



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

**CHANGE** Page 1 of 6  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Purchasing Agent:**  
**Name:** Shawn Danner  
**Phone:** 717-787-8085  
**Fax:**

Valid from/to: 09/01/2018 - 08/31/2024

**Please Deliver To:**  
  
 To be determined at the  
 time of the Purchase Order  
 unless specified below

**Your SAP Vendor Number With Us: 172181**

**Supplier Name/Address:**  
 HP INC  
 1501 PAGE MILL RD  
 PALO ALTO CA 94304-1126  
 USA  
 Supplier Telephone No: 800-727-2472-...  
 Supplier Fax No.: 717-525-9092

Your Quotation:                      Date:  
 Collective No.:  
 Our Quotation:

**Payment Terms:**  
**NET 15 DAYS**

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
20	Ledger Size B&W Seg 1 E72525dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
30	Black & White Faxing	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
40	3 Hole Punch	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		

SEE LAST PAGE FOR ESTIMATED  
TOTAL VALUE INFORMATION



**CHANGE** Page 2 of 6  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
50	Additional Trays or Drawers	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
60	High Capacity Tray	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
70	Badge Reader Secure Printing	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
80	Ledger Size B&W Seg 2 E72530dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
140	Ledger Size B&W Seg 3 E82540dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
200	Ledger Size B&W Seg 4 E82550dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
260	Ledger Size B&W Seg 5 E82560dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		



**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
		Invoice Date		Invoice Value		
320	Ledger Size B&W Seg 6 E82560z	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
380	Legal Size B&W Seg 1 E62555dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
400	Memory Expansion Kit	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
440	Legal Size B&W Seg 2 E62565hs	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
500	Legal Size B&W Seg 3 E82540dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
560	Legal Size B&W Seg 4 E82550dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
620	Legal Size B&W Seg 5 E82560dn	0.00	Each	0.00	1 Each	0.00



**CHANGE** Page 4 of 6  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
680	Legal Size B&W Seg 6 E82560z	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
740	Color Seg 1 E77650dns	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
780	Color Seg 2 E77660dns	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
820	Color Seg 3 E77650zs	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
860	Color Seg 2 Hole Punch	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
870	Color Seg 3 Hole Punch	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
-----						
880	Color Seg 1 - E78330dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		



**CHANGE** Page 5 of 6  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
890	Color Seg 2 E87640dn+	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
900	color Seg 3 - E87650dn+	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
910	Color Seg 1 - E78630dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
920	Color Seg 2 - E87740dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
930	Color Seg 3 - E87750dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
940	Ledger Size B&W Seg 2 - E73130dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
950	Legal Size B&W Seg 1 - E62655dn	0.00	Each	0.00	1 Each	0.00



**CHANGE** Page 6 of 6  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
960	Legal Size B&W Seg 2 - E62665hs	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
970	Ledger Size B&W Seg 3 - E73140dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
980	Ledger Size B&W Seg 4 - E82650dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						

**General Requirements for all Items:**

**Header Text**

Contract extended to 8/31/2024  
 via EP Extension 35210\_1. SD  
 No further information for this contract.

**Estimated Total Value:**  
 \$ 5,000,000.00  
 Currency: USD



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

**CHANGE** Page 1 of 2  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Purchasing Agent:**  
**Name:** Shawn Danner  
**Phone:** 717-787-8085  
**Fax:**  
 Valid from/to: 09/01/2018 - 02/28/2024

**Your SAP Vendor Number With Us: 172181**

**Supplier Name/Address:**  
 HP INC  
 1501 PAGE MILL RD  
 PALO ALTO CA 94304-1126  
 USA  
 Supplier Telephone No: 800-727-2472-...  
 Supplier Fax No.: 717-525-9092

**Please Deliver To:**  
 To be determined at the  
 time of the Purchase Order  
 unless specified below

Your Quotation:                      Date:  
 Collective No.:  
 Our Quotation:

**Payment Terms:**  
**NET 15 DAYS**

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
860	Color Seg 2 Hole Punch	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
870	Color Seg 3 Hole Punch	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
880	Color Seg 1 - E78330dn	0.00	Each	0.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED  
TOTAL VALUE INFORMATION



**CHANGE**  
**Contract No. 4600016288**  
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**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
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Invoice Plan:

Invoice Date

Invoice Value

\*\*\* New Item \*\*\*

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890	Color Seg 2 E87640dn+	0.00	Each	0.00	1 Each	0.00
-----	-----------------------	------	------	------	--------	------

Invoice Plan:

Invoice Date

Invoice Value

\*\*\* New Item \*\*\*

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900	color Seg 3 - E87650dn+	0.00	Each	0.00	1 Each	0.00
-----	-------------------------	------	------	------	--------	------

Invoice Plan:

Invoice Date

Invoice Value

\*\*\* New Item \*\*\*

**General Requirements for all Items:**

No further information for this contract.

**Estimated Total Value:**  
 \$ 5,000,000.00  
 Currency: USD





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

**ORIGINAL** Page 1 of 4  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Purchasing Agent:**  
**Name:** Amy Layman  
**Phone:** 717-346-3826  
**Fax:** 717-783-6241

Valid from/to: 09/01/2018 - 08/31/2020

**Your SAP Vendor Number With Us: 172181**

**Supplier Name/Address:**  
 HP INC  
 1501 PAGE MILL RD  
 PALO ALTO CA 94304-1126  
 USA  
 Supplier Telephone No: 800-727-2472-....  
 Supplier Fax No.: 800-825-2329

**Please Deliver To:**

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

Your Quotation:                      Date:  
 Collective No.:  
 Our Quotation:

**Payment Terms:**  
**NET 15 DAYS**

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
20	Ledger Size B&W Seg 1 E72525dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
30	Black & White Faxing	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
40	3 Hole Punch	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		

SEE LAST PAGE FOR ESTIMATED  
TOTAL VALUE INFORMATION



**ORIGINAL** Page 2 of 4  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
50	Additional Trays or Drawers	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
60	High Capacity Tray	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
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	Invoice Plan:		Invoice Date	Invoice Value		
140	Ledger Size B&W Seg 3 E82540dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
200	Ledger Size B&W Seg 4 E82550dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
260	Ledger Size B&W Seg 5 E82560dn	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		



**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
				Invoice Date	Invoice Value	
320	Ledger Size B&W Seg 6 E82560z	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
380	Legal Size B&W Seg 1 E62555dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
400	Memory Expansion Kit	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
440	Legal Size B&W Seg 2 E62565hs	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
500	Legal Size B&W Seg 3 E82540dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
560	Legal Size B&W Seg 4 E82550dn	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
				Invoice Date	Invoice Value	
620	Legal Size B&W Seg 5 E82560dn	0.00	Each	0.00	1 Each	0.00



**ORIGINAL** Page 4 of 4  
**Contract No. 4600016288**  
**Contract Original Approval Date: 08/29/2018**

**Supplier Name:**  
 HP INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date			Invoice Value
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680	Legal Size B&W Seg 6 E82560z	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value
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740	Color Seg 1 E77650dns	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value
-----						
780	Color Seg 2 E77660dns	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value
-----						
820	Color Seg 3 E77650zs	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value
-----						

**General Requirements for all Items:**

No further information for this contract.

**Estimated Total Value:**  
 \$  
 Currency: USD

**CONTRACT  
FOR  
COMMONWEALTH OF PENNSYLVANIA, DEPARTMENT OF GENERAL SERVICES  
FOR DIGITAL MULTIFUNCTIONAL DEVICES**

**THIS CONTRACT** for the provision of **Digital Multifunctional Devices** ("Contract") is entered into by and between the **Commonwealth of Pennsylvania**, acting through the Department of General Services ("DGS"), and **HP Inc** ("**Contractor**").

**WHEREAS**, DGS issued a Request For Proposals for the provision of **Digital Multifunctional Devices** for Commonwealth executive agencies, RFP No. **6100044411** ("RFP"); and

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

**WHEREAS**, DGS determined that it was in the best interest to award to all responsive and responsible offerors in accordance with 62 Pa. C.S. § 517(e)(3) and Contractor's proposal, was deemed responsive and responsible 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 **Digital Multifunctional Devices** to the Commonwealth.

**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 **Digital Multifunctional Devices** as more fully defined in the RFP, to Commonwealth executive agencies.
2. Commonwealth executive agencies shall procure their requirements for **Digital Multifunctional Devices** in accordance with the terms and conditions of this Contract.
3. Contractor agrees to provide the **Digital Multifunctional Devices** listed in its Cost Submittal, which is attached hereto as Exhibit B and made a part hereof, at the prices listed for those items in **Exhibit B**.
4. Contractor agrees to meet and maintain the commitments to small diverse businesses made in its Small Diverse Business and Small Business Submittal, which is attached hereto as **Exhibit C** 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. 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 Contract Terms and Conditions contained in the RFP, which is attached hereto as **Exhibit A** and made part of this Contract.
  - c. The Contractor's Cost Submittal, which is attached hereto as **Exhibit B** and made a part hereof.
  - d. The Contractor's Small Diverse Business Submittal, which is attached hereto as **Exhibit C** and made a part hereof.
  - e. The RFP, including all of the referenced Appendices and as revised by all Addenda issued thereto, which is attached hereto as **Exhibit D** and made a part hereof.
  - f. The Contractor's Technical Submittal, which is attached hereto as **Exhibit E** and made a part hereof.

**[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK]**

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, paragraph 003.1b Signatures- Contract (March 2007).

Witness:

CONTRACTOR:

By: Catherine Bingham  
(Assistant) Secretary

By: Nicole L. Hadley  
(Vice) President Contract Administrator

Catherine Bingham 6/26/18  
Printed Name/Date

Nicole L. Hadley 6/26/2018  
Printed Name/Date

[Redacted]  
Federal I.D. Number

**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

8-FA-19.2  
Office of General Counsel Date

8-FA-19.2  
Office of Attorney General Date

**APPROVED FOR FISCAL RESPONSIBILITY,  
BUDGETARY APPROPRIATENESS AND  
AVAILABILITY OF FUNDS:**

To be obtained electronically  
Comptroller Date

## PART V - CONTRACT TERMS and CONDITIONS

### **V.1 CONTRACT-001.1a Contract Terms and Conditions (Nov 30 2006)**

The Contract with the selected offeror (who shall become the "Contractor") shall include the following terms and conditions:

### **V.2 CONTRACT-002.1d Term of Contract – Contract (May 2012)**

The initial term of the Contract shall be 02 year(s) and 00 month(s).

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.

### **V.3 CONTRACT-002.2a Renewal of Contract Term (Nov 30 2006)**

The Contract may be renewed for a maximum of 3 additional 1 year term(s), so long as Commonwealth provides written notice to Contractor of its intention to extend the Contract by letter prior to the expiration of the term of the agreement, or any extension thereof. The Commonwealth may exercise the renewal as individual year or multiple year term(s). Any renewal will be under the same terms, covenants and conditions. No further document is required to be executed to renew the term of the contract.

### **V.4 CONTRACT-002.3 Extension of Contract Term (Nov 30 2006)**

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

### **V.5 CONTRACT-003.1b Signatures – Contract (July 2015)**

The Contract shall not be a legally binding contract until the fully-executed Contract has been sent to the Contractor. No Commonwealth employee has the authority to verbally direct the commencement of any work or delivery of any supply under this Contract prior to the Effective Date. The Contractor hereby waives any claim or cause of action for any service or work performed prior to the Effective Date.

The Contract may be signed in counterparts. The Contractor shall sign the Contract and return it to the Commonwealth. After the Contract is signed by the Contractor and returned to the Commonwealth, it will be processed for Commonwealth signatures and approvals. When the Contract has been signed and approved by the Commonwealth as required by Commonwealth contracting procedures, the Commonwealth shall create a Contract output form which shall: 1) clearly indicate "Fully executed" at the top of the form; 2) include a printed Effective Date and 3) include the printed name of the Purchasing Agent indicating that the document has been electronically signed and approved by the Commonwealth. Until the Contractor receives the Contract output form with this information on the Contract output form, there is no legally binding contract between the parties.

The fully-executed Contract may be sent to the Contractor electronically or through facsimile equipment. The



electronic transmission of the Contract shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Contract shall constitute receipt of the fully-executed Contract.

The Commonwealth and the Contractor specifically agree as follows:

- a. No handwritten signature shall be required in order for the Contract to be legally enforceable.
- b. 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 acknowledgement shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
- c. 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.

#### **V.6 CONTRACT-004.1a Definitions (Oct 2013)**

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.
- d. Developed Works or 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. Services: All Contractor activity necessary to satisfy the Contract.

#### **V.7 CONTRACT-005.1a Purchase Orders (July 2015)**

Commonwealth agencies 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.

Purchase Orders may be electronically signed by the Agency. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed.

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.

a. No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.

b. The parties agree that no writing shall be required in order to make the Purchase Order legally binding. The parties hereby agree not to contest the validity or enforceability of a Purchase Order 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 Purchase Order 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 Purchase Orders or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Purchase Order or acknowledgement were not in writing or signed by the parties. A Purchase Order or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.

c. 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.

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.

#### **V.8 CONTRACT-006.1 Independent Prime Contractor (Oct 2006)**

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.

#### **V.9 CONTRACT-007.01a Supplies Delivery (Nov 30 2006)**

All item(s) 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.

#### **V.10 CONTRACT-007.02 Estimated Quantities (Nov 30 2006)**

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. The Commonwealth reserves the right to purchase materials and services covered under the Contract through a separate competitive procurement procedure, whenever Commonwealth deems it to be in its best interest.

#### **V.11 CONTRACT-008.1a Warranty (Oct 2006)**

The Contractor warrants that all items furnished and all services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials. Unless otherwise stated in the Contract, all items are warranted for a period of one year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered item. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.

#### **V.12 CONTRACT-009.1c Patent, Copyright, and Trademark Indemnity (Oct 2013)**

The Contractor warrants that it is the sole owner or author of, or has entered into a suitable legal agreement concerning either: a) the design of any product or process provided or used in the performance of the Contract which is covered by a patent, copyright, or trademark registration or other right duly authorized by state or federal law or b) any copyrighted matter in any report, document or other material provided to the Commonwealth under the contract.

The Contractor shall defend any suit or proceeding brought against the Commonwealth on account of any alleged patent, copyright or trademark infringement in the United States of any of the products provided or used in the performance of the Contract.

This is upon condition that the Commonwealth shall provide prompt notification in writing of such suit or proceeding; full right, authorization and opportunity to conduct the defense thereof; and full information and all reasonable cooperation for the defense of same.

As principles of governmental or public law are involved, the Commonwealth may participate in or choose to conduct, in its sole discretion, the defense of any such action.

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.

The Contractor shall indemnify and hold the Commonwealth harmless from all damages, costs, and expenses, including attorney's fees that the Contractor or the Commonwealth may pay or incur by reason of any infringement or violation of the rights occurring to any holder of copyright, trademark, or patent interests and rights in any products provided or used in the performance of the Contract.

If any of the products provided by the Contractor in such suit or proceeding are held to constitute infringement and the use is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to continue use of such infringement products, replace them with non-infringement equal performance products or modify them so that they are no longer infringing.

If the Contractor is unable to do any of the preceding, the Contractor agrees to remove all the equipment or software which are obtained contemporaneously with the infringing product, or, at the option of the Commonwealth, only those items of equipment or software which are held to be infringing, and to pay the Commonwealth: 1) any amounts paid by the Commonwealth towards the purchase of the product, less straight line depreciation; 2) any license fee paid by the Commonwealth for the use of any software, less an amount for the period of usage; and 3) the pro rata portion of any maintenance fee representing the time remaining in any period of maintenance paid for. The obligations of the Contractor under this paragraph continue without time limit. No costs or expenses shall be incurred for the account of the Contractor without its written consent.

#### **V.13 CONTRACT-009.1d Ownership Rights (Oct 2006)**

The Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

#### **V.14 CONTRACT-010.1a Acceptance (Oct 2006)**

No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) 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 item(s) 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 fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) 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 item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) 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 item(s), 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.

#### **V.15 CONTRACT-010.2 Product Conformance (March 2012)**

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

1. Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
2. Supply published manufacturer product documentation.
3. Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
4. Complete a survey/questionnaire relating to the bid requirements and specifications.
5. Provide customer references.
6. Provide a product demonstration at a location near Harrisburg or the using agency location.

#### **V.16 CONTRACT-010.3 Rejected Material Not Considered Abandoned (Oct 2013)**

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.

#### **V.17 CONTRACT-011.1a Compliance With Law (Oct 2006)**

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

#### **V.18 CONTRACT-013.1 Environmental Provisions (Oct 2006)**

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. Section 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. Section 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. Section 693.1.

#### **V.19 CONTRACT-014.1 Post-Consumer Recycled Content (June 2016)**

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 by the Environmental Protection Agency in its Comprehensive Procurement Guidelines, which can be found at <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

#### **V.20 CONTRACT-014.3 Recycled Content Enforcement (Feb 2009)**

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.

#### **V.21 CONTRACT-015.1 Compensation (Oct 2006)**

The Contractor shall be required to furnish the awarded item(s) at the price(s) quoted in the Purchase Order. All item(s) shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for item(s) that are delivered and accepted by the Commonwealth.

#### **V.22 CONTRACT-015.2 Billing Requirements (February 2012)**

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:

- Vendor name and "Remit to" address, including SAP Vendor number;
- Bank routing information, if ACH;
- SAP Purchase Order number;
- Delivery Address, including name of Commonwealth agency;
- Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- Quantity provided;
- Unit price;
- Price extension;
- Total price; and
- Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this paragraph, 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.

#### **V.23 CONTRACT-016.1 Payment (Oct 2006)**

- 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 and regulations promulgated pursuant thereto. 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.

#### **V.24 CONTRACT-016.2 ACH Payments (Aug 2007)**

- a. The Commonwealth will make contract payments through the Automated Clearing House (ACH). 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).
- b. 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.
- c. 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.

#### **V.25 CONTRACT-017.1 Taxes (Dec 5 2006)**

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 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 paragraph 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.

#### **V.26 CONTRACT-018.1 Assignment of Antitrust Claims (Oct 2006)**

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 products and services which are the subject of this Contract.

#### **V.27 CONTRACT-019.1 Hold Harmless Provision (Nov 30 2006)**

- 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. Section 732-101, et seq.), 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.

#### **V.28 CONTRACT-020.1 Audit Provisions (Oct 2006)**

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 Contract shall preserve books, documents and records that relate to costs or pricing data for the Contract for a period of three (3) years from the date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

#### **V.29 CONTRACT-021.1 Default (Oct 2013)**

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:

- 1) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
- 2) Failure to perform the work with sufficient labor, equipment, or material to ensure the completion of the specified work in accordance with the Contract or Purchase Order terms;
- 3) Unsatisfactory performance of the work;
- 4) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
- 5) Improper delivery;
- 6) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
- 7) Delivery of a defective item;
- 8) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- 9) Discontinuance of work without approval;
- 10) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;
- 11) Insolvency or bankruptcy;
- 12) Assignment made for the benefit of creditors;
- 13) 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;

14) Failure to protect, to repair, or to make good any damage or injury to property;

15) Breach of any provision of the Contract;

16) Failure to comply with representations made in the Contractor's bid/proposal; or

17) 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 Subparagraph a. above, the Commonwealth may procure, upon such terms and in such manner as it determines, items 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 Subparagraph a. above, the Commonwealth, in addition to any other rights provided in this paragraph, 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 paragraph 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 paragraph 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 Contract Controversies Provision of the Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

### **V.30 CONTRACT-022.1 Force Majeure (Oct 2006)**

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 aren't 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.

### **V.31 CONTRACT-023.1a Termination Provisions (Oct 2013)**

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 for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.

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. 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 shall have the right to terminate the Contract or a Purchase Order for Contractor default under the Default Clause upon written notice to the Contractor. 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. 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 the Subparagraph a.

### **V.32 CONTRACT-024.1 Contract Controversies (Oct 2011)**

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.

### **V.33 CONTRACT-025.1 Assignability and Subcontracting (Oct 2013)**

- a. Subject to the terms and conditions of this paragraph, 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.

### **V.34 CONTRACT-026.1 Other Contractors (Oct 2006)**

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 work 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 paragraph shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this paragraph as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

### **V.35 CONTRACT-027.1 Nondiscrimination/Sexual Harassment Clause (August 2017)**

The Contractor agrees:

1. 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 discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the *Pennsylvania Human Relations Act* (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
2. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA

and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.

3. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.

4. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.

5. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII of the Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.

6. 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.

7. The Contractor's and each subcontractor'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 and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

8. 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.

### **V.36 CONTRACT-028.1 Contractor Integrity Provisions (Jan 2015)**

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 contracting and procurement process.

**1. DEFINITIONS.** For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Section:

**a. "Affiliate"** means two or more entities where (a) a parent entity owns more than fifty percent of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.

**b. "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 prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.

**c. "Contractor"** means the individual or entity, that has entered into this contract with the Commonwealth.

**d. "Contractor Related Parties"** means any affiliates of the Contractor and the Contractor's executive officers, Pennsylvania officers and directors, or owners of 5 percent or more interest in the Contractor.

**e. "Financial Interest"** means either:

(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.

**f. "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.

**g. "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.

**2. 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 or procurement 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 the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.

**c.** Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.

**d.** Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor or material under this contract, 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 the Contractor's submission of the contract signed by Contractor.

**e.** Contractor certifies to the best of its knowledge and belief that within the last five (5) years Contractor or Contractor Related Parties have not:

(1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;

(2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;

(3) had any business license or professional license suspended or revoked;

(4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and

(5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

**f.** Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.

**g.** When contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity 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 the Office of the State Inspector General in writing.

**h.** 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, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the 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. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

**i.** Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an 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 Office of the State 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 refer to or concern this contract. Contractor shall incorporate this paragraph in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third party beneficiaries shall be created thereby.

**j.** 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.

#### **V.37 CONTRACT-029.1 Contractor Responsibility Provisions (Nov 2010)**

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.

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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

**V.38 CONTRACT-030.1 Americans with Disabilities Act (Oct 2006)**

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. Section 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. Section 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 Subparagraph a. above.

### V.39 CONTRACT-031.1 Hazardous Substances (April 2017)

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 34 Pa. Code Section 301.1 - 323.6.

a. Labeling. The Contractor shall ensure 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 Subparagraphs (1) through (4):

1) Hazardous substances:

- a) The chemical name or common name,
- b) A hazard warning, and
- c) The name, address, and telephone number of the manufacturer.

2) Hazardous mixtures:

- a) The common name, but if none exists, then the trade name,
- b) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
- c) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
- d) A hazard warning, and
- e) The name, address, and telephone number of the manufacturer.

3) Single chemicals:

- a) The chemical name or the common name,
- b) A hazard warning, if appropriate, and
- c) The name, address, and telephone number of the manufacturer.

4) Chemical Mixtures:

- a) The common name, but if none exists, then the trade name,
- b) A hazard warning, if appropriate,
- c) The name, address, and telephone number of the manufacturer, and

d) 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.

