Will the Commonwealth provide more specific requirements within the configurations? For instance, in regard to converged vs. hyperconverged infrastructure, along with software-defined storage, there are open-ended hardware parameters within the spreadsheet. For instance, for the Intel Xeon E3-1220 - is the Commonwealth referring to Broadwell or Hashwell? For RAM, are you referring to LRDIMM or RDIMM? Each has a different capacity and each supports different processor models, and different servers support different	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.

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#	RFP Page Number	RFP Section Reference	Question	Answer
			processor cores/model. In order to complete the spreadsheet within the timeframe, and to ensure we are truly meeting the Commonwealth's needs, we require more information.	
324	Lot 6 Configurations	Appendix C Cost Submittals	How does the Commonwealth plan on addressing backup and recovery since it is not called out as a specification?	Please provide any backup/recovery solutions and costs in “Additional Options” in the “Services – Options – Upgrades” section.
325	Lot 6 Configurations	Appendix C Cost Submittals	How does the Commonwealth plan on addressing a Converged/Hyperconverged infrastructure, as it is not called out in the specifications?	Please refer to the answer to Question #2 .
326	Lots 5 and 6 Consumption Based Pricing	Appendix C Cost Submittals	In regard to the consumption model cost request, does the Commonwealth want to see pricing offered for different classifications of storage (for instance, slow = .01 fast = .05 and super-fast = .10 or some delineation of class of storage)?	The Commonwealth will review responses based on options provided.
327	Lots 5 and 6	Appendix C Cost Submittals	Will the Commonwealth allow bidders to show price deviation methods (meaning, the price can increase or decrease depending on the amount consumed by the Commonwealth)?	This is based on the pricing model proposed by the Offeror.
328	Lots 5 and 6	Appendix C Cost Submittals	If the answer to question 327 is "yes", against what mean average will each bidder be considered?	This is based on the pricing model proposed by the Offeror.

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329	Lots 5 and 6	Appendix C Cost Submittal	If the answer to question 327 is "no", how does the Commonwealth account for usage driving their cost up or down?	This is based on the pricing model proposed by the Offeror.
330	Lots 5 and 6	Appendix C Cost Submittal	Is the Commonwealth asking the bidder to build the consumption model that will be used?	Yes, please provide the proposed Consumption Based Model pricing that would best accommodate the Commonwealth's Server/Storage needs.
331	36-37	IV-3. Requirement	Will the Commonwealth consider use of the 2016 Gartner's Magic Quadrant as a guide in choosing an OEM?	This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.
332	Lot 5	Appendix C Cost Submittal	Are bidders required to put arrays in multiple sites?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
333	Lot 5 Configuration	Appendix C Cost Submittal	Does the Commonwealth desire to see pricing on a per workload basis versus physical server, number of cores or virtual machines?	Pricing is based on the physical server. All other pricing options should be included in the "Options" section.

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#	RFP Page Number	RFP Section Reference	Question	Answer
334	A.	Appendix L - Service Management Integration Requirements	Per A. a., "a. Offeror must use the Commonwealth's current integration model, data model, and error handling methodology, which are subject to change*." What is the Commonwealth's current integration model, data model, and error handling methodology for the ITSM system?	Please refer to the answer to Question Number #91 .
335	Lot 6 Consumption Based Pricing	Appendix C Cost Submittal	Will the Commonwealth provide their current storage utilization information, as well as expected growth over the next 5 years?	This information is not available at this time.
336	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide performance criteria? E.g. 2ms response times for block storage, 5ms for file storage and 10ms for object storage.	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for this RFP. All actual orders will be based on the needs of the agency at the time of order.
337	Lot 6 Configurations	Appendix C Cost Submittal	Will the Commonwealth provide availability requirements? E.g. 99%, 99.99% or 99.999% uptime requirements?	This will be covered as part of pre-sales assistance. The agency will work with Contractor to design the solution at the time of purchase.
338	Lot 6 Line 33	Appendix C Cost Submittal	Do you want a total of 20 ports in the bid response or 20 ports per switch?	The minimum is 20 ports.