#### **V.40 CONTRACT-032.1 Covenant Against Contingent Fees (Oct 2006)**

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.

#### **V.41 CONTRACT-033.1 Applicable Law (Oct 2006)**

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.

#### **V.42 CONTRACT-034.1a Integration – RFP (Dec 12 2006)**

This Contract, including the Request for Proposals, Contractor's Proposal, Contractor's Best and Final Offer, if any, 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.

#### **V.43 CONTRACT-034.2a Order of Precedence - RFP (Dec 12 2006)**

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 RFP, the Best and Final Offer, if any; the Contractor's Proposal in Response to the RFP.



#### **V.44 CONTRACT-034.3 Controlling Terms and Conditions (Aug 2011)**

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.

#### **V.45 CONTRACT-035.1a Changes (Oct 2006)**

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 Contract Controversies Provision.

#### **V.46 CONTRACT-037.1a Confidentiality (Oct 2013)**

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 SOW). 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 termination or cancellation of this Contract or any license granted hereunder, 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 of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to the DEFAULT provision of this Contract, 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:

- (1) already known to the recipient at the time of disclosure other than through the contractual relationship;
- (2) independently generated by the recipient and not derived by the information supplied by the disclosing party.

- (3) 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;
- (4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (5) required to be disclosed 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:

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

**V.47 CONTRACT-041.1 Contract Requirements-Small Diverse Business and Small Business Participation (July 2016)**

The provisions contained in the RFP concerning Contract Requirements - Small Diverse Business and Small Business Participation are incorporated by reference herein.

**V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013)**

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any items covered by the Contract, these Leasing Terms And Conditions 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 these Leasing Terms and Conditions. Any items covered by a Lease shall be called "Leased Property" in these Leasing Terms and Conditions. To the extent that there is a conflict between the other terms and conditions of the Contract and these Leasing Terms and Conditions, these Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

**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 can be found on the Forms page of the Department of General Services' webpage ([www.dgs.state.pa.us](http://www.dgs.state.pa.us)).

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the Specifications for this 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**

1. 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 Subsection J of this Section 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 Subsection B of this Subsection, 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 Subsection J. of this Section, 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. Since DGS has, as a matter of policy, 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 Subsection E. of this Section, 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 Exemption 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.

#### **V.49 CONTRACT-046.1 Manufacturer's Price Reduction (Oct 2006)**

If, prior to the delivery of the awarded item(s) 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.

#### **V.50 CONTRACT-051.1 Notice (Dec 2006)**

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.

#### **V.51 CONTRACT-052.1 Right to Know Law (Feb 2010)**

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:

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 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
2. Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

d. 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.

e. 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.

f. 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.

g. 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.

h. 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.

i. 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.

## INSTRUCTIONS

1.) All sheets must be filled out completely. Fill out all yellow highlighted cells on each worksheet.

2.) Formulas are imbedded in the Worksheets. Offeror's must verify that all calculations, subtotal costs and grand total costs are accurate.

3.) MFD Devices: Enter cost into the yellow highlighted cells for the three (3) device categories. A device must be entered for each category segment.

4.) Summary: All information is linked and will calculate automatically.

5.) Device Relocation: Enter the cost in the yellow highlighted cells to indicate the cost to relocate a device. Devices relocated 25 miles or less will be at no cost once per lease period.

6.) Please contact the Issuing Officer with any questions or concerns.

7.) Payment for services under this contract are fixed cost per unit. The volumes listed are for evaluation purposes only and will not be binding on the Commonwealth.

OFFEROR NAME		CONTACT PERSON	
HP Inc.		Chris Lesko	
OFFEROR ADDRESS		EMAIL ADDRESS	
1501 Page Mill Road		<a href="mailto:chris.lesko@hp.com">chris.lesko@hp.com</a>	
Palo Alto, CA 94304-1126		PHONE NUMBER	FAX NUMBER
		(610) 927-2555	N/A
		VENDOR NUMBER	FEDERAL ID OR SSN
		172181	

Vendor Name	HP Inc.
Vendor ID Number	172181
Vendor TIN	

Legal Size B&W							
Manufacturer	HP Inc.	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number		E62555dn (J8J66A)	E62565hs (J8J73A)	E82540dn (Z8Z18A)	E82550dn (Z8Z20A)	E82560dn (Z8Z22A)	E82560z (Z8Z23A)
Monthly Lease Cost		\$ 193.10	\$ 296.55	\$ 417.41	\$ 633.28	\$ 864.54	\$ 1,038.20
<b>Monthly Lease Cost with Optional Items</b>							
Additional Optional Items	Black and White Faxing	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ 4.37	\$ 4.37	\$ 4.37	\$ 4.37
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ 10.85	\$ 10.85	\$ 8.18	\$ 8.18	\$ 8.18	\$ 8.18
	High Capacity Tray or Drawer	\$ 17.61	\$ 17.61	\$ 8.43	\$ 8.43	\$ 8.43	\$ 8.43
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ 1.58	\$ 1.58	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rtf format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Badge Reader Secure Printing	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	
<b>Estimated Quantity</b>		190	17	31	54	112	25
<b>Estimated Total Monthly Cost</b>		\$36,689.00	\$ 5,041.35	\$12,939.71	\$34,197.12	\$96,828.48	\$25,955.00

Ledger Sized B&W							
Manufacturer	HP Inc.	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number		E72525dn (Z8Z06A)	E72530dn (Z8Z08A)	E82540dn (Z8Z18A)	E82550dn (Z8Z20A)	E82560dn (Z8Z22A)	E82560z (Z8Z23A)
Monthly Lease Cost		\$ 250.92	\$ 301.81	\$ 417.41	\$ 633.28	\$ 864.54	\$ 1,038.20
<b>Monthly Lease Cost with Optional Items</b>							

<b>Additional Optional Items</b>	Black and White Faxing	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01	\$ 1.01
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ 4.37	\$ 4.37	\$ 4.37	\$ 4.37	\$ 4.37	\$ 4.37
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ 5.85	\$ 5.85	\$ 8.18	\$ 8.18	\$ 8.18	\$ 8.18
	High Capacity Tray or Drawer	\$ 7.77	\$ 7.77	\$ 8.43	\$ 8.43	\$ 8.43	\$ 8.43
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rtf format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	\$ 3.06	
<b>Estimated Quantity</b>		<b>256</b>	<b>542</b>	<b>1322</b>	<b>492</b>	<b>289</b>	<b>344</b>
<b>Estimated Total Monthly Cost</b>		<b>\$64,235.52</b>	<b>#####</b>	<b>#####</b>	<b>#####</b>	<b>#####</b>	<b>#####</b>

<b>Color</b>				
<b>Manufacturer</b>	HP Inc.	<b>Segment 1</b>	<b>Segment 2</b>	<b>Segment 3</b>
<b>Manufacturer Model Number</b>		E77650dns (Z5G79A)	E77660dns (2LF96A)	E77650zs (J7Z14A)
<b>Monthly Lease Cost</b>		<b>\$ 332.93</b>	<b>\$ 418.68</b>	<b>\$ 367.38</b>
<b>Monthly Lease Cost with Optional Items</b>				
<b>Additional Optional Items</b>	Black and White Faxing	\$ 1.01	\$ 1.01	\$ 1.01
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -
	Standard 11 x 17 inch Media	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ 11.58	\$ 17.46	\$ 11.58
	Exit Tray	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -
Mac Client OS	\$ -	\$ -	\$ -	

	Linux Client OS	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -
	Digital output in .rtf format	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -
	Badge Reader Secure Printing	\$ 3.06	\$ 3.06	\$ 3.06
	<b>Estimated Quantity</b>	<b>69</b>	<b>85</b>	<b>158</b>
	<b>Estimated Total Monthly Cost</b>	<b>\$22,972.17</b>	<b>\$35,587.80</b>	<b>\$58,046.04</b>

<b>Vendor Name</b>	HP Inc.
<b>vendor ID Number</b>	172181
<b>Vendor TIN</b>	

<b>Relocation Services</b>	
<b>Distance</b>	<b>Cost</b>
0 to 25 Miles	<b>\$400.00</b>
>25 to 50 Miles	<b>\$500.00</b>
>50 to 100 Miles	<b>\$600.00</b>
>100 Miles	<b>\$725.00</b>

Vendor Name	HP Inc.
vendor ID Number	172181
Vendor TIN	

## Cost Summary

Total Cost Base Years	
Total Annual Cost MFD Devices (All Segments) Base Year 1 & 2	\$ 48,634,940.40



## SMALL DIVERSE BUSINESS AND SMALL BUSINESS PARTICIPATION SUBMITTAL

**A. General Information.** The Issuing Office encourages participation by Small Diverse Businesses (SDB) and Small Businesses (SB) as prime contractors and encourages all prime contractors to make significant commitments to use SDBs and SBs as subcontractors and suppliers.

A SB must meet each of the following requirements:

- △ The business must be 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:
  - o Procurement Goods and Services: \$20 million
  - o Construction: \$20 million
  - o Building Design Services: \$7 million
  - o Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a SB must complete the Department of General Services (DGS)/Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO) self-certification process. Additional information on this process can be found here:

[Small Business Self-Certification.](#)

A SDB 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 SDB must complete the DGS verification process. Additional information on this process can be found here:

[Small Diverse Business Verification.](#)

An Offeror that qualifies as a SDB or SB 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 SDB or SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed here:

[Find Small and Small Diverse Businesses.](#)

**B. SDB and SB Participation Evaluation.** BDISBO has established the minimum evaluation weight for the SDB and SB Participation criterion for this RFP as 20% of the total points.

- 1) The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB and SB participation. If the proposer is a SDB, 100% of the contract cost is allocated to SDB participation. If the proposer is a SB, 100% of the contract cost is allocated to SB participation.
- 2) A total combined SDB/SB commitment less than one percent (1%) of the total contract cost is considered de minimis and will receive no SDB or SB points.
- 3) Based on a maximum total of 200 available points for the SDB/SB Participation Submittal, the scoring mechanism is as follows:

$$\text{SDB and SB Raw Score} = 200 (\text{SDB}\% + (1/3 * \text{SB}\%))$$

- 4) The SDB and SB Raw Score is capped at 200.

The Offeror with the highest raw score will receive 200 points. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth here:

[RFP Scoring Formula.](#)

- 5) The Offeror's prior performance in meeting its contractual obligations, SDBs and SBs 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 the limited purpose of eligibility to receive SDB and SB points.

Questions regarding the SDB and SB 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](mailto:RA-BDISBOVerification@pa.gov)  
[Website: www.dgs.pa.gov](http://www.dgs.pa.gov)

**C. SDB/SB Participation Submittal.** All Offerors are required to submit the attached SDB/SB Participation Submittal Form in its entirety and related Letter(s) of Intent. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time. BDISBO reserves the right to adjust overall SDB or SB commitments to correctly align with the SDB or SB status of a prime contractor or subcontractor as of the solicitation due date and time, and also to reflect the correct sum of individual subcontracting commitments listed within the Letters of Intent.**

If there are multiple Letters of Intent, please combine them into one document and upload them with your response. The Letter(s) of Intent must be signed by both the Offeror and the SDB or SB for each of the identified SDB or SB subcontractors. Please use the attached Letter of Intent template and include all highlighted information.

Each SDB or SB commitment credited by BDISBO along with the overall percentage of SDB and SB commitments will become contractual obligations of the selected Offeror.

**Offerors will not receive credit for any commitments for which information as above is not included in the SDB/SB Participation Submittal. Offerors will not receive credit for stating that they will find a SDB or SB after the contract is awarded.**

**Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of SDB and/or SB Status or entitle an Offeror to receive credit for SDB or SB participation.**

#### **D. Contract Requirements.**

All contracts containing SDB and SB Participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

1. Each SDB and SB commitment which was credited by BDISBO and the total percentage of such SDB and SB 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.
2. All SDB and SB subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
3. The individual percentage commitments made to SDBs and SBs cannot be altered without written approval from BDISBO.
4. SDB and SB commitments must be maintained in the event the contract is assigned to another prime contractor.
5. The selected Offeror and each SDB and SB for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the SDB and/or SB 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 as an attachment – **Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
  - a) The specific work, supplies or services the SDB and/or SB 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.

- b) The fixed percentage commitment and associated estimated dollar value that each SDB and/or SB will receive based on the final negotiated cost for the initial term of the prime contract.
  - c) Payment terms indicating that the SDB and/or SB will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
  - d) 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 SDB and/or SB relative to the nature and level of the SDB's and/or SB's participation in the project.
6. If the selected Offeror and a SDB or SB 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.
7. 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 SDB and SB 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.
8. 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 SDB and/or SB commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
9. If the Selected Offeror fails to satisfy its SDB and/or SB 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 SDB and/or SB status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

<b>Project Description:</b>	<i>Digital Multifunction Devices - LOT 1</i>
<b>RFP #:</b>	<i>610004411</i>
<b>Proposal Due Date:</b>	<i>5/3/2018</i>
<b>Commonwealth Agency Name:</b>	<i>Commonwealth of PA, Office of Administration</i>

**OFFEROR (Prime Contractor) INFORMATION**

<b>Offeror Company's Name:</b>	<i>HP Inc.</i>		
<b>Offeror Contact Name:</b>	<i>Nicole Hadley</i>	<b>Email:</b>	<i>Nicole.hadley@hp.com</i>
<b>Title:</b>	<i>Contract Administrator</i>	<b>Phone:</b>	<i>281-927-7974</i>

Is your firm a DGS-Verified Small Diverse Business?      **NO** ▼ **Verif Exp:**

Is your firm a DGS-Self-Certified Small Business?      **NO** ▼ **Cert Exp:**

To confirm your company's SDB/SB status and expiration, please click or use the following link:  
<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SUBCONTRACTING INFORMATION**

**Percentage Commitment for SDB and SB Subcontracting Participation**

**Commitment percentages will automatically calculate in the SDB/SB fields below after you have completed the SDB and SB Subcontractor Listing on the "Listing" tab.**

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

**Small Diverse Business Subcontracting percentage commitment:**

**4.000%**

**Small Business Subcontracting percentage commitment:**

**0.000%**

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

**Listing SDB and SB Subcontractors**

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above, along with the requested information about each SDB and SB Subcontractor. Include as many pages as necessary. Offerors must also include a Letter of Intent (LOI) for each SDB/SB listed. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date.** The directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed at the following link:

<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SDB/SB name, percent commitment to SDB/SB, and estimated \$ value of commitment will automatically populate in the LOI tabs.**

**Offeror Company's Name:** HP Inc.

SDB/SB Subcontractor Name	SDB or SB	Primary Contact Name	Description of Services or Supplies to be Provided	% of Total Contract Cost Committed	Estimated \$ Value of Commitment for Initial Contract Term	Will SDB/SB be used for Options/Renewals? (YES/NO)
Adept Consulting Services, Inc.	SDB <input type="checkbox"/>	Kirit De Mehta	Adept will be Partner Direct Agent on hardware. Adept will perform installations, training and relocations.	4.000%	\$1,945,398.00	YES <input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>

**Total SDB % Commitment:** 4.000%

**Total SB % Commitment:** 0.000%

5/3/2018

Adept Consulting Services  
Kirit D Mehta

**Offeror:** HP Inc.  
**RFP:** 610004411

410 West Main St  
Lansdale, PA 19446  
Kmehta@ADEPT USA.com  
215-855-3610

Dear: Adept Consulting Services

This letter serves as confirmation of the intent of this offeror to utilize **Adept Consulting Services, Inc.** on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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:

*Adept Consulting will be the HP Partner Direct Agent on all of the MFD devices deployed to the Commonwealth of PA for the entire duration of the project.*

Identify the specific work, goods or services the SDB/SB will perform below:

*Adept Consulting will be the HP Partner Direct Agent and be responsible for managing roadmap sessions, installations, training and moves where applicable.*

These services represent **4.000%** 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 above-referenced SDB/SB will receive an estimated **\$1,945,398** during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

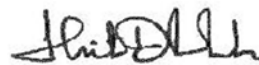
We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,



X



Nicole Hadley  
Contract Administrator  
HP Inc.

Adept Consulting Services  
Kirit D Mehta

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]



MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

## SMALL DIVERSE BUSINESS AND SMALL BUSINESS PARTICIPATION SUBMITTAL

**A. General Information.** The Issuing Office encourages participation by Small Diverse Businesses (SDB) and Small Businesses (SB) as prime contractors and encourages all prime contractors to make significant commitments to use SDBs and SBs as subcontractors and suppliers.

A SB must meet each of the following requirements:

- △ The business must be 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:
  - o Procurement Goods and Services: \$20 million
  - o Construction: \$20 million
  - o Building Design Services: \$7 million
  - o Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a SB must complete the Department of General Services (DGS)/Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO) self-certification process. Additional information on this process can be found here:

[Small Business Self-Certification.](#)

A SDB 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 SDB must complete the DGS verification process. Additional information on this process can be found here:

[Small Diverse Business Verification.](#)

An Offeror that qualifies as a SDB or SB 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 SDB or SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed here:

[Find Small and Small Diverse Businesses.](#)

**B. SDB and SB Participation Evaluation.** BDISBO has established the minimum evaluation weight for the SDB and SB Participation criterion for this RFP as 20% of the total points.

- 1) The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB and SB participation. If the proposer is a SDB, 100% of the contract cost is allocated to SDB participation. If the proposer is a SB, 100% of the contract cost is allocated to SB participation.
- 2) A total combined SDB/SB commitment less than one percent (1%) of the total contract cost is considered de minimis and will receive no SDB or SB points.
- 3) Based on a maximum total of 200 available points for the SDB/SB Participation Submittal, the scoring mechanism is as follows:

$$\text{SDB and SB Raw Score} = 200 (\text{SDB}\% + (1/3 * \text{SB}\%))$$

- 4) The SDB and SB Raw Score is capped at 200.

The Offeror with the highest raw score will receive 200 points. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth here:

[RFP Scoring Formula.](#)

- 5) The Offeror's prior performance in meeting its contractual obligations, SDBs and SBs 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 the limited purpose of eligibility to receive SDB and SB points.

Questions regarding the SDB and SB 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](mailto:RA-BDISBOVerification@pa.gov)  
[Website: www.dgs.pa.gov](http://www.dgs.pa.gov)

**C. SDB/SB Participation Submittal.** All Offerors are required to submit the attached SDB/SB Participation Submittal Form in its entirety and related Letter(s) of Intent. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time. BDISBO reserves the right to adjust overall SDB or SB commitments to correctly align with the SDB or SB status of a prime contractor or subcontractor as of the solicitation due date and time, and also to reflect the correct sum of individual subcontracting commitments listed within the Letters of Intent.**



If there are multiple Letters of Intent, please combine them into one document and upload them with your response. The Letter(s) of Intent must be signed by both the Offeror and the SDB or SB for each of the identified SDB or SB subcontractors. Please use the attached Letter of Intent template and include all highlighted information.

Each SDB or SB commitment credited by BDISBO along with the overall percentage of SDB and SB commitments will become contractual obligations of the selected Offeror.

**Offerors will not receive credit for any commitments for which information as above is not included in the SDB/SB Participation Submittal. Offerors will not receive credit for stating that they will find a SDB or SB after the contract is awarded.**

**Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of SDB and/or SB Status or entitle an Offeror to receive credit for SDB or SB participation.**

#### **D. Contract Requirements.**

All contracts containing SDB and SB Participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

1. Each SDB and SB commitment which was credited by BDISBO and the total percentage of such SDB and SB 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.
2. All SDB and SB subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
3. The individual percentage commitments made to SDBs and SBs cannot be altered without written approval from BDISBO.
4. SDB and SB commitments must be maintained in the event the contract is assigned to another prime contractor.
5. The selected Offeror and each SDB and SB for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the SDB and/or SB 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 as an attachment – **Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
  - a) The specific work, supplies or services the SDB and/or SB 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.

- b) The fixed percentage commitment and associated estimated dollar value that each SDB and/or SB will receive based on the final negotiated cost for the initial term of the prime contract.
  - c) Payment terms indicating that the SDB and/or SB will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
  - d) 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 SDB and/or SB relative to the nature and level of the SDB's and/or SB's participation in the project.
6. If the selected Offeror and a SDB or SB 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.
7. 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 SDB and SB 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.
8. 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 SDB and/or SB commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
9. If the Selected Offeror fails to satisfy its SDB and/or SB 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 SDB and/or SB status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

<b>Project Description:</b>	<i>Digital Multifunction Devices - LOT 2</i>
<b>RFP #:</b>	<i>610004411</i>
<b>Proposal Due Date:</b>	<i>5/3/2018</i>
<b>Commonwealth Agency Name:</b>	<i>Commonwealth of PA, Office of Administration</i>

**OFFEROR (Prime Contractor) INFORMATION**

<b>Offeror Company's Name:</b>	<i>HP Inc.</i>		
<b>Offeror Contact Name:</b>	<i>Nicole Hadley</i>	<b>Email:</b>	<i>Nicole.hadley@hp.com</i>
<b>Title:</b>	<i>Contract Administrator</i>	<b>Phone:</b>	<i>281-927-7974</i>

Is your firm a DGS-Verified Small Diverse Business?

Is your firm a DGS-Self-Certified Small Business?

To confirm your company's SDB/SB status and expiration, please click or use the following link:  
<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SUBCONTRACTING INFORMATION**

**Percentage Commitment for SDB and SB Subcontracting Participation**

**Commitment percentages will automatically calculate in the SDB/SB fields below after you have completed the SDB and SB Subcontractor Listing on the "Listing" tab.**

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

**Small Diverse Business Subcontracting percentage commitment:**

**4.000%**

**Small Business Subcontracting percentage commitment:**

**0.000%**

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

**Listing SDB and SB Subcontractors**

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above, along with the requested information about each SDB and SB Subcontractor. Include as many pages as necessary. Offerors must also include a Letter of Intent (LOI) for each SDB/SB listed. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date.** The directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed at the following link:

<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SDB/SB name, percent commitment to SDB/SB, and estimated \$ value of commitment will automatically populate in the LOI tabs.**

**Offeror Company's Name:** HP Inc.

SDB/SB Subcontractor Name	SDB or SB	Primary Contact Name	Description of Services or Supplies to be Provided	% of Total Contract Cost Committed	Estimated \$ Value of Commitment for Initial Contract Term	Will SDB/SB be used for Options/Renewals? (YES/NO)
Adept Consulting Services, Inc.	SDB <input type="checkbox"/>	Kirit De Mehta	Adept will be Partner Direct Agent on hardware. Adept will perform installations, training and relocations.	4.000%	\$1,945,398.00	YES <input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>

**Total SDB % Commitment:** 4.000%

**Total SB % Commitment:** 0.000%

5/3/2018

Adept Consulting Services  
Kirit D Mehta

**Offeror:** HP Inc.  
**RFP:** 610004411

410 West Main St  
Lansdale, PA 19446  
Kmehta@ADEPT USA.com  
215-855-3610

Dear: Adept Consulting Services

This letter serves as confirmation of the intent of this offeror to utilize **Adept Consulting Services, Inc.** on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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:

*Adept Consulting will be the HP Partner Direct Agent on all of the MFD devices deployed to the Commonwealth of PA for the entire duration of the project.*

Identify the specific work, goods or services the SDB/SB will perform below:

*Adept Consulting will be the HP Partner Direct Agent and be responsible for managing roadmap sessions, installations, training and moves where applicable.*

These services represent **4.000%** 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 above-referenced SDB/SB will receive an estimated **\$1,945,398** during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

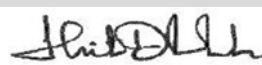
We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,



Nicole Hadley  
Contract Administrator  
HP Inc.