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#	RFP Page Number	RFP Section Reference	Question	Answer
339	Lot 6 Lines 25, 33, 34	Appendix C Cost Submittal	The term “GB” is used – what does this mean (Gigabyte, Gigabit, something else)?	The term GB refer to “Gigabyte.”
340	Lot 6 Line 34	Appendix C Cost Submittal	How many switches do you want in the bid response – 1 or 2?	There is a minimum of 20 ports, regardless of the number of switches.
341	Lot 6 Line 35	Appendix C Cost Submittal	Why are you asking storage vendors to bid HBA’s. We think this belongs in the server lot	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
342	Lot 6 Lines 37, 38	Appendix C Cost Submittal	The term “SVC” is used. What does this mean? IBM’s virtualization engine? If we are not using IBM as our OEM supplier, how do we bid SVC? We were told we have to stay within one OEM’s product line.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
343	Lot 6 Line 40	Appendix C Cost Submittal	Are you asking us to include in our bid a 64 port switch with 20 SFP in it?	The requirement is for the switch(es) to be scalable to 64 ports.
344	Lot 6 Line 41	Appendix C Cost Submittal	The newer 16Gb and 32Gb FC specs, do not allow for arbitrated loop. Only 8Gb specs and lower provided for AL support. 8Gb optic support in newer switches is unavailable or very limited and may not meet port count/scalability specifications. Is this acceptable?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.

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#	RFP Page Number	RFP Section Reference	Question	Answer
345	Lot 6 Line 44	Appendix C Cost Submittal	“Ability to support 146GB... drives”. Is support for 146GB drives a requirement? Newer storage subsystems support a 300GB minimum size for 15K and 10K SAS drives.	146GB is the minimum. Offerors may quote any drive that exceeds these specifications.
346	Lot 6 Lines 47, 48	Appendix C Cost Submittal	How will “Scalability” and “Reliability” be measured?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
347	Lot 6 Line 115	Appendix C Cost Submittal	“SCSI” is assume to mean “iSCSI”. Is this a correct assumption?	Yes, that is correct.
348	Lot 6 General	Appendix C Cost Submittal	There are a number of specs/minimum requirements that call out 4GB (vs Gb, we assume gigabit?). Is support for 4Gb HW required? Newer storage subsystems support 8Gb HW and up. However, 8Gb HW can support 4Gb speeds. This is specifically critical in responding to line 112, as it requests for “4GB” Storage Controller FC interface upgrade costs. Our vendor partners no longer support 4Gb HW.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
349	Lot 6 General	Appendix C Cost Submittal	What is self-cleansing technology? Can you provide an example?	Please describe the OEM’s means of providing data cleansing services and the capabilities of the device to be

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				cleansed in accordance with ITP SEC-015.
350	Lot 6 General	Appendix C Cost Submittal	Do we include racks in our bid response or are you providing standard racks?	Offerors may propose racks as an option.
351	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth is asking for MFD pricing separately but it has placed an MFD in the Market basket. Would the Commonwealth consider removing that item (J7X28A#BGJ) from the Market Basket?	Yes, the Commonwealth will replace and remove this item from the Market Basket.
352	Lot 3 Market Basket	Appendix C Cost Submittal	The Commonwealth has publicly stated that it wants to do away with Desktop/single function printing. Would the Commonwealth consider removing from the Market Basket the single function printers part #s CN550A#B1H and E6B69A#BGJ?	Yes, the Commonwealth will replace and remove these items from the Market Basket.
353	Lot 3 Market Basket	Appendix C Cost Submittal	Schneider and APC are the same company. Will the Commonwealth make any adjustments here?	Yes, the Commonwealth will make the consolidation of both listed companies under APC.
354	33-36	Part IV	Will the Commonwealth re-consider allowing "Offerors" to submit a bid for more than one manufacturer where stated only one is permissible?	No.

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355	Defective Hardware Replacement SLA ID 06.1	Appendix K. SLAs	Will the Commonwealth detail the time frame in which a product is considered defective?	Please refer to Section 12, <i>Acceptance</i> , of Appendix A, Standard Contract Terms and Conditions for IT Supplies and Related Services.
356	All	Appendix K. SLAs	Can any or all of the SLAs be waived if so noted on the PO?	Yes, if noted in the purchase order.
357	34	Section C	Will the Commonwealth explain the role of the back-up awardee?	The role of the back-up awardee is to ensure full coverage of IT peripheral devices in a case where the best value provider does not have access to a product requested by the commonwealth.
358	8 Section 19	Appendix A	Presently invoices are submitted to one address. Is the statement below the intention moving forward? Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract,	Invoices will still be submitted to one address but separate billing accounts must be established by the contractor so invoicing is submitted to the correct agency.