Acknowledged,

X 

Adept Consulting Services  
Kirit D Mehta

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted]  
on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]



MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

## SMALL DIVERSE BUSINESS AND SMALL BUSINESS PARTICIPATION SUBMITTAL

**A. General Information.** The Issuing Office encourages participation by Small Diverse Businesses (SDB) and Small Businesses (SB) as prime contractors and encourages all prime contractors to make significant commitments to use SDBs and SBs as subcontractors and suppliers.

A SB must meet each of the following requirements:

- △ The business must be 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 SB must complete the Department of General Services (DGS)/Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO) self-certification process. Additional information on this process can be found here:

[Small Business Self-Certification.](#)

A SDB 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 SDB must complete the DGS verification process. Additional information on this process can be found here:

[Small Diverse Business Verification.](#)

An Offeror that qualifies as a SDB or SB 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 SDB or SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed here:

[Find Small and Small Diverse Businesses.](#)

**B. SDB and SB Participation Evaluation.** BDISBO has established the minimum evaluation weight for the SDB and SB Participation criterion for this RFP as 20% of the total points.

- 1) The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB and SB participation. If the proposer is a SDB, 100% of the contract cost is allocated to SDB participation. If the proposer is a SB, 100% of the contract cost is allocated to SB participation.
- 2) A total combined SDB/SB commitment less than one percent (1%) of the total contract cost is considered de minimis and will receive no SDB or SB points.
- 3) Based on a maximum total of 200 available points for the SDB/SB Participation Submittal, the scoring mechanism is as follows:

$$\text{SDB and SB Raw Score} = 200 (\text{SDB}\% + (1/3 * \text{SB}\%))$$

- 4) The SDB and SB Raw Score is capped at 200.

The Offeror with the highest raw score will receive 200 points. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth here:

[RFP Scoring Formula.](#)

- 5) The Offeror's prior performance in meeting its contractual obligations, SDBs and SBs 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 the limited purpose of eligibility to receive SDB and SB points.

Questions regarding the SDB and SB 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](mailto:RA-BDISBOVerification@pa.gov)  
[Website: www.dgs.pa.gov](http://www.dgs.pa.gov)

**C. SDB/SB Participation Submittal.** All Offerors are required to submit the attached SDB/SB Participation Submittal Form in its entirety and related Letter(s) of Intent. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time. BDISBO reserves the right to adjust overall SDB or SB commitments to correctly align with the SDB or SB status of a prime contractor or subcontractor as of the solicitation due date and time, and also to reflect the correct sum of individual subcontracting commitments listed within the Letters of Intent.**

If there are multiple Letters of Intent, please combine them into one document and upload them with your response. The Letter(s) of Intent must be signed by both the Offeror and the SDB or SB for each of the identified SDB or SB subcontractors. Please use the attached Letter of Intent template and include all highlighted information.

Each SDB or SB commitment credited by BDISBO along with the overall percentage of SDB and SB commitments will become contractual obligations of the selected Offeror.

**Offerors will not receive credit for any commitments for which information as above is not included in the SDB/SB Participation Submittal. Offerors will not receive credit for stating that they will find a SDB or SB after the contract is awarded.**

**Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of SDB and/or SB Status or entitle an Offeror to receive credit for SDB or SB participation.**

#### **D. Contract Requirements.**

All contracts containing SDB and SB Participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

1. Each SDB and SB commitment which was credited by BDISBO and the total percentage of such SDB and SB 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.
2. All SDB and SB subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
3. The individual percentage commitments made to SDBs and SBs cannot be altered without written approval from BDISBO.
4. SDB and SB commitments must be maintained in the event the contract is assigned to another prime contractor.
5. The selected Offeror and each SDB and SB for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the SDB and/or SB 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 as an attachment – **Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
  - a) The specific work, supplies or services the SDB and/or SB 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.

- b) The fixed percentage commitment and associated estimated dollar value that each SDB and/or SB will receive based on the final negotiated cost for the initial term of the prime contract.
  - c) Payment terms indicating that the SDB and/or SB will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
  - d) 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 SDB and/or SB relative to the nature and level of the SDB's and/or SB's participation in the project.
6. If the selected Offeror and a SDB or SB 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.
7. 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 SDB and SB 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.
8. 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 SDB and/or SB commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
9. If the Selected Offeror fails to satisfy its SDB and/or SB 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 SDB and/or SB status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.



**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

<b>Project Description:</b>	<i>Digital Multifunction Devices - LOT 3</i>
<b>RFP #:</b>	<i>610004411</i>
<b>Proposal Due Date:</b>	<i>5/3/2018</i>
<b>Commonwealth Agency Name:</b>	<i>Commonwealth of PA, Office of Administration</i>

**OFFEROR (Prime Contractor) INFORMATION**

<b>Offeror Company's Name:</b>	<i>HP Inc.</i>		
<b>Offeror Contact Name:</b>	<i>Nicole Hadley</i>	<b>Email:</b>	<i>Nicole.hadley@hp.com</i>
<b>Title:</b>	<i>Contract Administrator</i>	<b>Phone:</b>	<i>281-927-7974</i>

Is your firm a DGS-Verified Small Diverse Business?      **NO** ▼ **Verif Exp:**

Is your firm a DGS-Self-Certified Small Business?      **NO** ▼ **Cert Exp:**

To confirm your company's SDB/SB status and expiration, please click or use the following link:  
<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SUBCONTRACTING INFORMATION**

**Percentage Commitment for SDB and SB Subcontracting Participation**

**Commitment percentages will automatically calculate in the SDB/SB fields below after you have completed the SDB and SB Subcontractor Listing on the "Listing" tab.**

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

**Small Diverse Business Subcontracting percentage commitment:**

**4.000%**

**Small Business Subcontracting percentage commitment:**

**0.000%**

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)  
PARTICIPATION SUBMITTAL**

**Listing SDB and SB Subcontractors**

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above, along with the requested information about each SDB and SB Subcontractor. Include as many pages as necessary. Offerors must also include a Letter of Intent (LOI) for each SDB/SB listed. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date.** The directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed at the following link:

<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

**SDB/SB name, percent commitment to SDB/SB, and estimated \$ value of commitment will automatically populate in the LOI tabs.**

**Offeror Company's Name:** HP Inc.

SDB/SB Subcontractor Name	SDB or SB	Primary Contact Name	Description of Services or Supplies to be Provided	% of Total Contract Cost Committed	Estimated \$ Value of Commitment for Initial Contract Term	Will SDB/SB be used for Options/Renewals? (YES/NO)
Adept Consulting Services, Inc.	SDB <input type="checkbox"/>	Kirit De Mehta	Adept will be Partner Direct Agent on hardware. Adept will perform installations, training and relocations.	4.000%	\$1,945,398.00	YES <input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>

**Total SDB % Commitment:** 4.000%

**Total SB % Commitment:** 0.000%

5/3/2018

Adept Consulting Services  
Kirit D Mehta

**Offeror:** HP Inc.  
**RFP:** 610004411

410 West Main St  
Lansdale, PA 19446  
Kmehta@ADEPT USA.com  
215-855-3610

Dear: Adept Consulting Services

This letter serves as confirmation of the intent of this offeror to utilize **Adept Consulting Services, Inc.** on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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:

*Adept Consulting will be the HP Partner Direct Agent on all of the MFD devices deployed to the Commonwealth of PA for the entire duration of the project.*

Identify the specific work, goods or services the SDB/SB will perform below:

*Adept Consulting will be the HP Partner Direct Agent and be responsible for managing roadmap sessions, installations, training and moves where applicable.*

These services represent **4.000%** 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 above-referenced SDB/SB will receive an estimated **\$1,945,398** during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

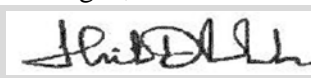
We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,



Nicole Hadley  
Contract Administrator  
HP Inc.

Acknowledged,

X 

Adept Consulting Services  
Kirit D Mehta

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 any extensions, options and renewals when the work, goods or services will be provided or performed]*

Identify the specific work, goods or services the SDB/SB will perform below:

*[Identify the specific work, goods or services the SDB/SB will perform]*

These services represent [redacted] 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 above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced 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 the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of PA, Office of Administration** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

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Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

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Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted]  
on the above-referenced RFP issued by **Commonwealth of PA, Office of Administration**

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Sincerely,

**X**  
Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**  
[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

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Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]



MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

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Sincerely,

**X**

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

**X**

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]  
[Address]  
[City, State, Zip]  
[Email]  
[Phone #]

**Offeror:** HP Inc.  
**RFP:** 610004411

Dear: [SDB/SB Contact Name]

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Sincerely,

X

Nicole Hadley  
Contract Administrator  
HP Inc.  
281-927-7974

Acknowledged,

X

[SDB/SB Contact Name]  
[Title]  
[SDB/SB Company Name]

## Event Summary - Digital Multifunctional Devices

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<b>Type</b>	Request for Proposal	<b>Number</b>	6100044411
<b>Stage Title</b>	-	<b>Organization</b>	CommonwealthPA
<b>Currency</b>	US Dollar	<b>Event Status</b>	Under Evaluation
<b>Work Group</b>	IT	<b>Exported on</b>	5/18/2018
<b>Exported by</b>	Amy McFadden	<b>Estimated Value</b>	-
<b>Payment Terms</b>	-		

## Bid and Evaluation

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<b>Respond by Proxy</b>	Disallow	<b>Use Panel Questionnaire</b>	Yes
<b>Sealed Bid</b>	Yes	<b>Auto Score</b>	No
		<b>Cost Analysis</b>	No
<b>Alternate Items</b>	No	<b>Confidential Pricing</b>	No

## Visibility and Communication

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**Visible to Public** Yes

**Enter a short description for this public event**

*To procure Digital MFD's and other related services.*


## Commodity Codes

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<b>Commodity Code</b>	<b>Description</b>
43210000	Computer Equipment and Accessories

## Event Dates

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<b>Time Zone</b>	EDT
<b>Released</b>	-
<b>Open</b>	4/5/2018 1:00 PM
<b>Close</b>	5/3/2018 11:00 AM
<b>Sealed Until</b>	5/3/2018 11:00 AM
	 Show Sealed Bid Open Date to Supplier
<b>Q&amp;A Close</b>	4/16/2018 3:00 PM

## Description

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1. **Purpose.** This request for proposals (RFP) provides information to enable potential Offerors to prepare and submit proposals for the Commonwealth of Pennsylvania's consideration.

2. **Issuing Office.** The Department of General Services (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be the Contact listed above, who is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. 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 may be disqualified.

3. **Project Description.** The purpose of this RFP is to procure Digital Multifunctional Devices and other related services. This will be a multiple award contract and will cover the requirements of the Commonwealth and COSTARS.

4. **Type of Contract.** If the Issuing Office enters into a contract as a result of this RFP, it will be a Firm Fixed Price contract and will contain the **Contract Terms and Conditions** attached to this RFP in the **Buyer Attachments** section.

5. **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.

6. **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.

7. **Questions & Answers.** Questions must be submitted using the Q&A Board within this event. Questions must be submitted as individual questions. Questions must be submitted by the posted deadline. All questions and responses are considered an addendum to and part of this RFP. 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 by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or the solicitation.

8. **Addenda to the RFP.** Any revisions to this RFP will be made electronically within this site.

9. **Response Date.** To be considered for selection, electronic proposals must be submitted on or before the time and date specified. The Issuing Office will reject any late proposals.

10. **Proposal Submission:** To be considered, Offerors must submit a complete response to this RFP by the due date and time, from an official authorized to bind the Offeror to its provisions. Clicking the submit button within this site constitutes an electronic signature. A proposal being timely submitted and electronically signed by the Offeror are the two (2) mandatory responsiveness requirements and are 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. The proposal must remain valid for **120 days** or until a contract is fully executed, whichever is later. 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.

11. **Proposal Format:** To be considered, the proposal must respond to all proposal requirements. Each proposal consists of three submittal components: Technical, Cost, and Small Diverse Business and Small Business Participation. Offerors should provide any other information thought to be relevant, but not

applicable to the enumerated categories, as attachments. 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.

**12. Alternate Proposals.** The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

**13. 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 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.

**14. 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. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.

**15. Proposal Contents.**

**A. Confidential Information.** The Commonwealth is not requesting confidential proprietary information or trade secrets to be included as part of Offerors' submissions. 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. After contract award, the selected Offeror 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. 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 designations contained in 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 the **Additional Required Documentation** section for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

**16. Best and Final Offers (BAFO).** The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers" in one or more of the following ways, in any

combination and order: schedule oral presentations, request revised proposals, conduct an online auction, and enter into pre-selection negotiations.

The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer: those Offerors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive; those Offerors which the Issuing Office has determined in accordance with the **Offeror Responsibility** subsection 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; and those Offerors whose score for their technical submittal of the proposal is less than **75 %** 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 determined to be within the top competitive range of responsive proposals. The Evaluation Criteria shall also be used to evaluate the Best and Final offers. Price reductions offered through any online auction shall have no effect upon the Offeror's Technical Submittal. 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 the Bureau of Diversity Inclusion and Small Business Opportunities (BDISBO).

**17. 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.

**18. Term of Contract.** The term of the contract will commence on the Effective Date and will end two (2) years with three (3) optional one (1) year renewals. The Issuing Office will fix the Effective Date after the 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 Offeror shall not start the performance of any work prior to the Effective Date of the contract, and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

**19. Notification of Selection for 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.

Prior to execution of the contract resulting from the RFP, the selected Offeror must be registered in the Commonwealth of Pennsylvania's Vendor Master file. In order to register, Offerors must visit the Pa Supplier Portal at <https://www.pasupplierportal.state.pa.us/> or call the Customer Support Center at 877-435-7363 or 717-346-2676.

**20. Notification of 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.

**21. 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.

**22. RFP Protest Procedure.** The RFP Protest Procedure is on the DGS website at [click here](#). A protest by a party that has not or has not yet submitted a proposal must be filed no later than the proposal submission deadline. Offerors may file a protest within seven 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 days after the date the notice of award of the contract is posted on the DGS website. The date

of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh day.

**23. Attachments to the RFP.** All attachments to the RFP, including those contained in the **Buyer Attachments** and **Additional Required Documentation** sections, are incorporated into and made part of the RFP.

**24. Evaluation Criteria.** 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 rating for this component of each proposal. 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 **25%** of the total points. Evaluation will be based upon the following: **Soundness of Approach and Offeror Qualifications** The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: [click here](#)

**B. Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **55%** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage: [click here](#)

**C. Small Diverse Business and Small Business Participation:** BDISBO has established the minimum evaluation weight for the Small Diverse Business and Small Business Participation criterion for this RFP as **20%** of the total points. Refer to the **Small Diverse Business and Small Business Participation** document contained in the **RFP Question** section for more information and scoring methodology.

**25. 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:

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 the Offeror must demonstrate the financial capability to assure good faith performance of the contract.

An Offeror who fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth.

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](#).

**26. Final Ranking and Award.** After any best and final offer process is conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business Participation Submittal scores, the final cost scores, and the domestic workforce utilization scores. The Issuing Office will rank responsible Offerors according to the total overall score assigned to each in descending order. The Issuing Office must select for contract negotiations the Offeror with the highest overall score. 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.

**27. COSTARS Program.** Information related to the COSTARS Program is incorporated in the **COSTARS Program Clause** contained in the **Buyer Attachments** section. If the Offeror elects to permit COSTARS members to participate in the contract resulting from this RFP, the Offeror should download, complete and upload the **COSTARS Election to Participate Form** contained in **Additional Required Documentation**. If the Offeror is asserting that it is a Department of General Services self-certified Small Business or verified Small Diverse Business, the Offeror must provide an active Department of General Services Small Business Certificate or Small Diverse Business Certificate, as applicable.

## **Stage Description**

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No description available.



1 ★ **Instructions To Supplier :**

Responsibility to Review.

**Prerequisite Content:**

**Responsibility to Review RFP**

The Offeror acknowledges and accepts full responsibility to ensure that it has reviewed the most current content of the RFP including any amendments to the RFP.

**Certification**

I certify that I have read and agree to the terms above.

**Supplier Must Also Upload a File:**

No

## Buyer Attachments

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<b>Technical Submittal</b>	Technical Submittal 04.16.18.docx	../Attachments/Technical Submittal 04.16.18.docx
<b>MFD Cost Matrix</b>	MFD Cost Matrix 04.27.18.xlsx	../Attachments/MFD Cost Matrix 04.27.18.xlsx
<b>Terms and Conditions</b>	Terms and Conditions 04.23.18.pdf	../Attachments/Terms and Conditions 04.23.18.pdf
<b>Appendix A, Project References Template</b>	Appendix A, Project References Template.doc	../Attachments/Appendix A, Project References Template.doc
<b>Appendix B, MFD Requirements</b>	Appendix B MFD Requirements 04.19.18.xlsx	../Attachments/Appendix B MFD Requirements 04.19.18.xlsx
<b>Appendix C, MFD Service Level Agreements</b>	Appendix C MFD Service Level Agreements 04.20.18.docx	../Attachments/Appendix C MFD Service Level Agreements 04.20.18.docx
<b>Appendix D , Device Usage Report Sample</b>	Appendix D , Device Usage Report Sample.xlsx	../Attachments/Appendix D , Device Usage Report Sample.xlsx
<b>Appendix E, Software Requirements Agreement</b>	Appendix E, Software Requirements Agreement.docx	../Attachments/Appendix E, Software Requirements Agreement.docx

### RFP Questions

#### Group 1.1: Technical Questions

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- 1.1.1 Please download, complete, and upload the Technical Submittal from Buyer Attachments.  
File Upload
- 1.1.2 Please download, complete, and upload Appendix A, Project References Template from Buyer  
File Upload
- 1.1.3 Please download, complete, and upload Appendix B, MFD Requirements from Buyer Attachments.  
File Upload
- 1.1.4 Any additional attachments in support of the technical submittal can be uploaded here. If multiple files are needed combine into a single document or create a .zip file combining the files into a single .zip file.  
File Upload
- 1.1.5 I have read and fully understand the performance standards in Appendix C, MFD Service Level  
Yes/No
- 1.1.6 This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology 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. 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  
Text (Multi-Line)
- 1.1.7 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. The Commonwealth will further the objectives of providing appropriate accommodation and support through the contracts resulting from this procurement. Contractors must provide an accessibility plan and assistive technology for the products and services of this procurement, as applicable. If applicable, please upload provide an accessibility plan  
File Upload

#### Group 1.2: Small Diverse Business and Small Business Participation

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- 1.2.1 Please download, complete, and upload the attached SDB/SB Submittal Form, listing of SDB/SB subcontractors, and Letters of Intent (LOI). If this solicitation includes multiple lots, please include a separate Small Diverse Business and Small Business Participation Submittal for each lot for which you are submitting a proposal or quote. All fields must be completed prior to submitting.  
File Upload  
SDBSB Participation Submittal - ../Attachments/QuestionAttachments/SDBSB Participation Submittal\_JAGGAER 012218.xlsx
- 1.2.2 Attached is a Model Form of Small Diverse and Small Business Subcontractor Agreement.  
File Upload  
Model Form of SDSDB Subcontractor Agreement - ../Attachments/QuestionAttachments/Model Form of SDSDB Subcontractor Agreement.docx
- 1.2.3 I have read and fully understand the Small and Small Diverse Business qualifications attached in question  
Yes/No

#### Group 1.3: Cost

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- 1.3.1 Please use the MFD Cost Matrix located in the Buyer Attachments to submit your cost proposal for this procurement. Do not include any assumptions in your submittal. If you do, your proposal may be  
File Upload

### Additional Required Documentation

## Group 2.1: Standard Forms

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- 2.1.1** Please download, sign and attach the Domestic Workforce Utilization Certification Form.  
File Upload  
Domestic Workforce Utilization Certification Form - ../Attachments/QuestionAttachments/Domestic Workforce Utilization Certification Form.doc
- 2.1.2** Please download and complete the attached Reciprocal Limitations Act form.  
File Upload  
Reciprocal Limitations Act - ../Attachments/QuestionAttachments/GSPUR-89
- 2.1.3** Please download, sign, and attach the Iran Free Procurement Certification and Disclosure Form.  
File Upload  
Iran Free Procurement Certification Form - ../Attachments/QuestionAttachments/Iran Free Procurement Certification Form.pdf
- 2.1.4** Please download, complete, and attach the Trade Secret/Confidential Proprietary Information Notice.  
File Upload  
Trade Secret/Confidential Proprietary Information Notice - ../Attachments/QuestionAttachments/TradeSecret\_ConfidentialPropertyInfoNotice (002).pdf
- 2.1.5** Any Offeror who determines that it must divulge trade secrets or confidential proprietary information as part of its proposal must submit a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.  
File Upload
- 2.1.6** Complete and sign the attached Lobbying Certification and Disclosure form (only applicable when federal funds are being used in the amount of \$100,000 or more).  
File Upload  
Lobbying Certification and Disclosure Form - ../Attachments/QuestionAttachments/BOP-1307 LOBBYING CERTIFICATION FORM.doc
- 2.1.7** Offeror shall indicate acceptance of participation in the COSTARS Program by checking yes. Further explanation of the program can be found in the attached file.  
  
Yes/No  
COSTARS Participation Clause - ../Attachments/QuestionAttachments/COSTARS Program Clause for Statewide Contract.doc
- 2.1.8** The Commonwealth has determined that this contract will be made available to external procurement activities. Further information can be found below in the attached file.  
File Upload  
External Procurement Activities - ../Attachments/QuestionAttachments/Participating Addendum with an External Procurement Activity.docx

## Group 2.2: Terms and Conditions

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- 2.2.1** By submitting a proposal, the Offeror does so on the basis of the attached contract terms and conditions contained in Buyer Attachments.  
Yes/No

## Group 2.3: Offeror's Representation

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- 2.3.1** By submitting a proposal, each Offeror understands, represents, and acknowledges the attached representations and authorizations.  
Yes/No  
Offerors Representations and Authorizations - ../Attachments/QuestionAttachments/Offerors Representations and Authorizations.docx

**2.3.2** By submitting a proposal, you represent that: (1) you are making a formal submittal in response to a procurement issued by the Commonwealth pursuant to the Procurement Code (62 Pa.C.S. Section 101 et seq.); (2) you are authorized to submit the information on behalf of the person or entity identified; (3) this electronic submittal is deemed signed by you and you are authorized to bind the person or entity identified to the terms of the solicitation and this submittal; and (4) all of the information submitted is true and correct to the best of your knowledge, information, and belief. Any false statements made by you in this submittal are subject to the penalties of 18 Pa.C.S. §4904 (relating to unsworn falsification to

Yes/No

## Q&A Board

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### Subject = Performance Standards [REDACTED]

### Public Thread

Q: Question 1.1.5 asks Vendors to state whether they have read and fully understand the "attached Performance Standards." Does "attached Performance Standards" refer to Appendix C, MFD Service Level Agreements? If not, please provide the referenced Performance Standards for Vendor review.

Question added by: [REDACTED]

4/16/2018 2:53 PM EDT

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: [REDACTED]

4/20/2018 2:57 PM EDT

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### Subject = Reciprocal Limitations Act Requirements [REDACTED]

### Public Thread

Q: Does Vendor enter each proposed model in the State of Manufacture chart in Section III of this form?

Question added by: [REDACTED]

4/16/2018 2:52 PM EDT

A: Multiple models from a single manufacturer can be entered in the same line of the State of Manufacturer chart so long as those models are manufactured at the same location.

Answered by: [REDACTED]

4/20/2018 2:59 PM EDT

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### Subject = Confidential Information [REDACTED]

### Public Thread

Q: If applicable, is a redacted version due at the time of proposal submission or only after award?

Question added by: [REDACTED]

4/16/2018 2:51 PM EDT

A: On page 9 of the Terms and Conditions it states C.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.

Answered by: [REDACTED]

4/20/2018 3:00 PM EDT

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### Subject = RFP Questions [REDACTED]

### Public Thread

Q: Does the vendor have the ability to recommend a device based on monthly volume, or not sell a device if it's not the right device for the amount of volume being printed?

Question added by: [REDACTED]

4/16/2018 2:50 PM EDT

A: Vendor has the right to request information that assists in right-sizing a device.

Answered by: [REDACTED]

4/20/2018 3:00 PM EDT

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### Subject = Acceptance [REDACTED]

### Public Thread

Q: Section V.14, Acceptance states that the Commonwealth has a reasonable opportunity to inspect the item(s). The term reasonable could be open for interpretation from customer to customer and therefore Vendor respectfully requests the lease acceptance as the reasonable time period. V.14 CONTRACT-010.1a Acceptance (Oct 2006) No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) 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 item(s) 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 fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) 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 item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) 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 item(s), 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.

Question added by: [REDACTED]

4/16/2018 2:33 PM EDT

A: The language will remain as stated.

Answered by: [REDACTED]

4/18/2018 3:36 PM EDT

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**Subject = Historical Data [REDACTED]**

**Public Thread**

Q: Does the Commonwealth have any historical volumes for the current machines?

Question added by: [REDACTED]

4/16/2018 2:28 PM EDT

A: This information is not currently available.

Answered by: [REDACTED]

4/20/2018 3:01 PM EDT

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**Subject = Timeline [REDACTED]**

**Public Thread**

Q: Will DGS grant a two-week extension to the due date for proposal responses?

Question added by: [REDACTED]

4/16/2018 2:26 PM EDT

A: No

Answered by: [REDACTED]

4/23/2018 1:02 PM EDT

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**Subject = RFP Questions Group 1.1: Technical Questions [REDACTED]**

**Public Thread**

Q: Item 1.1.5 mentions a "Performance Standards" attachment, but I don't see it included. Please clarify and provide the attachment.

Question added by: [REDACTED]

4/16/2018 1:47 PM EDT

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: [REDACTED]

4/23/2018 10:09 AM EDT

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**Subject = Terms and Conditions.pdf [REDACTED]**

**Public Thread**

Q: V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) A. Term of Lease "Contractor may provide any Leased Property under the Contract for any term up to 60 months." Will Leased Property be awarded on a non-coterminous basis? In other words, can the Leased Property be billed for past the end date of the Master Agreement if the Agency requests 60-month lease term mid-way through the Contract term? How will lease scheduled be documented?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: See Paragraph V.48 (A).

Answered by: [REDACTED]

4/20/2018 3:02 PM EDT

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**Subject = Terms and Conditions.pdf [REDACTED]**

**Public Thread**

Q: V.7 CONTRACT-005.1a Purchase Orders (July 2015)  
"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." Will there be an opportunity for bilateral acceptance of Purchase Orders? For example, if a Purchase Order cannot be met due to logistical or supply chain issues, will the Contractor have the opportunity to accepted or decline?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: Contractors will have the option to not submit quotes in response to requests from agencies.

Answered by: [REDACTED]

4/20/2018 3:03 PM EDT

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**Subject = Terms and Conditions.pdf** [REDACTED]

**Public Thread**

Q: V.31 CONTRACT-023.1a Termination Provisions (Oct 2013) a. Termination for Convenience "The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits." In the event of Termination for Convenience, service unrendered will not be collected; however, will the Contractor be entitled to recover its cost of hardware and deinstallation?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: No.

Answered by: [REDACTED]

4/18/2018 3:38 PM EDT

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**Subject = Terms and Conditions.pdf** [REDACTED]

**Public Thread**

Q: V.22 CONTRACT-015.2 Billing Requirements (February 2012) May subcontractors bill and collect payments to Commonwealth agencies independently of prime contractor?

Question added by: [REDACTED]

4/16/2018 1:45 PM EDT

A: No.

Answered by: [REDACTED]

4/18/2018 3:39 PM EDT

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**Subject = Cancellation** [REDACTED]

**Public Thread**

Q: Please clarify that if the commonwealth cancels the contract for convenience that it will only affect the ability to place new orders but those orders already in place under leases will remain in place until they have met their full lease term?

Question added by: [REDACTED]

4/16/2018 11:48 AM EDT

A: Correct, in the event the contract is terminated for convenience, the purchase orders for devices under lease will remain in effect until the lease term expires.

Answered by: [REDACTED]

4/20/2018 3:04 PM EDT

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**Subject = V.31 Contract Termination- Provisions** [REDACTED]

**Public Thread**

Q: V.31- Contract Termination Provisions of the Terms and Conditions states that, " The Commonwealth shall have the right to terminate the contract or a Purchase Order ( PO) for its convenience if the Commonwealth determines termination to be in its best interest." Termination for an individual order without specific cause or notice is a significant financial risk for the vendor. Please clarify that the termination of an individual PO is only acceptable for termination for cause or lack or appropriation not termination for convenience? If not please allow the vendor to apply a termination fee for individual purchase orders terminated without notice or cause?

Question added by: [REDACTED]

4/16/2018 11:47 AM EDT

A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.

Answered by: [REDACTED]

4/19/2018 7:06 AM EDT

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**Subject = Pricing** [REDACTED]

**Public Thread**

Q: Are vendors able to charge for minimum volume and overages? Or is the Commonwealth looking for a flat rate program?

Question added by: [REDACTED]

4/16/2018 11:37 AM EDT



A: No, the Vendors are not able to charge for minimum volume or overages, it will be a flat rate cost.

Answered by: [REDACTED]

4/20/2018 3:04 PM EDT

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**Subject = Card Type** [REDACTED]

**Public Thread**

Q: 8. What type of cards will be read by the badge readers?

Question added by: [REDACTED]

4/16/2018 11:17 AM EDT

A: HID is the most commonly used badge type.

Answered by: [REDACTED]

4/23/2018 1:04 PM EDT

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**Subject = Badge Readers** [REDACTED]

**Public Thread**

Q: 7. Are badge readers required in the lease pricing or as accessory pricing?

Question added by: [REDACTED]

4/16/2018 11:16 AM EDT

A: The cost matrix has been updated to confirm this is an optional accessory. Appendix B has been updated.

Answered by: [REDACTED]

4/23/2018 10:07 AM EDT

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**Subject = Approval Requirements** [REDACTED]

**Public Thread**

Q: 6. Will the Commonwealth agree to exclude the use of equipment delivery/removal carriers from its approval requirements?

Question added by: [REDACTED]

4/16/2018 11:15 AM EDT

A: The Commonwealth must approve all subcontractors in accordance with the requirements of Section IV.D The Commonwealth will not remove the approval requirements.

Answered by: [REDACTED]

4/23/2018 10:12 AM EDT

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**Subject = Default Remedy** [REDACTED]

**Public Thread**

Q: 5. Will the Commonwealth agree to provide a Contractor with at least thirty days from notice in which to cure a default causal prior to exercising any default remedy?

Question added by: [REDACTED]

4/16/2018 11:14 AM EDT

A: The Terms and Conditions shall remain as stated.

Answered by: [REDACTED]

4/23/2018 1:01 PM EDT

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**Subject = Item 13** [REDACTED]

**Public Thread**

Q: 4. Item 13 of the Technical Specification states that all hardware maintenance must be completed outside of business hours. Is that correctly stated and, if so, please clarify.

Question added by: [REDACTED]

4/16/2018 11:13 AM EDT

A: All maintenance must be completed during normal business hours. The technical submittal has been updated.

Answered by: [REDACTED]

4/20/2018 3:06 PM EDT

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**Subject = Cancellation** [REDACTED]

**Public Thread**

Q: 3. Will the Commonwealth agree to provide at least 30 day notice of end of lease or cancelled lease removal?

Question added by: [REDACTED]

4/16/2018 11:12 AM EDT

A: Yes, if possible. The technical submittal has been updated.

Answered by: [REDACTED]

4/23/2018 10:06 AM EDT

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**Subject = SLA** [REDACTED]

**Public Thread**

Q: 2. Does the uptime and fix time SLA credit amount increase by 5% each period until it resets, or does it max at 10%?

Question added by: [REDACTED]

4/16/2018 11:11 AM EDT

A: The amount increases by 2% each period with a maximum credit of 10%. Appendix C has been updated.

Answered by: [REDACTED]

4/20/2018 3:22 PM EDT

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**Subject = Term** [REDACTED]

**Public Thread**

Q: 1. What is the specific number of months that all respondents should use in determining the pricing for the pricing matrix? 24, 36, 48 or 60?

Question added by: [REDACTED]

4/16/2018 11:09 AM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 3:24 PM EDT

Subject = Pricing [REDACTED]	Public Thread
<p>Q: If a customer needs to install an accessory after the machine has already been installed, is the vendor allowed to prorate the accessory price based on the number of months left on the rental? For example, if they have 30 months left on a 36 month term, can the vendor quote a 30-month price for that. accessory?</p> <p>A: Yes, so long as that additional item is prorated.</p>	<p>Question added by: [REDACTED] 4/16/2018 11:00 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:08 PM EDT</p>
Subject = Terms and Conditions [REDACTED]	Public Thread
<p>Q: The terms and conditions attachment starts on page 23. Are pages 1-22 applicable to this contract? If yes, please provide.</p> <p>A: The pages of the Terms and Conditions will be renumbered.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:46 AM EDT</p> <p>Answered by: [REDACTED] 4/23/2018 10:05 AM EDT</p>
Subject = MFD Cost Matrix [REDACTED]	Public Thread
<p>Q: With the focus on additional services, is there an opportunity to add optional line items into the cost submittal template?</p> <p>A: Changes to the cost matrix are not permitted.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:45 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:09 PM EDT</p>
Subject = Technical Submittal, Page 4, D.3. [REDACTED]	Public Thread
<p>Q: Can a vendor use / reference current in place software license agreements with the Commonwealth?</p> <p>A: Yes, provided the Commonwealth approves the sale of the software product through the awarded contracts and Attachment 1 of the software license lists the software in question.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:44 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:09 PM EDT</p>
Subject = Appendix B MFD Requirements [REDACTED]	Public Thread
<p>Q: Is the vendor responsible for installing the card authentication software?</p> <p>A: Yes, unless otherwise agreed upon with the agency and identified in the statement of work.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:42 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:10 PM EDT</p>
Subject = Appendix B MFD Requirements [REDACTED]	Public Thread
<p>Q: Is there a purchase option for current MFD's in field to acquire secure release - card authentication for devices currently under a lease agreement?</p> <p>A: : The Commonwealth will address this situation on a case by case basis and select the best option available.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:42 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:11 PM EDT</p>
Subject = Terms and Conditions [REDACTED]	Public Thread
<p>Q: Does V.48 take precedence over V.31?</p> <p>A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:41 AM EDT</p> <p>Answered by: [REDACTED] 4/18/2018 3:42 PM EDT</p>
Subject = MFD Cost Matrix [REDACTED]	Public Thread
<p>Q: Is there an initial term for the lease? Is there a 12 month extension at the end of the term?</p> <p>A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease. There is a maximum 12 month extension at the end of the lease.</p>	<p>Question added by: [REDACTED] 4/16/2018 10:41 AM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:11 PM EDT</p>
Subject = Technical Submittal, Page 7, 16. Substitution [REDACTED]	Public Thread

Q: Would the Commonwealth consider allowing substitutions based on the requirements of the Lot/Segment rather than requiring a substitution of equal or greater value than the MFD originally proposed? Example: Specifications require 25ppm. Vendor proposes 28ppm but when this model is discontinued, it is replaced with a 27ppm. This 27ppm meets all requirements of the Lot/Segment. Would this be acceptable?

Question added by: [REDACTED]

4/16/2018 10:40 AM EDT

A: Yes, so long as all requirements in Lot/Segment are met.

Answered by: [REDACTED]

4/20/2018 3:12 PM EDT

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**Subject = Technical Submittal, Page 7, 14. Removal & Disposa** [REDACTED]

**Public Thread**

Q: Will the Commonwealth provide a 30 day notification to vendors for removal of equipment?

Question added by: [REDACTED]

4/16/2018 10:39 AM EDT

A: Yes, when possible. The technical submittal has been updated.

Answered by: [REDACTED]

4/23/2018 10:04 AM EDT

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**Subject = Technical Submittal, Page 1, Project Description** [REDACTED]

**Public Thread**

Q: Will the Commonwealth of PA permit an OEM to have BOTH OEM salespeople and their dealer salespeople providing sales functions and quotations to agencies?

Question added by: [REDACTED]

4/16/2018 10:37 AM EDT

A: Yes, both OEM's and their dealer sales people will be able to provide quotes to the Agencies.

Answered by: [REDACTED]

4/20/2018 3:14 PM EDT

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**Subject = Technical Submittal, Page 1, Project Description** [REDACTED]

**Public Thread**

Q: Can an OEM have its dealers provide sales, service and invoice functions?

Question added by: [REDACTED]

4/16/2018 10:36 AM EDT

A: The OEM's dealers are able to provide sales and support. The invoicing will come directly from the OEM's.

Answered by: [REDACTED]

4/20/2018 3:15 PM EDT

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**Subject = Technical Submittal, Page 1, Project Description** [REDACTED]

**Public Thread**

Q: The estimated quantity listed in the MFD Cost Matrix is 3,986, this section approximately 6,000 devices installed across the state, please provide a breakdown of the difference by lot and segment?

Question added by: [REDACTED]

4/16/2018 10:35 AM EDT

A: The quantities listed in the cost matrix are for evaluation purposes only.

Answered by: [REDACTED]

4/20/2018 3:15 PM EDT

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**Subject = Description in Jaegger #3 Project Description** [REDACTED]

**Public Thread**

Q: Will awards be made to only OEM vendors and will all responsive and responsible OEM bidders that meet the requirements receive an award? If not all, how many OEM vendors will receive an award?

Question added by: [REDACTED]

4/16/2018 10:34 AM EDT

A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP . As set forth in Section 3 of the Description, this will be a multiple award contract. All responsive and responsible OEM vendors will be awarded.

Answered by: [REDACTED]

4/20/2018 3:16 PM EDT

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**Subject = SDBSB File # 9** [REDACTED]

**Public Thread**

Q: "This item states "...a range of sanctions, included, but not limited to...". It goes on to also state "... withholding of payments; suspension or termination of the contract together with consequential damages..." These statements are very strict yet simultaneously broad. We do not believe the commonwealth would accept such broad terms if a Vendor tried to introduce the same language to the State. All potential sanctions that could be imposed should be fully disclosed so vendors know what they are agreeing to. Additionally, in other states the financial penalty is specifically stated, and is the difference between what the stated % goal is and what was actually achieved (if the goal is 3% and vendor only hits 1.5%, the penalty is 1.5%). How can the Commonwealth justify the penalty being anything more than that? Consequential damages is far too broad and risky to accept blindly."

Question added by: [REDACTED] 4/13/2018 4:11 PM EDT

A: DGS will not consider any changes to the listing of potential sanctions for an offeror's failure to meet the SDB or SB participation commitments it submits as part of its proposal

Answered by: [REDACTED] 4/18/2018 11:49 AM EDT

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**Subject = VI. B. Solution Support** [REDACTED]

**Public Thread**

Q: VI. B. Solution support states that weekend support upon request must be provided from the selected contractor. We would like to request exception to providing non charged after hours support.

Question added by: [REDACTED] 4/13/2018 3:45 PM EDT

A: No exceptions will be granted for this requirement. Whether weekend support will be required will be addressed at the time of the lease.

Answered by: [REDACTED] 4/20/2018 3:17 PM EDT

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**Subject = Terms and Conditions- V. 22 Billing Requirements** [REDACTED]

**Public Thread**

Q: • Please clarify the following statement-"Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order." Is this indicating that our prices must match the Purchase order? Or does this mean that our invoice has to come out in the exact same item sequence as the purchase order—line item 001 Copier YYYY \$ xxxx, Line Item 002, Document Feed \$xxxx etc. If you mean the latter, I do not believe that most vendors can comply. Our invoice can match the pricing on the purchase order obviously, but may be in a different order.

Question added by: [REDACTED] 4/12/2018 4:27 PM EDT

A: The prices in the invoice must match the purchase order

Answered by: [REDACTED] 4/20/2018 3:17 PM EDT

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**Subject = Technical Submittal VI. D-13. b)** [REDACTED]

**Public Thread**

Q: The technical submittal states that the offeror must receive commonwealth approval prior to implementing any software updates in the training, testing or production environments. The firmware updates on our machines are automatic, would these type of standard updates be allowed?

Question added by: [REDACTED] 4/12/2018 8:40 AM EDT

A: No firmware updates would not require this approval, but the selected Offeror is responsible for resolving any issues the automatic update may cause.

Answered by: [REDACTED] 4/20/2018 3:18 PM EDT

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**Subject = Technical Submittal VIII. B.** [REDACTED]

**Public Thread**

Q: Section VIII part B. of the technical submittal discusses the contractor's IT service management roles. Will IT services be a component of the MFD bid?

Question added by: [REDACTED] 4/12/2018 8:39 AM EDT

A: Only from the standpoint of supporting the devices and required reporting for the devices awarded within this contract.

Answered by: [REDACTED] 4/20/2018 3:19 PM EDT

Subject = Assignment of Payments [REDACTED]	Public Thread
<p>Q: May a prime contractor assign payments to go to a separate leasing company?</p> <p>A: Please refer to Subparagraph H of V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) of the Terms and Conditions.</p>	<p>Question added by: [REDACTED] 4/11/2018 9:53 PM EDT</p> <p>Answered by: [REDACTED] 4/23/2018 10:01 AM EDT</p>
Subject = Eligibility to respond [REDACTED]	Public Thread
<p>Q: May resellers bid as a prime contractor or may only OEMs? If yes, is a letter required from an OEM specifically allowing a reseller to respond?</p> <p>A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP</p>	<p>Question added by: [REDACTED] 4/11/2018 9:33 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:20 PM EDT</p>
Subject = Technical Submittal VI. Requirements- Solution [REDACTED]	Public Thread
<p>Q: Section VI. in the technical requirements states that, "Support shall be provided on weekends as requested". We kindly request that the requirement to provide such services during non business hours be omitted from the contract.</p> <p>A: y: There are times when Agencies are working non-business hours and will need support, therefore the Commonwealth will not omit this requirement from the procurement.</p>	<p>Question added by: [REDACTED] 4/11/2018 5:00 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 2:55 PM EDT</p>
Subject = Technical Submittal [REDACTED]	Public Thread
<p>Q: Please clarify the standard operating hours of business for the state of PA. Then please confirm the specific times and days contractor technicians are allowed to operate on machines in PA. A few conflicting statements that we have listed below are found in the Technical submittal document. "During normal business hours of the Commonwealth, 8:00am to 5:00pm M-F, excluding holidays, the offeror shall have service techs and the support infrastructure available to provide repairs" VI. D. # 13.MFD Maintenance. "All standard system or hardware maintenance shall be completed outside of business hours defined as 7:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday."</p> <p>A: Standard operating hours are 8:00 AM to 5:00 PM Monday through Friday. The technical submittal will be updated.</p>	<p>Question added by: [REDACTED] 4/11/2018 4:59 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 2:25 PM EDT</p>
Subject = Apx B Row 11 [REDACTED]	Public Thread
<p>Q: Please advise whether the requirement for password protected printing for confidential documents would be satisfied by the requirement in Row 103 for Secure Printing.</p> <p>A: No, the Password protected printing for confidential documents requirement is a separate, mandatory requirement from the optional Badge Readers to support secure printing requirement as stated in Appendix B, Row 103.</p>	<p>Question added by [REDACTED] 4/11/2018 4:58 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:27 PM EDT</p>
Subject = Apx B Row 103 [REDACTED]	Public Thread
<p>Q: Please advise what type of badges are issued employees of the Commonwealth, e.g. HIP Prox I, Prox II, MiFARE, iClass, Magstripe, etc. Are multiple badge formats utilized?</p> <p>A: HID is the most commonly used badge type.</p>	<p>Question added by: [REDACTED] 4/11/2018 4:57 PM EDT</p> <p>Answered by: [REDACTED] 4/23/2018 1:00 PM EDT</p>
Subject = Apx B. Row 103 [REDACTED]	Public Thread

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as related to the LDAP Authentication requirement in row 57 for segments as follows: Does the Commonwealth require Badge Integration with the users' LDAP profile? Would the Commonwealth prefer a direct integration of Badges to LDAP via a currently unpopulated attribute, such as the "pager" field in each user's profile, or via tracking and print management software integrated to the LDAP server?

Question added by: [REDACTED]

4/11/2018 4:57 PM EDT

A: Badge Reader and associated functionality of the MFD should allow configuration to be open for either option as described.

Answered by: [REDACTED]

4/20/2018 2:24 PM EDT

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**Subject = Apx. B. Row 103** [REDACTED]

**Public Thread**

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as follows: Would this require the ability for all users to retrieve a submitted print job to any networked MFP, i.e. Pull printing or "Follow Me" printing, or is holding the print job on the MFP Hard Disk Drive to which the user sends the print job acceptable?

Question added by: [REDACTED]

4/11/2018 4:53 PM EDT

A: Badge Reader requirement is to provide the hardware reader itself for a planned future "Follow Me" print implementation not associated with this contract

Answered by: [REDACTED]

4/20/2018 2:22 PM EDT

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**Subject = Apx. B. Row 17** [REDACTED]

**Public Thread**

Q: Please clarify what is meant by Internet Fax Expansion Kit. Would this functionality include Scan from one MFP to print immediately on another MFP on the Commonwealth's network?