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			updated price lists or any discounts negotiated by the purchasing agency.	
359	3	Section 6	P-Cards taken via the telephone exposes the Commonwealth to a high risk of fraudulent orders. Will the Commonwealth entertain a more secure way to process P-Cards?	The prefer method of acceptance is over the phone. The commonwealth will review additional options of P-Card acceptance with the awarded Offeror(s)
360	Lot 2 - Rugged Devices	Appendix C Cost Submittal	In regard to the Hard Drive requirements for the rugged laptops, is the Commonwealth of PA looking for an HDD or SSD option? Is there a preference? Would either option be considered?	The Commonwealth prefers a Solid-State Drive; however, a hard disk drive is acceptable.
361	Services	Appendix C Cost Submittal	Custom integration (<i>imaging/asset tagging/BIOS</i>) adds time to the manufacturing process. How many additional days are acceptable for customized orders?	Additional time will be addressed between the Contractor and the agency if a change occurs after the start of integration.
362	SLA ID - AM-04.1	Appendix K. SLAs	Referencing the 10 Day SLA for product order to ship...is there a possibility this 10 day can/ will apply to only the base unit configuration without customization of upgrade options?	Applies to all units.
363	Lot 1, Desktops	Appendix C Cost Submittal	Since all microprocessors are not created equal, we believe using a generic parameter like clock speed could lead to disappointing performance,	As set forth in the RFP, the Commonwealth requires Intel chipsets for devices in Lot 1.

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			and therefore may not be in the best interest of the State. Would the Commonwealth consider adding Intel processors as a requirement, and that the Desktop system must achieve a SYSmark 2014 performance level of at least 1638 to be considered?	
364	Lot 1, Desktops	Appendix C Cost Submittal	The Commonwealth is requesting 1 DVI port on the desktop. Would you accept a DisplayPort an acceptable option?	Yes, a DisplayPort would be an acceptable option. If a replacement, then an adaptor to DVI must be included.
365	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth has standardized on Windows 10. Is the Win7 downgrade still required?	No. Please refer to the answer to Question #20 .
366	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with A/C wireless standard. Is this acceptable?	Yes, A/C wireless is acceptable.
367	Lot 1, Laptops	Appendix C Cost Submittal	Current technology ships with Bluetooth v4.x. Is this acceptable?	Yes, so long as it meets or exceeds minimum requirements set forth in the specifications.
368	Lot 1, Laptops	Appendix C Cost Submittal	An optical USB mouse with scroll is listed as standard. Please confirm this is correct and required to ship with each laptop ordered.	Yes, it is correct and is required to ship with each laptop ordered unless otherwise identified in the SOW or Purchase Order.

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369	Lot 2, Non-Traditional Desktops	Appendix C Cost Submittal	Are these meant to be Workstations?	The definition of Non-Traditional Desktop includes zero client and thin client.
370	Lot 5 & 6 Servers and Storage	Appendix C Cost Submittal	Under the Universal Options section can you please clarify the "Preparation for Shipment"	Please refer to the answer to Question #260 .
371	Lots 1, 2, and 4	Appendix C Cost Submittal	<p>In Appendix C, the term of the lease requested for Lots 1,2, and 4 is four years. However, more detail is needed to ensure all parties are quoting the same. There are three aspects that need clarification: lease type, payment frequency, and payment timing. Please advise on the following:</p> <p>1) Lease Type: Is this a Fair Market Value lease? 2) Payment Frequency: Are payments to be monthly, quarterly, or annually? 3) Payment Timing: In arrears or in advance?</p>	<ol style="list-style-type: none"> 1) Lease Type: Fair Market Value. 2) Payment Frequency: Annual. 3) Payment Timing: In advance following initial invoice.
372	38	IV-3.B.5	The Services section of the RFP reads that “The Contractor must honor all quotes for at least ninety (90) days.” Is this 90-day validity period also to be considered the validity period of lease rate quotes in Appendix C? Since leasing rates by nature are not able to be held for extended periods of time, we need to understand the validity period expected.	No, it is not.