Question added by: [REDACTED]

4/11/2018 4:53 PM EDT

A: Internet Fax Expansion Kit functionality is to be able to send a fax over RJ45/internet instead of over a RJ11/Phone based connection

Answered by: [REDACTED]

4/20/2018 2:21 PM EDT

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**Subject = Terms and Conditions V.48 CONTRACT-043.1 Leasing** [REDACTED]

**Public Thread**

Q: Can we submit a bid for multiple lease terms (36-months, 48-month, 60 months? If so, the price sheets will need to be amendment to allow for pricing to be submitted for each.

Question added by: [REDACTED]

4/11/2018 4:52 PM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 2:19 PM EDT

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**Subject = Terms and Conditions V.22 Contract- Billing** [REDACTED]

**Public Thread**

Q: There should be an established lease term that will be the measure of comparison for all potential contractors ( ie. 24, 48, 60 months). The bid says "up to 60-months" which means each vendor could potentially bid a differnt lease term as long as it doesnt exceed 60-months. How will the state evaluate it, and how will that be handled for the award if everyone has different lease terms available?

Question added by: [REDACTED]

4/11/2018 4:51 PM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 2:16 PM EDT

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**Subject = Apx. E Software Requirements** [REDACTED]

**Public Thread**

Q: Are we allowed to bid our entire line of software options as an attachment?

Question added by: [REDACTED]

4/11/2018 4:48 PM EDT

A: Section VI.3.D of the Technical Submittal prohibits selected Offerors from providing MFDs requiring commercially available software for their use until a software license in the form set forth in Appendix E, Software Requirements Agreement, is executed between the software provider and the Commonwealth. Offeror is only permitted to propose on the options requested.

Answered by: [REDACTED]

4/20/2018 3:31 PM EDT

**Subject = Terms and Conditions V.22 Contract- Billing**

[REDACTED]

**Public Thread**

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Q: Can an authorized dealer accept orders and invoice customers under this contract?

Question added by: [REDACTED]

4/11/2018 4:46 PM EDT

A: Section V.22 CONTRACT-015.2 Billing Requirements (February 2012) states that the Contractors are to establish billing accounts with the Agencies and invoice the Agencies directly. Authorized Dealers will not be able to invoice the Agencies or accept orders.

Answered by: [REDACTED]

4/20/2018 2:11 PM EDT

## Technical Submittal

- I. Project Description.** The Commonwealth of Pennsylvania (Commonwealth) intends to award through this RFP, multiple contracts for leased multi-functional devices (MFDs) and other related services. Only Original Equipment Manufacturers (OEMs) may submit proposals for this RFP. This multiple award contract will meet the requirements detailed in **Section VI** of this RFP. The selected Offerors shall have the opportunity, through the submission of quotes, to provide MFDs and related services to Commonwealth agencies and locations across the Commonwealth. The Commonwealth currently has approximately 6,000 devices installed across the state. The term for each lease will be for 48 months with fair market value purchase option upon the end of the lease term. Each lease may be extended for a period not to exceed twelve (12) months.
- II. Objectives.** Through the multiple award contract, the selected Offerors will provide equipment to using agencies at competitive prices that will meet or exceed the agencies requirement.
- III. Statement of the Project.** State in succinct terms your understanding of the project presented or the service required by this RFP.

**Offeror Response**

### IV. Qualifications.

- A. Company Overview.** The Offeror shall provide an overview of the company.

**Offeror Response**

- B. Prior Experience.** Include experience in the leasing and management of MFD equipment including, but not limited to, the implementation, service, maintenance, and training. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

**Offeror Response**

1. The Offeror must include a least three (3) client/project references with its proposal. The references must be for installations completed within the past three (3) years. Complete **Appendix A, Project References Template** for each reference provided. Projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

**Offeror Response**

2. The Offeror must show what work was completed by subcontractors for each of the projects referenced.

**Offeror Response**

3. The Offeror shall provide the following:

- a. Details of any industry-recognized quality standard to which it is compliant, as well as any industry certifications or awards, received.



**Offeror Response**

- b. Details on any industry standard (such as ITIL) the Offeror implemented to govern its service delivery.

**Offeror Response**

- c. Include any certification levels earned by the Offeror or key personnel.

**Offeror Response**

- d. Within the past three years, has the firm or venture been a party to any lawsuits or arbitration proceedings with regard to any contracts?

**Offeror Response**

- e. How long has Offeror (s) provided this solution?

**Offeror Response**

- C. **Personnel.** The selected Offeror shall identify a central point of contact for the management of the MFDs. Offeror shall identify the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. The Offeror must provide an organization chart clearly identifying the proposed personnel, the role, and the links between managers and staff. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel include the employee's name and, through a resume or similar document, the Project personnel's education, and experience. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. The selected Offeror shall provide a central point of contact to address account issues.

**Offeror Response**

- D. **Subcontractors.** Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. name of subcontractor;
2. address of subcontractor;
3. number of years worked with the subcontractor;
4. number of employees by job category to work on this project;
5. description of services to be performed;
6. what percentage of time the staff will be dedicated to this project;
7. geographical location of staff; and
8. resumes (if appropriate and available).

**Offeror Response**

**V. Financial Capability.** Describe your company’s financial stability and economic capability to perform the contract requirements. The Commonwealth reserves the right to request additional information to evaluate an Offeror’s financial capability.

**Offeror Response**

**VI. Requirements.** The proposed solution shall meet or exceed the following requirements. Offeror shall describe in its response how it will meet the outlined requirements.

**A. Request Management.** The selected Offeror shall perform request management including, but not limited to, order tracking, intake of requests, prioritization, escalation, resolution, and closeout. Offeror shall describe its approach to request management.

**Offeror Response**

**B. Solution Support.**

**1. Hours of Support.** The selected Offeror shall provide support for the Commonwealth Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Time and weekends as requested. Support shall include, but not be limited to, assistance and ongoing support regarding problems/issues, guidance in the operation of the devices, and identification and correction of possible data or system errors.

**Offeror Response**

**2. Types of Support.** Offerors shall describe all types of solution support available (i.e. telephone, web chat, email). At a minimum email and phone support shall be provided.

**Offeror Response**

**3. Incident Management.** The Offeror shall provide and manage a process to track, monitor and resolve reported problems/issues. Offeror shall describe its methodology to classify problems as to criticality and impact, including resolution procedures and escalation process for each classification of problems/issues.

**Offeror Response**

**C. 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.

**1. Describe how you anticipate such a crisis will impact your operations.**

**2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:**

a) Employee training (describe your organization’s training plan, and how frequently your plan will be shared with employees)

- b) Identified essential business functions and key employees (within your organization) necessary to carry them out
- c) Contingency plans for:
  - i. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
  - ii. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- d) How your organization 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 your emergency plan will be tested, and if the plan will be tested by a third-party.

***Offeror Response***

**D. MFD Management.**

1. Offeror must propose a model for each segment in listed in **Appendix B, MFD Requirements.**  
***Offeror Response***
2. The selected Offeror shall cooperate and work with the Commonwealth staff and its contractors to meet the requirements of the contract resulting from this RFP.  
***Offeror Response***
3. The selected Offeror shall not provide MFDs that require commercially available software for its use through the contract resulting from this RFP unless the Commonwealth has entered into a software license agreement with the software licensor. **Appendix E, Software Requirements Agreement.**  
***Offeror Response***
4. The selected Offeror shall provide operating instruction and manuals for all MFDs.  
***Offeror Response***
5. All MFDs shall be UL approved. Any special voltage needed beyond the standard 110v must be indicated. The Commonwealth will furnish suitable electrical current to operate the MFD.  
***Offeror Response***
6. The selected Offeror shall identify the end of life date and buyer's laboratory overall rating for each proposed model of MFD.  
***Offeror Response***
7. Upon request, the selected Offeror shall provide "right-sizing" assessment services to the Commonwealth to aid in the identification of cost effective equipment. This service will be provided at no additional cost.  
***Offeror Response***

8. The selected Offeror shall be responsible for the replenishment of all consumable supplies required to operate the MFDs, with the exception of paper, at no additional cost to the Commonwealth. Consumables shall include, but are not limited to, fusers, developer, toner, and staples.

**Offeror Response**

9. The selected Offeror shall deliver consumables within five (5) days of request by the Commonwealth.

**Offeror Response**

10. The MFD's shall meet or exceed the following security requirements;

- a) All MFDs shall accept print jobs only from known users and must be able to preclude communications from anonymous or unknown users, or any other unauthorized or unknown communication source.

**Offeror Response**

- b) The selected Offeror shall have the ability to test, distribute, and apply print server and MFD patches, and other critical and/or non-critical security updates.

**Offeror Response**

- c) All MFD open ports, including, but not limited to, LPD, LPR, SMB, IPP, FTP, TFTP, mail, and terminal, must have the ability to be disabled or locked down with a hardened password of a minimum of twelve (12) characters or more. Password used for locking down open ports shall be at least twelve (12) characters long and include letters, numbers, and symbols.

**Offeror Response**

- d) MFD SNMP and SNMP2 must have the ability to be changed to read only, and have the ability either to be disabled or include a hardened string.

**Offeror Response**

- e) All network access, including but not limited to web server/administration, MS file share, FTP/SFTP, or WebDAV web service access, must have the ability either to be permanently disabled or protected by a hardened password of twelve (12) characters or more containing letters, numbers, and symbols.

**Offeror Response**

- f) All scanning must be done via a secure, encrypted transaction, require a secure domain user logon, and require Microsoft Active Directory authentication or LDAP authentication. Microsoft transaction is preferred, and the device must have the ability to enable or disable FTP.

**Offeror Response**

- g) All PDF documents must have permissions controlled with 128-bit encryption.

**Offeror Response**

h) All information temporarily stored on the device must be encrypted. Once a job has processed, all information must be purged from the internal device storage.

**Offeror Response**

i) The hard drives in the leased equipment will be retained by the Commonwealth leasing agency.

**Offeror Response**

j) All information temporarily stored using internal storage must be accessed only through Microsoft Active Directory or LDAP authentication.

**Offeror Response**

k) Access to temporarily stored information, using internal storage, must be restricted to the creator of a file or the system/MFD administrator only.

**Offeror Response**

l) All fax transactions must be kept in a separate buffer from all print and/or scanning functions of the Device. Fax transactions must not remain in the buffer after the fax transaction has been completed. No information may reside in permanent storage.

**Offeror Response**

**11. MFD Invoicing.** The selected Offeror shall accept SAP generated invoices for reoccurring lease payments.

**Offeror Response**

**12. MFD Training Requirements.** Offeror shall describe it's training plan, approach, and material available. The selected Offeror shall provide on-site training to users upon installation of a new MFD. The selected Offeror shall provide additional training as requested by the Commonwealth, on a mutually agreed upon date, for the term of the lease. All training services performed during normal business hours shall be provided by the Offeror, at no additional cost to the Commonwealth.

The selected Offeror shall provide users with hands-on training and materials including a detailed walk-through of all machine features. In addition, if the MFD is connected to the network, the Contractor must demonstrate remote printing capabilities.

**Offeror Response**

**13. MFD Maintenance.** All standard system or hardware maintenance shall be completed during business hours defined as 8:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday. The Commonwealth requires the selected Offeror to provide the following in the way of maintenance coverage for the proposed solution:

a) Ongoing software updates for the proposed solution, as they become available and are thoroughly tested; such updates may include but are not limited to bug fixes, patches and other improvements.

- b) The selected Offeror must receive Commonwealth approval prior to implementing any software updates in the training, testing or production environments.
- c) Software updates that modify features and functions shall include an update to online help, training tutorial, reference guides and user manuals upon completion or at a date agreed to by the Commonwealth.

**Offeror Response**

- 14. Removal and Disposal.** The selected Offeror shall provide 60-day notice of upcoming lease expiration to the Commonwealth designee. Upon notification of the requirement for machine removal due to expiring or cancelled lease, the Offeror shall remove the machine on the pickup date as directed by the Commonwealth. When possible, the Commonwealth will provide 30-day notice for removal. The Commonwealth is not responsible for any payments after the lease expiration/cancellation date if the machine has not been removed by the Offeror.

Note: The information provided above supersedes any contradictory information provided within V.48 (M)Terms and Conditions.

**Offeror Response**

- 15. Relocation.** The selected Offeror is responsible to assure prompt relocation of all MFDs procured under its contract. The selected Offeror shall perform moves of less than twenty-five (25) miles at no cost one time during the MFD lease period. Relocation of an MFD more than once, or beyond a twenty-five (25) mile distance will be billed at the cost identified in the attached **MFD Cost Matrix**. The Offeror is responsible for the preparation of the MFD. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth. The Commonwealth reserves the right to request the Offeror to transfer its MFDs, after notification, to any facility or location other than the original place of installation.

**Offeror Response**

- 16. Substitution.** If during the term of the contract new MFDs become available, the Offeror may, with the written approval of the Commonwealth, 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 MFD must be less than or equal to the model it is replacing. At no time will there be more than one approved model in each segment per contractor.

**Offeror Response**

- 17. Repetitive Service.** The selected Offeror shall provide the following information in its monthly reports. See **Section VIII.D** for additional information.

- 1. The selected Offeror shall report monthly all MFDs with repetitive service requests totaling three (3) or more in a rolling thirty-day period.

2. The selected Offeror shall report monthly on all MFDs with repetitive service requests totaling five (5) or more in a rolling sixty-day period. The selected Offeror, after consultation with the Commonwealth and the agency, shall replace the MFD at no charge with a new machine with comparable features and capabilities. A new lease term will not commence, but rather the Commonwealth will only be responsible for the remaining payments in the unexpired term of the original MFD.
3. If the cause of the service request(s) are due to operator misuse or abuse by the Commonwealth, the request will not count against the Offeror for this requirement.

***Offeror Response***

- 18. MFD Customer Satisfaction.** The selected Offeror shall initiate customer satisfaction surveys which must indicate performance. The Commonwealth will determine the format and delivery mode of the survey.

***Offeror Response***

- 19. Optional Services/Features.** Offeror shall describe any additional services or features that are available at no additional cost to the Commonwealth.

***Offeror Response***

- 20. Service Level Agreements (SLAs).** The selected Offeror shall meet or exceed the SLAs described in **Appendix C, MFD Service Level Agreements.**

***Offeror Response***

- 21. Price List Changes/Product Changes.** The selected Offeror may update their price list or product changes every quarter or biannually, beginning with the contract awarded date to reflect new products, and manufacturer's price changes, deletion of discontinued products, etc.

***Offeror Response***

- VII. Tasks.** Describe in narrative form your technical plan for accomplishing the work using the task descriptions as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

***Offeror Response***

- A. Delivery of MFDs.** Offeror shall describe their delivery services. The selected Offeror shall provide delivery of equipment within ten (10) days following the receipt an order or on a date agreed to by the Commonwealth. Order shall be F.O.B. Destination with all freight charges paid by the Offeror. Each delivered piece of equipment shall include a packing slip, model number, serial number, and purchase order number. Partial shipments are acceptable only if authorized by

the Commonwealth. The selected Offeror shall ensure all incorrect shipments and/or invoices are corrected within ten (10) business days. The status of the delivery order shall be communicated to the Commonwealth within five (5) business days.

**Offeror Response**

- B. Installation of MFDs.** The selected Offeror is responsible for the installation of all MFDs and shall certify readiness for operation in writing. Readiness for operation includes all features and functions **requested** by the Commonwealth using agency are fully operational and requested staff training has been completed.

Prior to delivery, the selected Offeror shall survey and review the installation location to insure the agency's desired location for the MFD meets the manufacturer's established installation criteria. Should the proposed installation location not meet established installation criteria, the Offeror and the requesting agency shall attempt to locate an alternate mutually agreeable location for the machine.

At the time of installation of an MFD, the Offeror shall provide consumable supplies sufficient to produce the maximum number of copies for one month.

The selected Offeror shall affix a label or decal to the MFD at the time of installation, showing the name, address, and telephone number of the dealer responsible for service of the machine.

Cabling of network machines is not the responsibility of the Offeror.

**Offeror Response**

- C. MFD Maintenance and Repair Service.** The selected Offeror shall coordinate with the Commonwealth using agency to confirm and agree to the for the pickup date and delivery of equipment to off-site repair facilities, estimating turnaround time for repairs, asset tagging, management and tracking of equipment.

The selected Offeror shall conduct break/fix maintenance and all regularly scheduled maintenance for all equipment during the term of the lease. This maintenance schedule shall comply with the OEM's specified guidelines. The Offeror shall provide a central point of contact to address maintenance and repair service issues.

During normal business hours of the Commonwealth, 8:00am to 5:00pm, Monday through Friday, excluding state holidays, the Offeror shall have service technicians and the support infrastructure available to provide repairs that meet the service level agreement specified in **Section VI.D.20**.

The selected Offeror shall troubleshoot technical difficulties during the term of the lease. The selected Offeror shall provide online technical support and a toll-free contact number.

The selected Offeror may provide repair service and support any time outside of normal business hours, upon agreement with the Commonwealth using agency, at no additional cost.

**Offeror Response**

- VIII. Reports and Project Control.** The selected Offeror shall create, maintain, and execute the following plans, reports, and supporting documentation in a format agreed to by the Commonwealth. Offerors shall submit its project management methodology and/or draft plans



which it proposes to use for this project. The selected Offeror must submit final plan(s) within [specified] days of receiving the notice to proceed. All plans are subject to Commonwealth approval.

**A. Project Management Plan.** The project management shall include, but not limited to, the following:

**1. Project Plan.** The project plan must describe the scope of work for the project and how the scope will be managed. The project plan shall act as a confirmation of project scope, phasing, implementation objectives, and be detailed enough to ensure the product is delivered on time, within projected estimates, and meets all requirements as specified in the RFP. The project plan must include, but is not limited to:

- Project Scope Statement
- Scope Management Process
- Major Milestones /Deliverables
- Work Breakdown Structure (WBS)
- Timeline

**2. Requirements Management Plan.** The requirements management plan must describe the process and approach to manage and address requirements throughout the life of the project. The requirements management plan shall include:

- Requirements Management Process
- Roles and Responsibilities
- Requirements Traceability Matrix (RTM)

**3. Risk Management Plan.** The risk management plan must describe the approach used to manage risk throughout the life of the project, how contingency plans are implemented, and how project reserves are allocated to handle the risks. The plan will include the methods for identifying risks, tracking risks, documenting response strategies, and communicating risk information. The risk management plan shall include:

- Risk Management Process
- Roles and Responsibilities
- Rules/Procedures
- Risk Impact Analysis Approach
- Tools

**4. Issue Management Plan.** The issue management plan must describe the approach for capturing and managing issues throughout the life of the project to ensure the project is moving forward and avoids unnecessary delays. The issues management plan shall include:

- Issues Management Approach
- Roles and Responsibilities

- Tools

**5. Change Control Management Plan.** The change control management plan must describe the approach to effectively manage changes throughout the life of a project. The plan will include the process to track change requests from submittal to final disposition (submission, coordination, review, evaluation, categorization), the method used to communicate change requests and their status (approved, deferred, or rejected), the escalation process if changes cannot be resolved by the review team, and the process for project re-baselining. The change control management plan shall include:

- Change Management Process
- Roles and Responsibilities
- Rules/Procedures
- Change Impact Analysis Approach
- Tools

**6. Communications Management Plan.** The communication management plan must describe the communications process that will be used throughout the life of the project. The process must include the tools and techniques that will provide timely and appropriate generation, collection, distribution, storage, retrieval and disposition of project information. The communications management plan shall include:

- Communications Management Process
- Roles and Responsibilities
- Reporting Tools and Techniques
- Meeting Types and Frequency

**7. Quality Management Plan.** The quality management plan must describe the approach used to address Quality Assurance (QA) and Quality Control (QC) throughout the life of the project. The quality management plan should identify the quality processes and practices including the periodic reviews, audits and the testing strategy for key deliverables. The plan should also include the criteria by which quality is measured, the tolerances required of product and project deliverables, how compliance is measured, and the process for addressing those instances whenever quality measures are out of tolerance or compliance. The quality management plan will include:

- Quality Management Process
- Roles and Responsibilities
- Tools
- Quality Standards

**8. Time Management Plan.** The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify,

resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

- Time Management Process
- Role and Responsibilities
- Tools and Techniques
- Work Plan

Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

### **Offeror Response**

- B. IT Service Management.** Offeror(s) shall describe its service management methodology its uses to deliver service to its customers. Identify any industry best practices or standards its service management methodology is based. IT Service management shall include strategic approach directed by policies and incorporated in processes and supporting procedures that are performed to plan, deliver, operate, control, and improve IT services offered to customers. Offeror shall describe tools used for service management to include any integration of automated tools. Offeror shall include as part of its proposal any service management plan(s) which will be utilized to deliver, operate, control, and improve the services as described in this RFP.

### **Offeror Response**

- C. Quarterly Reports.** The selected Offeror shall submit to the Commonwealth contract administrator a quarterly report, within ten (10) business days following the end of the reporting period, detailing the purchasing, or leasing volume by the Commonwealth and its using agencies. The report shall include all COSTARS political subdivisions and university purchases as well as any “piggyback” purchase by other state (non-PA) entities. A consistent reporting mechanism is required to be used by the selected Offeror and shall include, at a minimum, the following:

- Summary report of purchases by the using agency, including item description, item number, serial number, receipt date of the purchase order, the delivery date of the equipment, subtotals by segment and agency, and the total for the Commonwealth.
- Performance report indicating average delivery time for equipment, percentage of orders that were shipped incorrectly, failure rates (‘dead on arrival’), and percentage of deliver orders resulting in a backordered items.
- Customer satisfaction report detailing the performrance of the selected Offeror in the areas of quality assurance, accuracy of equipment shipped/receved, professionalism, flexibility, competence, timeliness of delivery, and response to questions.

### **Offeror Response**

- D. Monthly Reports.** The selected Offeror shall provide the following monthly reports, within ten (10) business days following the end of the reporting period:

- a. Service Level Reporting using the SLA metrics for up-time, on-time, and fix-time for each using agency.
- b. Response time and fix-time, by using agency, including incident address, model number, serial number, problem summary, call date and time, response date and time, fix date and time, and resolution summary.
- c. Repeat request, by using agency, including the serial number for any MFDs having three (3) or more service requests on a rolling thirty-day period as described in **Section VI.C.17**.
- d. Repeat request, by using agency, including the serial number for any MFDs having five (5) or more service requests on a rolling sixty-day period as described in **Section VI.C.17**.

**Offeror Response**

**E. Device Usage Reports.** The selected Offeror shall provide a device usage report at the request of the Commonwealth or using agency once per quarter per agency, within ten (10) business days following the request or end of the reporting period. The report shall, include at a minimum, the volume printed by device serial number, segment, and using agency. See **Appendix D, Device Usage Reports Sample** for additional information.