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373	36	IV-3. A (5) (i)	<p><u>Lot #5 Requirement:</u> "Only OEMs or certified resellers of manufacturers listed in the Leaders' quadrant of Gartner's Magic Quadrant for Modular Servers - May 2015 will be considered for this lot: (a) Dell, (b) HP, and (c) Lenovo."</p> <p>If the Commonwealth wishes to limit offerors to provide Gartner "Magic Quadrant" leading solutions, please update the RFP to refer to the most current May, 2016 Gartner Magic Quadrant report found at: https://www.gartner.com/doc/reprints?id=1-2EEWKHH&ct=150504.</p> <p>[The current RFP qualification is based on an out-of-date market analysis which has been superseded by Gartner's most current "Magic Quadrant for Modular Servers" dated May 2016. The use of an out-of-date industry analysis artificially creates an exclusionary specification and an unlevel playing field among otherwise qualified offerors.]</p>	<p>This issue is addressed in the revised RFP 6100039046, posted on January 20, 2017, as part of Addendum Number 7.</p>

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374	34	IV-2 (E) (1) & Appendix H Technical Submittal Response Template and Appendix C Cost Worksheet	<p><u>Lot #5 Requirement:</u> "(1) The Commonwealth will make an award to the Offeror determined to be most advantageous to the Commonwealth and the OEM proposed by this Offeror will be designated as the "Best Value OEM" for Lot 5."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot 5.</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical standards have been included which would support a "best value" evaluation of the Lot #5 technologies.</p>	<p>a. Appendix H: The Commonwealth evaluate the products from a technical perspective.</p> <p>b. Appendix C: You are correct; costs will be evaluated based on the standard specifications provided.</p> <p>c. Technical standards are based on the specifications listed in Appendix C.</p>
375	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p>	<p>a. Correct.</p> <p>b. The devices identified are strictly to be used for vendor comparison for RFP 6100039046. All actual orders</p>

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			<p><u>How were the named vendors determined that appear on Appendix C?</u></p> <p>a. The title, “Top Manufacturers” does not appear to relate to technical industry solution rankings in each category, but rather solely to existing Commonwealth suppliers/historical spend.</p> <p>b. This constitutes an exclusionary spec which effectively limits competition to existing Commonwealth suppliers who appear as the a single manufacturer brand per solution category in Appendix C, e.g.,</p> <p style="padding-left: 40px;">i. in the category of “Communications/Conferencing”, Appendix C essentially names only Microsoft/Polycom as named communications suppliers.</p> <p style="padding-left: 40px;">ii. Other industry leading OEM brands currently in the embedded base are completely missing from Appendix C, e.g., the global market leader for video endpoints have been excluded from the named brand list.</p> <p>c. How was the historical spend calculated for each named brand?</p>	<p>will be based on the needs of the agency at the time of order.</p> <p>c. The addition of the total line items values of the OEMs products purchased through the current IT peripheral contracts.</p>

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			<p>i. E.g., what was the method for determining historical average?</p> <p>ii. Other OEM manufacturers representing higher Commonwealth spend than those listed in Appendix C have been excluded.</p>	
376	36	IV-3. A (3) and Cost Submittal	<p><u>Lot #3 Requirement:</u> "(i) Eligibility to Submit Proposals: Only Offerors capable of providing 90% of the manufacturers listed on the Lot 3— Peripherals tab of Appendix C, Cost Submittal Response Template, may submit a proposal for Lot 3."</p> <p><u>This is a "best value" bid. However, the scoring criteria appears based solely criteria which favors the existing Commonwealth manufacturers.</u></p> <p>a. While non-named manufacturers can be included under the umbrella post award via the "maximum" mark-up, please explain how a fair best value comparison can be conducted across the "non-named brands" since there is no comparable data provided for analysis, and the data provided is not standardized across providers?</p>	<p>a. Using historical spend, the Commonwealth wanted to capture the manufacturers that represented the majority of that spend, with a designated maximum markup for any other manufacturer that is not mentioned.</p> <p>b. Please provide additional proposed technologies in Appendix H: Technical Submittal.</p> <p>c. No, this will continue to be procured as one Lot in the best interest of the Commonwealth.</p>