**Offeror Response**

**F. Problem Identification Report.** An “as required” report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

**Offeror Response**

**I. Objections and Additions to Standard Contract Terms and Conditions.** The Offeror will identify which, if any, of the service levels in **Appendix, C MFD Service Level Agreements**, that it would like to negotiate. 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 service level agreements. 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 this RFP. 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 proposal, on the basis of the terms and conditions set out in the terms and conditions or the service level agreements. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in the terms and conditions contained in the Buyer Attachment section or to other provisions of the RFP.

**Offeror Response**

## INSTRUCTIONS

- 1.) All sheets must be filled out completely. Fill out all yellow highlighted cells on each worksheet.
- 2.) Formulas are imbedded in the Worksheets. Offeror's must verify that all calculations, subtotal costs and grand total costs are accurate.
- 3.) MFD Devices: Enter cost into the yellow highlighted cells for the three (3) device categories. A device must be entered for each category segment.
- 4.) Summary: All information is linked and will calculate automatically.
- 5.) Device Relocation: Enter the cost in the yellow highlighted cells to indicate the cost to relocate a device. Devices relocated 25 miles or less will be at no cost once per lease period.
- 6.) Please contact the Issuing Officer with any questions or concerns.
- 7.) Payment for services under this contract are fixed cost per unit. The volumes listed are for evaluation purposes only and will not be binding on the Commonwealth.

OFFEROR NAME	CONTACT PERSON	
OFFEROR ADDRESS	EMAIL ADDRESS	
	PHONE NUMBER	FAX NUMBER
	VENDOR NUMBER	FEDERAL ID OR SSN

Vendor Name	0
Vendor ID Number	0
Vendor TIN	0

Legal Size B&W							
Manufacturer		Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number							
Monthly Lease Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items							
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Estimated Quantity		190	17	31	54	112	25
Estimated Total Monthly Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Ledger Sized B&W							
Manufacturer		Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number							
Monthly Lease Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items							
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Estimated Quantity		256	542	1322	492	289	344
Estimated Total Monthly Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Color				
Manufacturer		Segment 1	Segment 2	Segment 3
Manufacturer Model Number				
Monthly Lease Cost		\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items				
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -
	Standard 11 x 17 inch Media	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	
Estimated Quantity		69	85	158
Estimated Total Monthly Cost		\$ -	\$ -	\$ -

<b>Vendor Name</b>	0
<b>vendor ID Number</b>	0
<b>Vendor TIN</b>	0

<b>Relocation Services</b>	
<b>Distance</b>	<b>Cost</b>
0 to 25 Miles	<b>\$0.00</b>
>25 to 50 Miles	<b>\$0.00</b>
>50 to 100 Miles	<b>\$0.00</b>
>100 Miles	<b>\$0.00</b>



Vendor Name	0
vendor ID Number	0
Vendor TIN	0

## Cost Summary

Total Cost Base Years	
Total Annual Cost MFD Devices (All Segments) Base Year 1 & 2	\$ -

PART V - CONTRACT TERMS and CONDITIONS

**V.1 CONTRACT-001.1a Contract Terms and Conditions (Nov 30 2006)**

The Contract with the selected offeror (who shall become the "Contractor") shall include the following terms and conditions:

**V.2 CONTRACT-002.1d Term of Contract – Contract (May 2012)**

The initial term of the Contract shall be 02 year(s) and 00 month(s).

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.

**V.3 CONTRACT-002.2a Renewal of Contract Term (Nov 30 2006)**

The Contract may be renewed for a maximum of 3 additional 1 year term(s), so long as Commonwealth provides written notice to Contractor of its intention to extend the Contract by letter prior to the expiration of the term of the agreement, or any extension thereof. The Commonwealth may exercise the renewal as individual year or multiple year term(s). Any renewal will be under the same terms, covenants and conditions. No further document is required to be executed to renew the term of the contract.

**V.4 CONTRACT-002.3 Extension of Contract Term (Nov 30 2006)**

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

**V.5 CONTRACT-003.1b Signatures – Contract (July 2015)**

The Contract shall not be a legally binding contract until the fully-executed Contract has been sent to the Contractor. No Commonwealth employee has the authority to verbally direct the commencement of any work or delivery of any supply under this Contract prior to the Effective Date. The Contractor hereby waives any claim or cause of action for any service or work performed prior to the Effective Date.

The Contract may be signed in counterparts. The Contractor shall sign the Contract and return it to the Commonwealth. After the Contract is signed by the Contractor and returned to the Commonwealth, it will be processed for Commonwealth signatures and approvals. When the Contract has been signed and approved by the Commonwealth as required by Commonwealth contracting procedures, the Commonwealth shall create a Contract output form which shall: 1) clearly indicate "Fully executed" at the top of the form; 2) include a printed Effective Date and 3) include the printed name of the Purchasing Agent indicating that the document has been electronically signed and approved by the Commonwealth. Until the Contractor receives the Contract output form with this information on the Contract output form, there is no legally binding contract between the parties.

The fully-executed Contract may be sent to the Contractor electronically or through facsimile equipment. The

electronic transmission of the Contract shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Contract shall constitute receipt of the fully-executed Contract.

The Commonwealth and the Contractor specifically agree as follows:

- a. No handwritten signature shall be required in order for the Contract to be legally enforceable.
- b. 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 acknowledgement shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
- c. 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.

#### **V.6 CONTRACT-004.1a Definitions (Oct 2013)**

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.
- d. Developed Works or 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. Services: All Contractor activity necessary to satisfy the Contract.

#### **V.7 CONTRACT-005.1a Purchase Orders (July 2015)**

Commonwealth agencies 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.

Purchase Orders may be electronically signed by the Agency. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed.

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.

a. No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.

b. The parties agree that no writing shall be required in order to make the Purchase Order legally binding. The parties hereby agree not to contest the validity or enforceability of a Purchase Order 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 Purchase Order 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 Purchase Orders or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Purchase Order or acknowledgement were not in writing or signed by the parties. A Purchase Order or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.

c. 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.

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.

#### **V.8 CONTRACT-006.1 Independent Prime Contractor (Oct 2006)**

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.

#### **V.9 CONTRACT-007.01a Supplies Delivery (Nov 30 2006)**

All item(s) 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.

#### **V.10 CONTRACT-007.02 Estimated Quantities (Nov 30 2006)**

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. The Commonwealth reserves the right to purchase materials and services covered under the Contract through a separate competitive procurement procedure, whenever Commonwealth deems it to be in its best interest.

#### **V.11 CONTRACT-008.1a Warranty (Oct 2006)**

The Contractor warrants that all items furnished and all services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials. Unless otherwise stated in the Contract, all items are warranted for a period of one year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered item. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.

#### **V.12 CONTRACT-009.1c Patent, Copyright, and Trademark Indemnity (Oct 2013)**

The Contractor warrants that it is the sole owner or author of, or has entered into a suitable legal agreement concerning either: a) the design of any product or process provided or used in the performance of the Contract which is covered by a patent, copyright, or trademark registration or other right duly authorized by state or federal law or b) any copyrighted matter in any report, document or other material provided to the Commonwealth under the contract.

The Contractor shall defend any suit or proceeding brought against the Commonwealth on account of any alleged patent, copyright or trademark infringement in the United States of any of the products provided or used in the performance of the Contract.

This is upon condition that the Commonwealth shall provide prompt notification in writing of such suit or proceeding; full right, authorization and opportunity to conduct the defense thereof; and full information and all reasonable cooperation for the defense of same.

As principles of governmental or public law are involved, the Commonwealth may participate in or choose to conduct, in its sole discretion, the defense of any such action.

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.

The Contractor shall indemnify and hold the Commonwealth harmless from all damages, costs, and expenses, including attorney's fees that the Contractor or the Commonwealth may pay or incur by reason of any infringement or violation of the rights occurring to any holder of copyright, trademark, or patent interests and rights in any products provided or used in the performance of the Contract.

If any of the products provided by the Contractor in such suit or proceeding are held to constitute infringement and the use is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to continue use of such infringement products, replace them with non-infringement equal performance products or modify them so that they are no longer infringing.

If the Contractor is unable to do any of the preceding, the Contractor agrees to remove all the equipment or software which are obtained contemporaneously with the infringing product, or, at the option of the Commonwealth, only those items of equipment or software which are held to be infringing, and to pay the Commonwealth: 1) any amounts paid by the Commonwealth towards the purchase of the product, less straight line depreciation; 2) any license fee paid by the Commonwealth for the use of any software, less an amount for the period of usage; and 3) the pro rata portion of any maintenance fee representing the time remaining in any period of maintenance paid for. The obligations of the Contractor under this paragraph continue without time limit. No costs or expenses shall be incurred for the account of the Contractor without its written consent.

#### **V.13 CONTRACT-009.1d Ownership Rights (Oct 2006)**

The Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

#### **V.14 CONTRACT-010.1a Acceptance (Oct 2006)**

No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) 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 item(s) 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 fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) 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 item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) 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 item(s), 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.

#### **V.15 CONTRACT-010.2 Product Conformance (March 2012)**

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

1. Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
2. Supply published manufacturer product documentation.
3. Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
4. Complete a survey/questionnaire relating to the bid requirements and specifications.
5. Provide customer references.
6. Provide a product demonstration at a location near Harrisburg or the using agency location.

#### **V.16 CONTRACT-010.3 Rejected Material Not Considered Abandoned (Oct 2013)**

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.

#### **V.17 CONTRACT-011.1a Compliance With Law (Oct 2006)**

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

#### **V.18 CONTRACT-013.1 Environmental Provisions (Oct 2006)**

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. Section 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. Section 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. Section 693.1.

#### **V.19 CONTRACT-014.1 Post-Consumer Recycled Content (June 2016)**

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 by the Environmental Protection Agency in its Comprehensive Procurement Guidelines, which can be found at <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

#### **V.20 CONTRACT-014.3 Recycled Content Enforcement (Feb 2009)**

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.

#### **V.21 CONTRACT-015.1 Compensation (Oct 2006)**

The Contractor shall be required to furnish the awarded item(s) at the price(s) quoted in the Purchase Order. All item(s) shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for item(s) that are delivered and accepted by the Commonwealth.

#### **V.22 CONTRACT-015.2 Billing Requirements (February 2012)**

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:

- Vendor name and "Remit to" address, including SAP Vendor number;
- Bank routing information, if ACH;
- SAP Purchase Order number;
- Delivery Address, including name of Commonwealth agency;
- Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- Quantity provided;
- Unit price;
- Price extension;
- Total price; and
- Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this paragraph, 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.

#### **V.23 CONTRACT-016.1 Payment (Oct 2006)**

- 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 and regulations promulgated pursuant thereto. 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.

#### **V.24 CONTRACT-016.2 ACH Payments (Aug 2007)**

- a. The Commonwealth will make contract payments through the Automated Clearing House (ACH). 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).
- b. 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.
- c. 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.

#### **V.25 CONTRACT-017.1 Taxes (Dec 5 2006)**

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 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 paragraph 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.

#### **V.26 CONTRACT-018.1 Assignment of Antitrust Claims (Oct 2006)**

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 products and services which are the subject of this Contract.

#### **V.27 CONTRACT-019.1 Hold Harmless Provision (Nov 30 2006)**

- 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. Section 732-101, et seq.), 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.

#### **V.28 CONTRACT-020.1 Audit Provisions (Oct 2006)**

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 Contract shall preserve books, documents and records that relate to costs or pricing data for the Contract for a period of three (3) years from the date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

#### **V.29 CONTRACT-021.1 Default (Oct 2013)**

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:

- 1) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
- 2) Failure to perform the work with sufficient labor, equipment, or material to ensure the completion of the specified work in accordance with the Contract or Purchase Order terms;
- 3) Unsatisfactory performance of the work;
- 4) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
- 5) Improper delivery;
- 6) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
- 7) Delivery of a defective item;
- 8) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- 9) Discontinuance of work without approval;
- 10) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;
- 11) Insolvency or bankruptcy;
- 12) Assignment made for the benefit of creditors;
- 13) 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;

14) Failure to protect, to repair, or to make good any damage or injury to property;

15) Breach of any provision of the Contract;

16) Failure to comply with representations made in the Contractor's bid/proposal; or

17) 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 Subparagraph a. above, the Commonwealth may procure, upon such terms and in such manner as it determines, items 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 Subparagraph a. above, the Commonwealth, in addition to any other rights provided in this paragraph, 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 paragraph 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 paragraph 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 Contract Controversies Provision of the Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

### **V.30 CONTRACT-022.1 Force Majeure (Oct 2006)**

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 aren't 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.

### **V.31 CONTRACT-023.1a Termination Provisions (Oct 2013)**

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 for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.

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. 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 shall have the right to terminate the Contract or a Purchase Order for Contractor default under the Default Clause upon written notice to the Contractor. 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. 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 the Subparagraph a.

### **V.32 CONTRACT-024.1 Contract Controversies (Oct 2011)**

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.

### **V.33 CONTRACT-025.1 Assignability and Subcontracting (Oct 2013)**

- a. Subject to the terms and conditions of this paragraph, 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.

### **V.34 CONTRACT-026.1 Other Contractors (Oct 2006)**

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 work 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 paragraph shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this paragraph as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

### **V.35 CONTRACT-027.1 Nondiscrimination/Sexual Harassment Clause (August 2017)**

The Contractor agrees:

1. 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 discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the *Pennsylvania Human Relations Act* (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
2. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA

and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.

3. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.

4. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.

5. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII* of the *Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.

6. 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.

7. The Contractor's and each subcontractor'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 and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

8. 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.

### **V.36 CONTRACT-028.1 Contractor Integrity Provisions (Jan 2015)**

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 contracting and procurement process.

**1. DEFINITIONS.** For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Section:

**a. "Affiliate"** means two or more entities where (a) a parent entity owns more than fifty percent of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.

**b. "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 prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.

**c. "Contractor"** means the individual or entity, that has entered into this contract with the Commonwealth.

**d. "Contractor Related Parties"** means any affiliates of the Contractor and the Contractor's executive officers, Pennsylvania officers and directors, or owners of 5 percent or more interest in the Contractor.

**e. "Financial Interest"** means either:

(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.

**f. "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.

**g. "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.

**2. 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 or procurement 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 the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.

**c.** Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.

**d.** Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor or material under this contract, 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 the Contractor's submission of the contract signed by Contractor.

**e.** Contractor certifies to the best of its knowledge and belief that within the last five (5) years Contractor or Contractor Related Parties have not:

(1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;

(2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;

(3) had any business license or professional license suspended or revoked;

(4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and

(5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

**f.** Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.

**g.** When contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity 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 the Office of the State Inspector General in writing.

**h.** 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, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the 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. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

**i.** Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an 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 Office of the State 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 refer to or concern this contract. Contractor shall incorporate this paragraph in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third party beneficiaries shall be created thereby.

**j.** 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.

#### **V.37 CONTRACT-029.1 Contractor Responsibility Provisions (Nov 2010)**

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.

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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

**V.38 CONTRACT-030.1 Americans with Disabilities Act (Oct 2006)**

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. Section 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. Section 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 Subparagraph a. above.



### V.39 CONTRACT-031.1 Hazardous Substances (April 2017)

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 34 Pa. Code Section 301.1 - 323.6.

a. Labeling. The Contractor shall ensure 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 Subparagraphs (1) through (4):

1) Hazardous substances:

- a) The chemical name or common name,
- b) A hazard warning, and
- c) The name, address, and telephone number of the manufacturer.

2) Hazardous mixtures:

- a) The common name, but if none exists, then the trade name,
- b) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
- c) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
- d) A hazard warning, and
- e) The name, address, and telephone number of the manufacturer.

3) Single chemicals:

- a) The chemical name or the common name,
- b) A hazard warning, if appropriate, and
- c) The name, address, and telephone number of the manufacturer.

4) Chemical Mixtures:

- a) The common name, but if none exists, then the trade name,
- b) A hazard warning, if appropriate,
- c) The name, address, and telephone number of the manufacturer, and

d) 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.

#### **V.40 CONTRACT-032.1 Covenant Against Contingent Fees (Oct 2006)**

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.

#### **V.41 CONTRACT-033.1 Applicable Law (Oct 2006)**

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.

#### **V.42 CONTRACT-034.1a Integration – RFP (Dec 12 2006)**

This Contract, including the Request for Proposals, Contractor's Proposal, Contractor's Best and Final Offer, if any, 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.

#### **V.43 CONTRACT-034.2a Order of Precedence - RFP (Dec 12 2006)**

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 RFP, the Best and Final Offer, if any; the Contractor's Proposal in Response to the RFP.

#### **V.44 CONTRACT-034.3 Controlling Terms and Conditions (Aug 2011)**

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.

#### **V.45 CONTRACT-035.1a Changes (Oct 2006)**

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 Contract Controversies Provision.

#### **V.46 CONTRACT-037.1a Confidentiality (Oct 2013)**

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 SOW). 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 termination or cancellation of this Contract or any license granted hereunder, 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 of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to the DEFAULT provision of this Contract, 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:

- (1) already known to the recipient at the time of disclosure other than through the contractual relationship;
- (2) independently generated by the recipient and not derived by the information supplied by the disclosing party.

- (3) 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;
- (4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (5) required to be disclosed 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:

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

**V.47 CONTRACT-041.1 Contract Requirements-Small Diverse Business and Small Business Participation (July 2016)**

The provisions contained in the RFP concerning Contract Requirements - Small Diverse Business and Small Business Participation are incorporated by reference herein.

**V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013)**

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any items covered by the Contract, these Leasing Terms And Conditions 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 these Leasing Terms and Conditions. Any items covered by a Lease shall be called "Leased Property" in these Leasing Terms and Conditions. To the extent that there is a conflict between the other terms and conditions of the Contract and these Leasing Terms and Conditions, these Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

**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 can be found on the Forms page of the Department of General Services' webpage ([www.dgs.state.pa.us](http://www.dgs.state.pa.us)).

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the Specifications for this 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**

1. 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 Subsection J of this Section 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 Subsection B of this Subsection, 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 Subsection J. of this Section, 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. Since DGS has, as a matter of policy, 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 Subsection E. of this Section, 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 Exemption 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.

#### **V.49 CONTRACT-046.1 Manufacturer's Price Reduction (Oct 2006)**

If, prior to the delivery of the awarded item(s) 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.

#### **V.50 CONTRACT-051.1 Notice (Dec 2006)**

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.

#### **V.51 CONTRACT-052.1 Right to Know Law (Feb 2010)**

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:

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 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
2. Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

d. 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.

e. 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.

f. 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.

g. 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.

h. 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.

i. 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.

## APPENDIX A

### PROJECT REFERENCES

<b>Name of Client &amp; Project Title</b>	Client – Project Title	
<b>Contract Value</b>	[VALUE]	
<b>Nature and Scope of Project:</b>	Describe the project in sufficient detail to explain it is similar to the Commonwealth's project. How does this project compare in size, scope, complexity and/or duration? What is it specifically about this project that makes it a good representative project of the vendor's work? <i>(Reference Section II-4 Prior Experience)</i>	
<b>Project Duration:</b>	<b>Start Date Year:</b> [YEAR]	<b>End Date Year:</b> [YEAR or on-going]
<b>Nature of the Client:</b>	Description of client and organizational unit that project was managed by.	
<b>Nature of Client Audience:</b>	Description of project users and/or client/customer audience.	
<b>Number of Users:</b>	[Number]	
<b># &amp; Composition of Vendor Employees &amp; Consultants Assigned:</b>	Vendor Project Manager/Key Consultant on Project Team: Describe start-up, peak and ongoing level of vendor efforts	
<b>Client Contact Information:</b>	<p>Provide the name, title, address and telephone number of at least two references or contact persons that the Commonwealth can contact to inquire about the vendor's performance, and indicate the role these individuals had in relation to the assignment or project. The references/contact persons should be individuals who were key stakeholders or project leaders and who can validate the vendor's role and responsibilities and who can comment on the quality of the vendor's performance. <b>2 contacts required.</b></p> <p><b>Reference Contacts:</b></p> <p>Name: _____ Title: _____</p> <p>Department: _____</p> <p>Full Address: _____</p> <p>Telephone: _____ E-mail: _____</p> <p>Relation/Role to Project: _____</p> <p>Name: _____ Title: _____</p> <p>Department: _____</p> <p>Full Address: _____</p> <p>Telephone: _____ E-mail: _____</p> <p>Relation/Role to Project: _____</p>	

## INSTRUCTIONS

- 1 Fill in all yellow cells as follows:  
Included - for included in base price  
Optional - for options available at additional cost  
Numerical Value - the specified models capability for numerical requirements
- 2 White cells are not mandatory requirements. However, if any of these capabilities are included in the base price, that can be noted as Included .
- 3 All yellow cells must be filled in for the bid to be accepted.