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			<p>b. The bid encompasses a broad scope of technology solutions each of which should be evaluated by technology-specific performance/cost criteria. Some of these lend themselves to a purely cost based analysis, e.g., power supplies, printers, cameras, scanners. However, other more complex technologies, e.g., Communications, Video Conferencing, require “best value” evaluation of technical specifications to ensure equal comparison before determining resulting costs. This RFP contains no technology specifications for evaluation of the proposed technologies, particularly in the categories of "video conferencing" and "communications".</p> <p>c. Would the Commonwealth consider separating these into different lots or solicitations?</p>	
377	33	IV-2, C (2) (ii)	<p>Lot #3 Requirement: Please define what "Communications" means and includes in the context of Lot #3 - IT Peripherals in this RFP, e.g., does "communications" include wireless access points? IP Phones? Video Conferencing endpoints?</p>	<p>A communication device is a hardware device capable of transmitting an analog or digital signal over the telephone, other communication wire, or wirelessly. Yes. Yes.</p>

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378	33	IV-2 . C [1) and Appendix H Technical Submittal Response Template	<p>Lot #3 Requirement: "(1) The Commonwealth will award this Lot to one (1) Primary Supplier, with a Secondary Supplier awarded to provide a backup option. Commonwealth agencies may place orders with the Secondary Supplier in instances where the Primary Supplier cannot provide an item(s), or cannot provide an item(s) within the delivery requirements of the contract. Commonwealth agencies must include written justification with the purchase order to explain the utilization of the Secondary Supplier."</p> <p>There is no basis for making a "Best Value" determination of the technology solution bid for Lot # 3</p> <p>a. <u>Appendix H</u> - Technical Submittal Response Template, only contains administrative contract requirements and customer references.</p> <p>b. <u>Appendix C</u> - Cost Worksheet, evaluates only a mark-up against historical spend for existing technologies.</p> <p>c. No technical or price standards have been included which would support beyond the warranty for the remainder of the contract term.</p> <p>d. Pricing does not consider or include support/subscription maintenance (the all in cost</p>	<p>Based on the cumulative Technical, Cost, and SDB / SB scores, the Commonwealth will ultimately make a decision on deeming an Offeror "Primary" and an Offeror "Secondary" to fulfill their required needs</p>

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			of ownership) of the brand/technology solutions bid in any lot.	
379	Row 21 Volume Capability Speed	Appendix C Cost Submittal	Can the Commonwealth define functional concurrency and the features that it relates to?	Functional concurrency refers to the device being able to print, process print jobs, scan to email and faxing simultaneously.
380	Row 61 Digital Output	Appendix C Cost Submittal	Can the Commonwealth clarify how and why TIFF 6.0 is being used vs other TIFF formats? Would the Commonwealth remove the requirement for devices to support TIFF 6.0 ?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017, as part of Addendum Number 7.
381	Lot 6	Appendix C Cost Submittal	What is the Commonwealth's desired approach specific to object and file storage?	The configurations identified is a minimum configuration that is strictly to be used for vendor comparison for RFP 6100039046. All actual orders will be based on the needs of the agency at the time of order.
382	Lot 6	This issue is addressed in the revised <u>Appendix C, Cost Submittal Response Template</u> , posted on January 20,	Please identify in the January 20, 2017 posted version of Appendix C where changes to the IBM-only Storage Volume Controllers were made.	Please refer to Tab “Lot 6” of Appendix C, Cost Submittal Response Template rev (1-26-17), under “Lot 6 – Services – Options – Upgrades” rows 109, 110, 112, and 113.

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		2017, as part of Addendum Number 7.		<p>Also, the rows relating nodes in under the “Lot 6- Storage – Best Value Configurations” and “Lot 6 – Storage – Non Best Value Configurations” have been removed.</p> <p>Additionally, please refer to RFP 6100039046 at Part IV, Section IV-3.A.6 for the revised list of eligible OEMs (or certified resellers) based on the Gartner Leaders Quadrant for General Purpose Disk Arrays (October 2016).</p>
383		Storage Volume Controllers(SVC)	The commonwealth received 9 questions about the requirement for IBM's "Storage Volume Controllers(SVC)" for Lot 6. The answers point to the January 20, 2017 posted version of Appendix C which does not appear to have any changes to the requirement. Please confirm that the State will accept bids for Lot 6 that are not solely limited to an IBM storage solution.	Please refer to the answer to Question #382
384	44	IV-3-C-ix-b	Off-Premise Disk Wipe - The requirement states that the device is to be cleansed at its current location, but the requested service is to be off-premise, including pickup and delivery. Please clarify this requirement.	Part IV, Section IV-3.C.2(ix)(b) of RFP 6100039046 has been revised to clarify that cleansing must take place “at a location

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				approved by the Commonwealth....”
385	44	IV-3-C-vii-a	On-Premise Disk Wipe - This requirement states that the Contractor shall pack and pick up the device to be wiped, but the service requested is to be on-premise. Please clarify this requirement.	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised by deleting the phrase “, pack and pick up.
386	43	IV-3-C-vii-c	Hard Drive Removal - In our experience, agencies ask for hard drives to be removed in order to preserve the data on the drives while allowing for the disposition of the PC assets. Requiring drive wipe services in conjunction with hard drive removals will not allow this to happen, and will also add unnecessary cost to the Commonwealth if the disk wipe is specified but not performed. Will the Commonwealth consider removing the data wipe requirement from this and procuring any data cleansing services needed using the On- or Off-Premise Disk Wipe service? In this way the Hard Drive Removal service would consist only of removing the hard drives and providing them to an agency-designated employee?	If necessary, prior to the hard drive removal/whip, the agency, in cooperation with the Contractor, will verify the backup of the hard drive data has been completed.
387	43	IV-3-C-vi	Preparation for Shipment - This task does not indicate the requirement to disconnect existing PC equipment, and remove it from the desk area,	Part IV, Section IV-3.C.2(viii)(a) of RFP 6100039046 has been revised to

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			but only packaging equipment for shipment. Does the Commonwealth require de-installation services as part of this service?	add the phrase "Disconnect existing PC and peripheral equipment and remove it from the desk area."
388	44	IV-3-C-vii-d/e/f	"Hard Drive Removal - The section of hard drive removal discussing end of lease or defective hard drives seems to be a contact requirement, and not an optional service. Does the Commonwealth intend to have these services as optional, or are they required? (d) Contractors must allow the following disposition of hard drives that are defective or at the end-of-lease at the discretion of each Agency with no additional cost to the Commonwealth: (e) The Commonwealth may keep the defective or leased hard drive. (f) Contractors must cleanse the hard drive as detailed in Commonwealth ITB SEC015."	These services are required as part of the lease.
389		Q& A # 178 IV-3-C-x and xi	Can the Commonwealth confirm that when transporting any type of device, it wants the Contractor, not agency IT personnel to be responsible for data backup? In the case of many system types, including servers and storage, it may not be feasible for Contractor personnel to perform and ensure backups are correct, given the disparate agency backup systems in place.	Please refer to the revised response to Question #178 .

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390	Lots 5 and 6	Q& A # 253 and Appendix C, Cost Submittal	For OEMs that do not provide a single list price, but perform list pricing based on the service level chosen, how is a reseller to provide that information to the Commonwealth? Should the reseller provide the highest list price and then adjust the discounts accordingly?	The OEM’s certified reseller should provide the list price that most accurately represents the service level associated with the device and adjust the discounts accordingly.
391	Lot 6	Appendix C Cost Submittal	I would like clarification on the answer given to Q&A question #73 which appears to be in conflict with the pricing sheet allowing for an All Other Storage Discount. The answer seems to indicate that all other storage is to be sold at the “Non Best Value” discount rate. Can you please clarify – Is the discount rate on the Best Value and Non Best Value just for those specific proposed minimum configurations ONLY or does the discount need to apply to ALL other future storage purchases configured and solutioned at a later time?	The discounts shall apply to all future storage purchases made through the awarded contracts.
392	Lot 6	Appendix C Cost Submittal	The Answer to Question 238 is “This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 20, 2017 as part of Addendum Number 7”, however, there does not appear to be any change. What change was made to lot 6 or is to be made?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .

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393	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC controller eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
394	Lot 6	Appendix C Cost Submittal	Does not bidding on the SVC RAM eliminate a bid response for other equipment listed within lot 6?	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on January 26, 2017, as part of Addendum Number 9. Additionally, please refer to the answer to Question #382 .
395	Lot 1, Desktops and Laptops	Appendix C Cost Submittal	The Commonwealth is asking for Windows 10 with a Win7 downgrade. Intel's 7th Gen Kaby Lake Processors will not run Win 7. Please confirm your move to Win 10 with no downgrade requirement, or your willingness to buy 6th Gen Sky Lake processors to support both Win 10 and a downgrade to Win7.	The requirement for the Windows 7 downgrade has been removed. Please refer to the revised answer to Question #20 and Question #365 , and the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
396	Lot 1, High- End Desktop	Appendix C Cost Submittal	This processor is a 6Core gaming processor, not normally found in a business-class system. What application will you use that requires this processor, over a Xeon 4Core which would likely	Xeon processors will be acceptable as long as the Offeror can provide performance metrics showing the performance meets

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			perform better? Please consider allowing a 4 Core Xeon alternative.	or exceeds the requested specification.
397	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth change the manufacturer name "Transcentra" to IBML? Trans Centra is not the manufacturer.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
398	Lot 3 Peripherals Market Basket	Appendix C Cost Submittal	Will the Commonwealth remove line 53? HP part # JG926A#ABA is a Network Switch.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11.
399	4	Calendar of Events	Will the Commonwealth of PA considering extending the due date an additional 5-7 days?	No
400	2	Calendar of Events	Due to the amount of Q&A and the update from last week, SHI would like to request an deadline extension for all vendors to 2/15. This extension will help ensure we provide a complete and compliant response. We appreciate your consideration.	The due date shall remain at February 10, 2017 at 2:00pm ET.
401	Lots 1,2,4,5 and 6	Appendix C Cost Submittal	In Lots 1, 2, 4, 5, and 6, every requested configuration has many different options, but there is only space for one option. For example:	The commonwealth understands the options lines are limited at this point, and intends to finalize

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			In Lot 1, Line 184, an I7 processor upgrade would have 7 different options based on this requested configuration, but there is only space for one option. Is there a way for Offerors to include more options?	available options during contract negotiations.
402	Lot 3	Appendix C Cost Submittal	In Lot 3 there are discontinued manufacturer part numbers in the market basket. Does the Commonwealth want Offerors to replace them? If so, there is not space to communicate that we are replacing with the current manufacturer part number.	This issue is addressed in the revised Appendix C, Cost Submittal Response Template, posted on February 2, 2017, as part of Addendum Number 11. Please use the “Alternative Manufacturer Part #” and “Alternative Part Description” columns as necessary to enter current part numbers (and descriptions, if applicable)..
403	Lot 6	Appendix C Cost Submittal	Are the unit quantities, i.e. “Volume” inputted in Appendix C representative of the estimated annual purchases, or the estimated purchases over three years? This would impact some of the bidders cost assumptions.	The quantities provided are based on purchase history and are for evaluation purposes only and do not guarantee products/services to be ordered as part of the awarded contracts.
404	29 of 44	C	Can the PRIME also be Small Business and Small Diverse Business entity as a single source?	An SDB submitting as prime would make that distinction in the “Offeror Information” box on the first page of the Appendix Q – [Small Diverse Business

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				(SDB) and Small Business (SB) Participation Submittal] . No entry would be made in the “Subcontracting Information” box unless the Prime is subcontracting to a separate/different SDB or SB. Additionally, please refer to the answer to #405
405	20 or 44	C- #5	Maximum 200 points: Can the SB and SDB be the same company in calculation of the points or does it have to be 2 separate companies.	In order to qualify as an SDB, a business must first qualify as a SB. A SDB is by definition an SB. A business entity can only be counted once as part of the SDB/SB submittal. See RFP Part I -13.
406	4 of 44	Calendar of Events	What is the anticipated award date of the contract after submittal to the commonwealth of PA after Jaunary 27, 2017?	Please refer to the answer to question #290.
407	35 of 44	IV-3	(3) years of experience working with public sector clients. Additionally, Offeror must have experience serving at least one (1) large state government similar to the Commonwealth. Question: Does 9 Years Public Sector Experience in Federal Accounts (Both DOD and Civil) by SDV meet your requirements?	Please refer to the answer to question #291.

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408	35 of 44	(i)	Offerors must be able to provide a punch-out site for order placement. CLARIFY PUNCH OUT SITE: 1.DEDICATED WEB PAGE TO PA FOR ORDERS ELECTRONICALLY? WHAT TYPE OF PAYMENT (CREDIT CARD) OR OPEN PO.? More DETAILS NEEDED ON THIS REQUIREMENT.	Please refer to the answer to #292