**LOT 1  
LEGAL-SIZED BLACK WHITE MFDs**

	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
<b>Manufacturer Name</b>						
<b>Manufacturer Model Number</b>						
<b>Volume, Capacity, and Speed</b>						
Pages Printed per Month (minimum including copied if applicable)	10,000	15,000	30,000	60,000	100,000	125,000
Laser or equivalent technology	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Printed pages able to be copied, scanned, faxed, or reprinted immediately with no damage to original	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White printing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color printing	N/A	N/A	N/A	N/A	N/A	N/A
Automatically use most cost effective method for black-and-white or color	N/A	N/A	N/A	N/A	N/A	N/A
Password-protected printing for confidential documents	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White Copying	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color Copying	N/A	N/A	N/A	N/A	N/A	N/A
Black and White Scanning	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color Scanning	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White Faxing	Optional	Optional	Optional	Optional	Optional	Optional
Internet Fax Expansion kit	Optional	Optional	Optional	Optional	Optional	Optional
Fax option provides programmable distribution lists	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Time for first page from Standby Mode: 40 seconds or less	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Minimum Black and White Print Speed Page Per Minute (PPM)	19 PPM	25 PPM	35 PPM	45 PPM	55 PPM	65 PPM
Minimum Color Print Speed Page Per Minute (PPM)	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Copy Speed Page Per Minute (PPM)	19 PPM	25 PPM	35 PPM	45 PPM	55 PPM	65 PPM
50 Sheets Automatic Document Feeder Capacity	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Automatic Duplex Printing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Automatic Duplex Copying	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Minimum Collating and Stapling Speed	Optional	Optional	Optional	Optional	Optional	Optional
3-hole Punch	Optional	Optional	Optional	Optional	Optional	Optional
Cardstock	Optional	Optional	Optional	Optional	Optional	Optional
Job queuing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Functional concurrency	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Media Size, Type, and Tray</b>						
Standard 8.5 x 11 inch Media	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard 8.5 x 14 inch Media	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard 11 x 17 inch Media	N/A	N/A	N/A	N/A	N/A	N/A
Legal-size paper	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Multipurpose paper	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Maximum of 50% recycled material in paper without adversely affecting functionality or uptime.	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard envelope media	N/A	N/A	N/A	N/A	N/A	N/A
Pager sheets	N/A	N/A	N/A	N/A	N/A	N/A
Card stock	Optional	Optional	Optional	Optional	Optional	Optional
Transparencies	N/A	N/A	N/A	N/A	N/A	N/A
Soft and high gloss Laser paper	N/A	N/A	N/A	N/A	N/A	N/A
Color laserjet transparency	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Paper Trays or Drawers Standard	3	3	3	3	3	3
Additional trays or drawers for paper sources	Optional	Optional	Optional	Optional	Optional	Optional
High Capacity Tray or Drawer	Optional	Optional	Optional	Optional	Optional	Optional
Exit Tray	Optional	Optional	Optional	Optional	Optional	Optional
Minimum Paper Input Capacity	300 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets
Minimum Output Capacity	100 sheets	200 sheets	200 sheets	200 sheets	200 sheets	200 sheets
<b>Memory and Storage</b>						
Minimum Standard Memory	512MB	512MB	512MB	512MB	512MB	512MB
Minimum Memory Expandable to	N/A	N/A	N/A	N/A	N/A	N/A
Memory Expansion kit	Optional	Optional	Optional	Optional	Optional	Optional
4GB or more internal storage	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Compatibility and Connectivity</b>						
Common user interface within each list	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
LDAP Authentication	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows 7 client operating system	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows 8 client operating system upgradability if not currently available	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Mac client operating system	Optional	Optional	Optional	Optional	Optional	Optional
Linux client operating system	Optional	Optional	Optional	Optional	Optional	Optional
Windows Server 2012	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows Server 2016	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Print Drivers compatible with SAP	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
32 bit and 64 bit drivers	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Agilent 32bit and 64bit WHDL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Ethernet 10/100/1000 Full Duplex connections	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
SAS interface	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Internal NIC card	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Wake-On-LAN-enabled NIC cards disabled or protected with hardened password	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
TCPIP Protocol (not direct TCP/IP printing)	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Static IP Assignment	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
IPv6 Compatible	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Uniques e-Workflow and imaging (Infoimage)	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
"Twain" compliant device	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Print Quality</b>						
600 by 600 dpi Minimum Print Quality Black	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
600 by 600 dpi Minimum Print Quality Color	N/A	N/A	N/A	N/A	N/A	N/A
600 by 600 dpi Minimum Copy Quality Black	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
600 by 600 dpi Minimum Copy Quality Color	N/A	N/A	N/A	N/A	N/A	N/A
600 dpi Minimum Scan Resolution	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color Resolution/Enlarge Range 24-480%	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Common user interface look for PCL and PostScript print drivers	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Postscript or Postscript/PCL all in one driver page description language	Optional	Optional	Optional	Optional	Optional	Optional
PCL driver page description languages	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Digital Output</b>						
Select file format at device	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
pdf format	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
eps format	Optional	Optional	Optional	Optional	Optional	Optional
tif format	Optional	Optional	Optional	Optional	Optional	Optional
ps format	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
TIF 6.0 format using CITT Group 4 compression	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to email	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to FTP	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to USB memory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to network file	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to shared folders	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Equipment Requirements</b>						
Energy Star compliant	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit ozone in excess of 0.03 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit dust in excess of 0.25 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit acetone in excess of 0.11 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Badge Reader - Secure Printing	Optional	Optional	Optional	Optional	Optional	Optional
<b>Printer Management Features</b>						
Remote Management via Web Interface	N/A	N/A	N/A	N/A	N/A	N/A
Remote Configuration Capability	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Restrict color to authorized users	N/A	N/A	N/A	N/A	N/A	N/A

**LOT 2  
LEDGER-SIZED BLACK WHITE MFDs**

	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
	Specifications of Proposed Model	Specifications of Proposed Model	Specifications of Proposed Model	Specifications of Proposed Model	Specifications of Proposed Model	Specifications of Proposed Model
Manufacturer Name						
Manufacturer Model Number						
<b>Volume, Capability, and Speed</b>						
Pages Printed per Month (minimum including copied if applicable)	10,000	15,000	30,000	60,000	100,000	125,000
Laser or equivalent technology	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Printed pages able to be copied, scanned, faxed, or overprinted immediately with no damage to original	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White printing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color printing	N/A	N/A	N/A	N/A	N/A	N/A
Automatically use most cost effective method for black-and-white or color	N/A	N/A	N/A	N/A	N/A	N/A
Password protected printing for confidential documents	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White Copying	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color Copying	N/A	N/A	N/A	N/A	N/A	N/A
Black and White Scanning	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Color Scanning	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Black and White Faxing	Optional	Optional	Optional	Optional	Optional	Optional
Internet Fax Expansion kit	Optional	Optional	Optional	Optional	Optional	Optional
Fax option provides programmable distribution lists	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Time for first page from Standby Mode: 40 seconds or less	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Minimum Black and White Print Speed Page Per Minute (PPM)	19 PPM	25 PPM	35 PPM	45 PPM	55 PPM	65 PPM
Minimum Color Print Speed Page Per Minute (PPM)	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Copy Speed Page Per Minute (PPM)	19 PPM	25 PPM	35 PPM	45 PPM	55 PPM	65 PPM
50 Sheets Automatic Document Feeder Capacity	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Automatic Duplex Printing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Automatic Duplex Copying	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Minimum Collating and Staging Speed	Optional	Optional	Optional	Optional	Optional	Optional
3-hole Punch	Optional	Optional	Optional	Optional	Optional	Optional
Landscape Slotch	Optional	Optional	Optional	Optional	Optional	Optional
Job queuing	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Functional concurrency	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Media, Stacks, Trays, and Trays</b>						
Standard 8.5 x 11 inch Media	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard 8.5 x 14 inch Media	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard 11 x 17 inch Media	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Envelopes	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Multipurpose paper	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Maximum of 50% recycled material in paper without adversely affecting functionality or uptime.	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Standard envelope media	N/A	N/A	N/A	N/A	N/A	N/A
Legal	N/A	N/A	N/A	N/A	N/A	N/A
Card Stock	Optional	Optional	Optional	Optional	Optional	Optional
Transparencies	N/A	N/A	N/A	N/A	N/A	N/A
Soft and high glossy Laser paper	N/A	N/A	N/A	N/A	N/A	N/A
Color Laser Jet Transparency	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Paper Trays or Drawers Standard	3	3	3	3	3	3
Additional trays or drawers for paper sources	Optional	Optional	Optional	Optional	Optional	Optional
High Capacity Tray or Drawer	Optional	Optional	Optional	Optional	Optional	Optional
Exit Tray	Optional	Optional	Optional	Optional	Optional	Optional
Minimum Paper Input Capacity	300 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets
Minimum Output Capacity	300 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets	1000 sheets
<b>Memory and Storage</b>						
Minimum Standard Memory	512MB	512MB	512MB	512MB	512MB	512MB
Minimum Memory Expandable to	N/A	N/A	N/A	N/A	N/A	N/A
Memory Expansion kit	Optional	Optional	Optional	Optional	Optional	Optional
4GB or more internal storage	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Compatibility and Connectivity</b>						
Common user interface within each list	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
LDAP Authentication	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows 7 client operating system	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows 8 client operating system upgradability if not currently available	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Linux Client operating system	Optional	Optional	Optional	Optional	Optional	Optional
Linux client operating system	Optional	Optional	Optional	Optional	Optional	Optional
Windows Server 2012	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Windows Server 2016	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Print drivers compatible with SAP	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
32 bit and 64 bit drivers	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Signed 32bit and 64bit WHQL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Ethernet 10/100 Full Duplex connections	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
IEEE interface	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Internal NIC card	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Wake On LAN enabled NIC cards disabled or protected with hardened password	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
TCP/IP Protocol (not direct TCP/IP printing)	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Static IP Assignments	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
IPv6 Compatible	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Linux workflow and imaging (InfoImage)	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
"twin" output device	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Print Quality</b>						
600 by 600 dpi Minimum Print Quality Color	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
600 by 600 dpi Minimum Print Quality Black	N/A	N/A	N/A	N/A	N/A	N/A
600 by 600 dpi Minimum Copy Quality Color	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
600 by 600 dpi Minimum Copy Quality Black	N/A	N/A	N/A	N/A	N/A	N/A
600 dpi Minimum Scan Resolution	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Copier Reduction/Enlarge Range 25-400%	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Common user interface look for PCL and PostScript print drivers	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Postscript or Postscript/PCL all in one driver page description language	Optional	Optional	Optional	Optional	Optional	Optional
PCL driver page description languages	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Digital Output</b>						
Select file format at device	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
pdf format	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
docx format	Optional	Optional	Optional	Optional	Optional	Optional
tif format	Optional	Optional	Optional	Optional	Optional	Optional
tif format	Optional	Optional	Optional	Optional	Optional	Optional
TIF 6.0 format using CITT Group 4 compression	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to email	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to FTP	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to USB memory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to network file	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Output to shared folder	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
<b>Equipment Requirements</b>						
Energy Star compliant	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit noise in excess of 0.02 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit dust in excess of 0.25 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Devices shall not emit styrene in excess of 0.11 mg/m3	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Radio Protocol - Secure Printing	Optional	Optional	Optional	Optional	Optional	Optional
<b>Printer Management Features</b>						
Remote Management via Web Interface	N/A	N/A	N/A	N/A	N/A	N/A
Remote Configuration Capability	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Restrict color to authorized users	N/A	N/A	N/A	N/A	N/A	N/A

LOT 3  
COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
<b>Manufacturer Name</b>						
<b>Manufacturer Model Number</b>						
<b>Volume, Capability, and Speed</b>						
Pages Printed per Month minimum (including copied if applicable)	15,000		20,000		15,000	
Laser or equivalent technology	Mandatory		Mandatory		Mandatory	
Printed pages able to be copied, scanned, faxed, or overprinted immediately with no damage to original	Mandatory		Mandatory		Mandatory	
Black and White printing	Mandatory		Mandatory		Mandatory	
Color printing	Mandatory		Mandatory		Mandatory	
Automatically use most cost effective method for black and white or color	Mandatory		Mandatory		Mandatory	
Password protected printing for confidential documents	Mandatory		Mandatory		Mandatory	
Black and White Copying	Mandatory		Mandatory		Mandatory	
Color Copying	Mandatory		Mandatory		Mandatory	
Black and White Scanning	Mandatory		Mandatory		Mandatory	
Color Scanning	Mandatory		Mandatory		Mandatory	
Black and White Labeling	Optional		Optional		Optional	
Internet Fax Expansion kit	Optional		Optional		Optional	
Fax option provides programmable distribution lists	Mandatory		Mandatory		Mandatory	
Time for first page from Standby Mode 40 seconds or less	Mandatory		Mandatory		Mandatory	
Minimum Black and White Print Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
Minimum Color Print Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
Minimum Copy Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
50 sheets Automatic Document Feeder Capacity	Mandatory		Mandatory		Mandatory	
Automatic Duplex Printing	Mandatory		Mandatory		Mandatory	
Automatic Duplex Copying	Mandatory		Mandatory		Mandatory	
Minimum Collating and Stapling Speed	30 PPM		40 PPM		30 PPM	
3 hole Punch	Optional		Optional		Optional	
Scale Slits	Optional		Optional		Optional	
Job queuing	Mandatory		Mandatory		Mandatory	
Functional concurrency	Mandatory		Mandatory		Mandatory	
<b>Media Size, Toner, and Tray</b>						
Standard 8.5 x 11 inch Media	Mandatory		Mandatory		Mandatory	
Standard 8.5 x 14 inch Media	Mandatory		Mandatory		Mandatory	
Standard 11 x 17 inch Media	Optional		Optional		Optional	
Laserjet paper	Mandatory		Mandatory		Mandatory	
Multipurpose paper	Mandatory		Mandatory		Mandatory	
Maximum of 50% recycled material in paper without adversely affecting functionality or uptime	Mandatory		Mandatory		Mandatory	
Standard envelope media	N/A		N/A		N/A	
Paper Labels	N/A		N/A		N/A	
Card Stock	Optional		Optional		Optional	
Transparencies	N/A		N/A		N/A	
Soft and High Gloss Laser paper	N/A		N/A		N/A	
Color Laserjet Transparency	N/A		N/A		N/A	
Minimum Paper Trays or Drawers Standard	1		1		1	
Additional trays or drawers for paper sources	Optional		Optional		Optional	
High Capacity Tray or Drawer	Optional		Optional		Optional	
Exit Tray	Optional		Optional		Optional	
Minimum Paper Input Capacity	500 sheets		500 sheets		500 sheets	
Minimum Output Capacity	100 sheets		100 sheets		100 sheets	
<b>Memory and Storage</b>						
Minimum Standard Memory	512MB		512MB		512MB	
Minimum Memory Expandable to						
Memory Expansion Kit	Optional		Optional		Optional	
4GB or more internal storage	Mandatory		Mandatory		Mandatory	
<b>Compatibility and Connectivity</b>						
Common user interface within each lot	Mandatory		Mandatory		Mandatory	
LDAP Authentication	Mandatory		Mandatory		Mandatory	
Windows 7 client operating system	Mandatory		Mandatory		Mandatory	
Windows 8 client operating system upgradability if not currently available	Mandatory		Mandatory		Mandatory	
Mac client operating system	Optional		Optional		Optional	
Linux client operating system	Optional		Optional		Optional	
Windows Server 2012	Mandatory		Mandatory		Mandatory	
Windows Server 2016	Mandatory		Mandatory		Mandatory	
Print Drivers compatible with SAP	Mandatory		Mandatory		Mandatory	
32 bit and 64 bit drivers	Mandatory		Mandatory		Mandatory	
Signed 32bit and 64bit WHQL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory		Mandatory		Mandatory	
Ethernet 100Mbps Full Duplex connections	Mandatory		Mandatory		Mandatory	
USB interface	Mandatory		Mandatory		Mandatory	
Internal NIC card	Mandatory		Mandatory		Mandatory	
Wake-On-LAN-enabled NIC cards disabled or protected with hardened password	Mandatory		Mandatory		Mandatory	
TCPIP Protocol (not direct TCP/IP printing)	Mandatory		Mandatory		Mandatory	
Static IP Assignment	Mandatory		Mandatory		Mandatory	
IPv6 Compatible	Mandatory		Mandatory		Mandatory	
Linux or Windows and Imaging (Informatica)	Mandatory		Mandatory		Mandatory	
"Twain" compliant device	Mandatory		Mandatory		Mandatory	
<b>Print Quality</b>						
600 by 600 dpi Minimum Print Quality Black	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Print Quality Color	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Copy Quality Black	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Copy Quality Color	Mandatory		Mandatory		Mandatory	
600 dpi Minimum Scan Resolution	Mandatory		Mandatory		Mandatory	
Copy Reduction/Enlarge Range 25-400%	Mandatory		Mandatory		Mandatory	
Common user interface look for PCL and Postscript print drivers	Mandatory		Mandatory		Mandatory	
Postscript or Postscript/PCL all in one driver page description language	Optional		Optional		Optional	
PCL driver page description languages	Mandatory		Mandatory		Mandatory	
<b>Digital Output</b>						
Select file format at device	Mandatory		Mandatory		Mandatory	
pdf format	Mandatory		Mandatory		Mandatory	
docx format	Optional		Optional		Optional	
rtf format	Optional		Optional		Optional	
svg format	Mandatory		Mandatory		Mandatory	
Tiff 6.0 format using CCITT Group 4 compression	Mandatory		Mandatory		Mandatory	
Output to email	Mandatory		Mandatory		Mandatory	
Output to FTP	Mandatory		Mandatory		Mandatory	
Output to USB memory	Mandatory		Mandatory		Mandatory	
Output to network file	Mandatory		Mandatory		Mandatory	
Output to shared folders	Mandatory		Mandatory		Mandatory	
<b>Equipment Requirements</b>						
Energy Star compliant	Mandatory		Mandatory		Mandatory	
Devices shall not emit ozone in excess of 0.02 mg/m <sup>3</sup>	Mandatory		Mandatory		Mandatory	
Devices shall not emit dust in excess of 0.25 mg/m <sup>3</sup>	Mandatory		Mandatory		Mandatory	
Devices shall not emit styrene in excess of 0.11 mg/m <sup>3</sup>	Mandatory		Mandatory		Mandatory	
RoHS Compliant - Secure Printing	Optional		Optional		Optional	
<b>Printer Management Features</b>						
Remote Management via Web Interface	N/A		N/A		N/A	
Remote Configuration Capability	Mandatory		Mandatory		Mandatory	
Restrict color to authorized users	N/A		N/A		N/A	



APPENDIX C, MFD SERVICE LEVEL AGREEMENTS

Performance Metric	Performance Measure	Performance Target	Definition	Calculation	Frequency of Review	Service Credit
MFD Uptime	MFD Agency Device Availability	96%	All machines provided to an agency, as an aggregate, must have an up-time of 96% or greater on a rolling three (3) month average. The SLA is applicable to each agency.	Total downtime of all agency machines.  $(( \# \text{ of downtime minutes} / \text{total number of minutes in the normal operating hours}) * 100) - 100 = \text{Percent Uptime of all agency machines}$	Quarterly	2% credit to the next monthly agency bill.
Fix Time	MFD Agency Device Fix Time	95%	The selected Offeror shall restore service to machines within eight (8) business hours. This SLA is applicable to each agency. The selected Offeror shall replace the faulty MFD with a loaner MFD of equivalent capability until the repairs have been made when the fix-time will exceed eight (8) business hours.	The measure from the time the Commonwealth contacts the selected Offeror, by a mutually agreed upon method, to the time the machine is returned to full and complete working order or substituted with an equivalent machine.	Monthly	2% credit to the next monthly agency bill
Reports	Submission of Reports on Time	100%	Submission of required Monthly Reports within ten (10) business days following the end of the reporting period.  Submission of required Quarterly Report within ten (10) business days following the end of the reporting period.  Device Usage Report completed within ten (10) business days of the Commonwealth or using agency request, or within ten (10) business days following the end of the reporting period.	End of Reporting Periods + ten (10) business days.  End of Reporting Periods + ten (10) business days.  End of Reporting Periods or Date of Request + ten (10) business days.	Monthly  Quarterly  Quarterly	None  None  None

## APPENDIX C, MFD SERVICE LEVEL AGREEMENTS

Up Time and Fix Time:

**Up-time** is calculated by dividing the machine down-time each month by the total normal business hours each month for the respective agency.

- All machines provided to an agency, as an aggregate, must have an Up-time of at least 96% on a rolling three (3) month average. This SLA will apply to each individual agency.

**Fix-time** is measured from the time the Commonwealth calls/submits a trouble ticket to the contractor to the time the machine is returned to full and complete working order.

- The Contractor must resolve at least 95% of the trouble tickets submitted by an agency each month in a Fix-time of no more than eight (8) normal business hours. This SLA will apply to each individual agency.
- Should the Fix-time exceed eight (8) normal business hours, the Contractor must notify the Commonwealth and replace the faulty MFD with a loaner MFD of equivalent capability until the repairs have been made and the agency's MFD is back to full and complete working order. Repair or replacement must be made within sixteen (16) normal business hours after the trouble ticket has been placed by the Commonwealth.

Failure to meet either SLA for one month will result in a 2% credit on the next monthly bill to the agency. Failure to meet an SLA in subsequent months will increase the credit by an additional 2% for each additional reporting period, up to a maximum of credit of 10% . If the Contractor meets both SLAs for two (2) consecutive months, the credit for the next failure will reset to 2%.

DEVICE USAGE REPORT- SAMPLE									
		Black and White				Color			
		Letter or Legal Pages		Ledger Pages		Letter or Legal Pages		Ledger Pages	
Serial Number	Single-sided	Duplex	Single-sided	Duplex	Single-sided	Duplex	Single-sided	Duplex	
<b>Agency 1</b>									
Lot 1									
Segment 1									
1111	3000	4000							
1112	8000	0							
1113	5000	1000							
1114	1000	6000							
Segment 2									
Segment 3									
Segment 4									
1115	30000	0							
1116	0	40000							
Segment 5									
1117	40000	40000							
Segment 6									
1118	90000	0							
Lot 2									
Segment 1									
Segment 2									
2222	10000	2000	2000	0					
2223	3000	5000	1000	1000					
2224	10000	2000	100	0					
Segment 3									
2225	15000	5000	500	150					
2226	5000	15000	1000	0					
Segment 4									
Segment 5									
Segment 6									
Lot 3									
Segment 1									
Segment 2									
3331	15000	1000			1000	500			
3332	1000	5000			5000	5000			
Segment 3									
3333	5000	1000	200	400	500	500	500	100	

Manufacturer Usage Summary						
Agency		Number of Printers	Black and White		Color	
			Letter or Legal Subtotal	Ledger Subtotal	Letter or Legal Subtotal	Ledger Subtotal
Lot 1						
Segment 1		4	39000			
Segment 2						
Segment 3						
Segment 4		2	110000			
Segment 5		1	120000			
Segment 6		1	90000			
Lot 2						
Segment 1						
Segment 2		3	41000	7200		
Segment 3		2	60000	1800		
Segment 4						
Segment 5						
Segment 6						
Lot 3						
Segment 1						
Segment 2		2	28000		17000	
Segment 3		1	7000	1000	1500	700
Total			495000	10000	18500	700

PA Supplier ID Number: \_\_\_\_\_

**SOFTWARE/SERVICES LICENSE REQUIREMENTS AGREEMENT  
BETWEEN  
THE COMMONWEALTH OF PENNSYLVANIA,  
ACTING BY AND THROUGH THE [INSERT NAME OF AGENCY]  
AND  
[INSERT FULL NAME OF LICENSOR]**

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This Software/Services License Requirements Agreement (“Agreement”) by and between [insert full name of Licensor] (“Licensor”) and the Commonwealth of Pennsylvania, acting by and through the [insert name of Agency] (“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.

1. **Order of Precedence.** The terms and conditions of this Agreement supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached [insert exhibits that are to be made part of this Agreement]. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any quote, 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. The products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”
2. **Enterprise Language:**
  - (a) The parties agree that more than one agency of the Commonwealth (“Commonwealth Agency”) may license products subject to this Agreement, provided that the procurement of any Licensed Products by any Commonwealth Agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each Commonwealth Agency seeking to use the Licensed Products.
  - (b) 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 the procurement of any Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase order or other procurement document without further need for execution.
3. **List of Licensed Products.**

- (a) Attached hereto and made a part of this Agreement by reference is Attachment 1, which lists the Licensed Products that may be licensed under this Agreement. With the consent of the Commonwealth, the list of Licensed Products on Attachment 1 may be updated by the Licensor providing the Commonwealth with a revised Attachment 1 that adds the new product to the list. The Commonwealth, in its sole discretion, may consent either via written communication directly to the Licensor or, if applicable, providing the Commonwealth's reseller with a copy of Licensor's notification to update Attachment 1.
- (b) No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a new Licensed Product to the list that requires additional licensing terms or other requirements, either an amendment to this Agreement or a new agreement will be required.
- 4. Choice of Law/Venue.** 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. 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.
- 5. Indemnification/Immunity.** 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. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
- 6. 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, trademarks or trade dress, 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, fines and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to a 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 the Licensor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth](#)

Attorneys Act, Act of October 15, 1980, P.L. 950, No. 164, as amended, 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, however, in its sole discretion, and under the terms the OAG deems appropriate, may 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. The 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 the Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. 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 the OAG does not delegate to the Licensor the authority to control the defense and settlement of a Claim, the Licensor’s obligation under this section ceases. The Licensor, at its own expense, shall provide whatever cooperation the OAG requests 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 dress, 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 the 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, any Licensed Product furnished hereunder is likely to or do become subject to a claim of infringement of a United States patent, copyright, trade dress 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:

- (i) substitute functional equivalents for the alleged infringing Licensed Product, or
  - (ii) obtain the rights for the Commonwealth to continue the use of such Licensed Product.
- (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, either:
  - (i) procure the right to continue use of such infringing Licensed Products;
  - (ii) replace them with non-infringing items; or
  - (iii) modify them so that they are no longer infringing.
- (f) If the use of any Licensed Product is enjoined and the Licensor is unable to do any of the preceding set forth in subsection (e) above, the Licensor, upon return of the Licensed Product, agrees to refund to the Commonwealth:
  - (i) the license fee paid for the infringing Licensed Product, less the amount for the period of usage of the Licensed Product; and
  - (ii) 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 survive the termination of this Agreement.
- (h) Notwithstanding the above, the Licensor shall have no obligation under this section for:
  - (i) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
  - (ii) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare any Licensed Products
  - (iii) use of any Licensed Product after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedies under subsection (e) or subsection (f) above;
  - (iv) use of any Licensed Product in other than the specified operating environment;

- (v) 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 Licensed Products, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
  - (vi) infringement of a non-Licensed Product alone;
  - (vii) the Commonwealth's use of any Licensed Product beyond the scope contemplated by the Agreement; or
  - (viii) 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, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

**7. Virus, Malicious, Mischievous or Destructive Programming.**

- (a) The Licensor warrants that the Licensed Products as delivered by the 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.
- (b) The Licensor 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 results from the Licensor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Licensor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of any Licensed Products, the Licensor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages.

**8. Limitation of Liability.**

- (a) 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:

- (i) for bodily injury;
  - (ii) for death;
  - (iii) for intentional injury;
  - (iv) to real property or tangible personal property for which the Licensor is legally liable;
  - (v) Under **Section 6**, Patent, Copyright, Trade Secret and Trademark Protection;
  - (vi) for 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; or
  - (vii) under **Section 7**, Virus, Malicious, Mischievous or Destructive Programming.
- (b) In no event will the Licensor be liable for consequential, indirect, or incidental damages unless otherwise specified in the Agreement.

## **9. Payment.**

The Commonwealth will make purchase and make payment through a reseller contract or another procurement document, which shall control with regard to payment amounts and provisions.

## **10. Termination.**

- (a) The Licensor may not terminate for non-payment of an order issued through a reseller contract or another procurement document that controls payment.
- (b) The Commonwealth may terminate this Agreement without cause by giving the 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").

## **11. Background Checks.**

- (a) Upon prior written request by the Commonwealth, the 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, the Licensor must provide written confirmation to the office designated by the applicable Commonwealth 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, the 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 Commonwealth Agency consents, in writing, prior to the access being provided. The Commonwealth Agency may withhold its consent at its sole discretion. Failure of the Licensor to comply with the terms of this subsection may result in the default of the Licensor under its Agreement with the Commonwealth.
- (c) The Commonwealth specifically reserves the right 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 applicable Commonwealth Agency and the Department of General Services 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 Licensor for contracted personnel photo identification or access badges.

## 12. Confidentiality.

- (a) Definition. "Confidential Information:"
  - (i) For the 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 the Commonwealth or pursuant to the terms of any third-party agreement to which Commonwealth is a party.

- (ii) For the Licensor: All information identified in writing by the Licensor as confidential or proprietary to Licensor or its subcontractors.
  
- (b) Confidential Information. 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. Except to the extent provided otherwise by any applicable law, the obligations of this subsection (b) shall not apply with respect to information which:
  - (i) is developed by the other party without violating the disclosing party's proprietary rights,
  - (ii) is or becomes publicly known (other than through unauthorized disclosure),
  - (iii) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
  - (iv) 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 the Commonwealth and the Licensor, or
  - (v) is rightfully received by the disclosing party free of any obligation of confidentiality.
  
- (c) Obligations. Each party shall:

- (i) 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.
  - (ii) 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.
  - (iii) 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.
  - (iv) 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) Cost of compliance; required disclosure. Each party shall bear the cost it incurs as a result of compliance with this section. The obligations in this section 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 disclosure or order in a timeframe to allow the non-disclosing party to resist the disclosure or order).
- (e) Submitting Confidential Information to the Commonwealth. 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:
- (i) Prepare an un-redacted version of the appropriate document;
  - (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;
  - (iii) 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 Section 707(b) of the *Right-to-Know Law*, 65 P.S. § 67.707(b); and

- (3) the Licensor is requesting that the document be considered exempt under Section 708(b)(11) of the *Right-to-Know Law*, 65 P.S. § 67.708(b)(11) from public records requests; and
- (iv) Submit the **two (2)** documents with the signed written statement to the Commonwealth.
- (f) Confidential Information at termination. Upon expiration or termination of this Agreement, or a purchase order or other procurement document for Licensed Products governed by the terms of this Agreement, 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 the Commonwealth's Confidential Information and/or Data, the Licensor shall comply with the requirements of subsection (e).
- (g) Not confidential. Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

### **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) The 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:
  - (i) Maintaining a valid and up to date registrations and certifications; and
  - (ii) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.

- 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.**

- (a) 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 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.
- (b) The only interest the Commonwealth is authorized to pay is in accordance with Act of December 13, 1982, P.L. 1155, No. 266, as amended, 72 P. S. § 1507, (relating to Interest Penalties on Commonwealth Accounts) and accompanying regulations 4 Pa. Code §§ 2.31—2.40 (relating to Interest Penalties for Late Payments).

**17. Commonwealth Audit Responsibilities.**

- (a) The Commonwealth will maintain, and promptly provide to the Licensor 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 the Licensor promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Products by more individuals than are permitted by the licensing terms applicable to the Licensed Products shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through a reseller contract or procurement document.
- (b) The Commonwealth will perform a self-audit upon the request of the Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). The Commonwealth shall notify the

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, the Commonwealth will make an additional purchase of the Licensed Products through a reseller contract or another procurement document, which is equivalent to the additional users. This section sets out the sole license audit right under this Agreement.

- 18. *Right-to-Know Law.*** The Pennsylvania *Right-to-Know Law*, Act of February 14, 2008, P.L. 6, No. 3, 65 P.S. §§ 67.101—3104 (“RTKL”), applies to this Agreement.
- 19. *Third-Party Software.*** If a Licensed Product 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.
- 20. *Attorneys’ Fees.*** The Commonwealth will not pay attorneys’ fees incurred by or paid by the Licensor.
- 21. *Controversies.***
  - (a) Pursuant to Section 1712.1 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1712.1, in the event of a claim arising from the Agreement or a 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, <http://www.ogc.pa.gov/Services%20to%20Agencies/Mediation%20Procedures/Pages/default.aspx>.
  - (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 a 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 or purchase order 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, purchase order or other procurement document.
- 22. Signatures.** The fully executed Agreement may not contain ink signatures by the Commonwealth. In that event, 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.
- 23. Travel.** The Licensor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Agreement or Statement of Work. If not otherwise specified in the Agreement or Statement of Work, travel and related expenses shall be reimbursed in accordance with [Management Directive 230.10 Amended](#), [Commonwealth Travel Policy](#), and [Manual 230.1](#), [Commonwealth Travel Procedures Manual](#).
- 24. 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. Other terms and conditions or additional terms and conditions included or referenced in the Licensor'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 Licensor and not binding on the Commonwealth. No modification of this Agreement will be effective unless in writing and signed by both Parties.
- 25. Notice.** Any written notice to any party under this Agreement 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, sent to the address such party may designate by notice given pursuant to this section.
- 26. Survival.** The termination or expiration of this Agreement will not affect any provisions of this Agreement which by their nature survive termination or expiration, including the



provisions that deal with the following subject matters: definitions, confidentiality, term and termination, effect of termination, intellectual property, license compliance, limitation of liability, indemnification and privacy.

27. **Waiver.** Failure to enforce any provision will not constitute a waiver.
28. **Severability.** If any provision is found unenforceable, it and any related provisions will be interpreted to best accomplish the unenforceable provision's essential purpose.
29. **Nonexclusive Remedy.** Except as expressly set forth in this Agreement, the exercise by either party of any of its remedies under this Agreement will be without prejudice to its other remedies under this Agreement or otherwise.
30. **Integration.** This Agreement, including all exhibits and referenced documents, and any Purchase Orders referencing this Agreement, constitutes the entire agreement between the parties. No agent, representative, employee or officer of the Commonwealth or of Licensor has authority to make any statement, agreement, or representation, oral or written, in connection with this Agreement, 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 this Agreement. No modifications, alterations, changes, or waiver to this Agreement or any of its terms shall be valid or binding unless accomplished by a written amendment executed by the 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 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 managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.*

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**COMMONWEALTH OF PENNSYLVANIA**

\_\_\_\_\_  
See Section 22  
Agency Head or Designee

**APPROVED AS TO FORM AND LEGALITY:**

\_\_\_\_\_  
See Section 22  
Office of Chief Counsel

\_\_\_\_\_  
See Section 22  
Office of General Counsel

\_\_\_\_\_  
See Section 22  
Office of Attorney General

**APPROVED:**

\_\_\_\_\_  
See Section 22  
Office of the Budget, Office of Comptroller Operations

## ATTACHMENT 1

### LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, additional Licensed Products may be added to this attachment by the Licensor providing Commonwealth with a new copy of this Attachment 1.

#### **Licensed Product:**

The Licensed Product includes (list all titles covered by this agreement):

## Event Summary - Digital Multifunctional Devices

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<b>Type</b>	Request for Proposal	<b>Number</b>	6100044411
<b>Stage Title</b>	-	<b>Organization</b>	CommonwealthPA
<b>Currency</b>	US Dollar	<b>Exported on</b>	5/3/2018
<b>Exported by</b>	Amy McFadden	<b>Payment Terms</b>	-
<b>Sealed Bid</b>	Yes	<b>Intend to Bid</b>	Yes
<b>Bid Total</b>	0.00 USD		

## Event Dates

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<b>Time Zone</b>	EDT
<b>Released</b>	-
<b>Open</b>	4/5/2018 1:00 PM
<b>Close</b>	5/3/2018 11:00 AM
<b>Sealed Bid</b>	5/3/2018 11:00 AM
<b>Question Submission Close</b>	4/16/2018 3:00 PM

## Event Users

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### Contacts

**Amy McFadden**

[ammcfadden@pa.gov](mailto:ammcfadden@pa.gov)

Phone +7 173463826

## Description

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1. **Purpose.** This request for proposals (RFP) provides information to enable potential Offerors to prepare and submit proposals for the Commonwealth of Pennsylvania's consideration.

2. **Issuing Office.** The Department of General Services (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be the Contact listed above, who is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. 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 may be disqualified.

3. **Project Description.** The purpose of this RFP is to procure Digital Multifunctional Devices and other related services. This will be a multiple award contract and will cover the requirements of the Commonwealth and COSTARS.

4. **Type of Contract.** If the Issuing Office enters into a contract as a result of this RFP, it will be a Firm Fixed Price contract and will contain the **Contract Terms and Conditions** attached to this RFP in the **Buyer Attachments** section.

5. **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.

6. **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.

7. **Questions & Answers.** Questions must be submitted using the Q&A Board within this event. Questions must be submitted as individual questions. Questions must be submitted by the posted deadline. All questions and responses are considered an addendum to and part of this RFP. 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 by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or the solicitation.

8. **Addenda to the RFP.** Any revisions to this RFP will be made electronically within this site.

9. **Response Date.** To be considered for selection, electronic proposals must be submitted on or before the time and date specified. The Issuing Office will reject any late proposals.

10. **Proposal Submission:** To be considered, Offerors must submit a complete response to this RFP by the due date and time, from an official authorized to bind the Offeror to its provisions. Clicking the submit button within this site constitutes an electronic signature. A proposal being timely submitted and electronically signed by the Offeror are the two (2) mandatory responsiveness requirements and are 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. The proposal must remain valid for **120 days** or until a contract is fully executed, whichever is later. 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.

11. **Proposal Format:** To be considered, the proposal must respond to all proposal requirements. Each proposal consists of three submittal components: Technical, Cost, and Small Diverse Business and Small Business Participation. Offerors should provide any other information thought to be relevant, but not

applicable to the enumerated categories, as attachments. 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.

**12. Alternate Proposals.** The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

**13. 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 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.

**14. 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. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.

**15. Proposal Contents.**

**A. Confidential Information.** The Commonwealth is not requesting confidential proprietary information or trade secrets to be included as part of Offerors' submissions. 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. After contract award, the selected Offeror 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. 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 designations contained in 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 the **Additional Required Documentation** section for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

**16. Best and Final Offers (BAFO).** The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers" in one or more of the following ways, in any

combination and order: schedule oral presentations, request revised proposals, conduct an online auction, and enter into pre-selection negotiations.

The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer: those Offerors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive; those Offerors which the Issuing Office has determined in accordance with the **Offeror Responsibility** subsection 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; and those Offerors whose score for their technical submittal of the proposal is less than **75 %** 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 determined to be within the top competitive range of responsive proposals. The Evaluation Criteria shall also be used to evaluate the Best and Final offers. Price reductions offered through any online auction shall have no effect upon the Offeror's Technical Submittal. 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 the Bureau of Diversity Inclusion and Small Business Opportunities (BDISBO).

**17. 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.

**18. Term of Contract.** The term of the contract will commence on the Effective Date and will end two (2) years with three (3) optional one (1) year renewals. The Issuing Office will fix the Effective Date after the 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 Offeror shall not start the performance of any work prior to the Effective Date of the contract, and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

**19. Notification of Selection for 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.

Prior to execution of the contract resulting from the RFP, the selected Offeror must be registered in the Commonwealth of Pennsylvania's Vendor Master file. In order to register, Offerors must visit the Pa Supplier Portal at <https://www.pasupplierportal.state.pa.us/> or call the Customer Support Center at 877-435-7363 or 717-346-2676.

**20. Notification of 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.

**21. 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.

**22. RFP Protest Procedure.** The RFP Protest Procedure is on the DGS website at [click here](#). A protest by a party that has not or has not yet submitted a proposal must be filed no later than the proposal submission deadline. Offerors may file a protest within seven 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 days after the date the notice of award of the contract is posted on the DGS website. The date

of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh day.

**23. Attachments to the RFP.** All attachments to the RFP, including those contained in the **Buyer Attachments** and **Additional Required Documentation** sections, are incorporated into and made part of the RFP.

**24. Evaluation Criteria.** 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 rating for this component of each proposal. 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 **25%** of the total points. Evaluation will be based upon the following: **Soundness of Approach and Offeror Qualifications** The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: [click here](#)

**B. Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **55%** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage: [click here](#)

**C. Small Diverse Business and Small Business Participation:** BDISBO has established the minimum evaluation weight for the Small Diverse Business and Small Business Participation criterion for this RFP as **20%** of the total points. Refer to the **Small Diverse Business and Small Business Participation** document contained in the **RFP Question** section for more information and scoring methodology.

**25. 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:

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 the Offeror must demonstrate the financial capability to assure good faith performance of the contract.

An Offeror who fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth.

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](#).



**26. Final Ranking and Award.** After any best and final offer process is conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business Participation Submittal scores, the final cost scores, and the domestic workforce utilization scores. The Issuing Office will rank responsible Offerors according to the total overall score assigned to each in descending order. The Issuing Office must select for contract negotiations the Offeror with the highest overall score. 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.

**27. COSTARS Program.** Information related to the COSTARS Program is incorporated in the **COSTARS Program Clause** contained in the **Buyer Attachments** section. If the Offeror elects to permit COSTARS members to participate in the contract resulting from this RFP, the Offeror should download, complete and upload the **COSTARS Election to Participate Form** contained in **Additional Required Documentation**. If the Offeror is asserting that it is a Department of General Services self-certified Small Business or verified Small Diverse Business, the Offeror must provide an active Department of General Services Small Business Certificate or Small Diverse Business Certificate, as applicable.

## **Stage Description**

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No description available.

1 ★ **Instructions To Supplier :**

Responsibility to Review.

**Prerequisite Content:**

**Responsibility to Review RFP**

The Offeror acknowledges and accepts full responsibility to ensure that it has reviewed the most current content of the RFP including any amendments to the RFP.

**Certification**

I certify that I have read and agree to the terms above.



**Supplier Must Also Upload a File:**

No

## Buyer Attachments

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<b>Technical Submittal</b>	Technical Submittal 04.16.18.docx	../Attachments/Technical Submittal 04.16.18.docx
<b>MFD Cost Matrix</b>	MFD Cost Matrix 04.27.18.xlsx	../Attachments/MFD Cost Matrix 04.27.18.xlsx
<b>Terms and Conditions</b>	Terms and Conditions 04.23.18.pdf	../Attachments/Terms and Conditions 04.23.18.pdf
<b>Appendix A, Project References Template</b>	Appendix A Project References Template.doc	../Attachments/Appendix A Project References Template.doc
<b>Appendix B, MFD Requirements</b>	Appendix B MFD Requirements 04.19.18.xlsx	../Attachments/Appendix B MFD Requirements 04.19.18.xlsx
<b>Appendix C, MFD Service Level Agreements</b>	Appendix C MFD Service Level Agreements 04.20.18.docx	../Attachments/Appendix C MFD Service Level Agreements 04.20.18.docx
<b>Appendix D , Device Usage Report Sample</b>	Appendix D Device Usage Report Sample.xlsx	../Attachments/Appendix D Device Usage Report Sample.xlsx
<b>Appendix E, Software Requirements Agreement</b>	Appendix E Software Requirements Agreement.docx	../Attachments/Appendix E Software Requirements Agreement.docx

**RFP Questions**

**Group 1.1: Technical Questions**

- 1.1.1** Please download, complete, and upload the Technical Submittal from Buyer Attachments.  
File Upload

1.1.1 Technical Submittal 05022018.docx - ./SupplierAttachments/QuestionAttachments/1.1.1 Technical Submittal 05022018.docx
- 1.1.2** Please download, complete, and upload Appendix A, Project References Template from Buyer  
File Upload

Appendix A Project References - Amendment 1 version.pdf -  
./SupplierAttachments/QuestionAttachments/Appendix A Project References - Amendment 1 version.pdf
- 1.1.3** Please download, complete, and upload Appendix B, MFD Requirements from Buyer Attachments.  
File Upload

Appendix B MFD Requirements 04.19.18 Amendment 1 version FINAL.xlsx -  
./SupplierAttachments/QuestionAttachments/Appendix B MFD Requirements 04.19.18 Amendment 1 version FINAL.xlsx
- 1.1.4** Any additional attachments in support of the technical submittal can be uploaded here. If multiple files are needed combine into a single document or create a .zip file combining the files into a single .zip file.  
File Upload

HP Technical Data Sheets.zip - ./SupplierAttachments/QuestionAttachments/HP Technical Data Sheets.zip
- 1.1.5** I have read and fully understand the performance standards in Appendix C, MFD Service Level  
Yes/No

Yes
- 1.1.6** This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology 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. 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

Text (Multi-Line)

No response.
- 1.1.7** 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. The Commonwealth will further the objectives of providing appropriate accommodation and support through the contracts resulting from this procurement. Contractors must provide an accessibility plan and assistive technology for the products and services of this procurement, as applicable. If applicable, please upload provide an accessibility plan  
File Upload

1.1.7 Accessibility Needs - HP Accessibility Kit data sheet.pdf -  
./SupplierAttachments/QuestionAttachments/1.1.7 Accessibility Needs - HP Accessibility Kit data sheet.pdf

**Group 1.2: Small Diverse Business and Small Business Participation**

- 1.2.1** Please download, complete, and upload the attached SDB/SB Submittal Form, listing of SDB/SB subcontractors, and Letters of Intent (LOI). If this solicitation includes multiple lots, please include a separate Small Diverse Business and Small Business Participation Submittal for each lot for which you are submitting a proposal or quote. All fields must be completed prior to submitting.  
File Upload

1.2.1 SDBSB Participation Submittal HP LOTS 1\_2\_3.zip -  
./SupplierAttachments/QuestionAttachments/1.2.1 SDBSB Participation Submittal HP LOTS 1\_2\_3.zip

SDBSB Participation Submittal - ../Attachments/QuestionAttachments/SDBSB Participation Submittal\_JAGGAER 012218.xlsx

1.2.2 Attached is a Model Form of Small Diverse and Small Business Subcontractor Agreement.

File Upload

No response.

Model Form of SDSDB Subcontractor Agreement - ../Attachments/QuestionAttachments/Model Form of SDSDB Subcontractor Agreement.docx

1.2.3 I have read and fully understand the Small and Small Diverse Business qualifications attached in

Yes/No

Yes

### Group 1.3: Cost

1.3.1 Please use the MFD Cost Matrix located in the Buyer Attachments to submit your cost proposal for this procurement. Do not include any assumptions in your submittal. If you do, your proposal may be

File Upload

MFD Cost Matrix\_HP Final.xlsx - ./SupplierAttachments/QuestionAttachments/MFD Cost Matrix\_HP Final.xlsx

## Additional Required Documentation

### Group 2.1: Standard Forms

2.1.1 Please download, sign and attach the Domestic Workforce Utilization Certification Form.

File Upload

Signed Domestic Workforce Utilization form.pdf - ./SupplierAttachments/QuestionAttachments/Signed Domestic Workforce Utilization form.pdf

Domestic Workforce Utilization Certification Form - ../Attachments/QuestionAttachments/Domestic Workforce Utilization Certification Form.doc

2.1.2 Please download and complete the attached Reciprocal Limitations Act form.

File Upload

GSPUR-89 Reciprocal\_Limitations\_Act\_Requirements.doc - ./SupplierAttachments/QuestionAttachments/GSPUR-89 Reciprocal\_Limitations\_Act\_Requirements.doc

Reciprocal Limitations Act - ../Attachments/QuestionAttachments/GSPUR-89

2.1.3 Please download, sign, and attach the Iran Free Procurement Certification and Disclosure Form.

File Upload

Signed Iran Free Procurement - 5-1-18.pdf - ./SupplierAttachments/QuestionAttachments/Signed Iran Free Procurement - 5-1-18.pdf

Iran Free Procurement Certification Form - ../Attachments/QuestionAttachments/Iran Free Procurement Certification Form.pdf

2.1.4 Please download, complete, and attach the Trade Secret/Confidential Proprietary Information Notice.

File Upload

Signed Trade Secret - 5-1-18.pdf - ./SupplierAttachments/QuestionAttachments/Signed Trade Secret - 5-1-18.pdf

Trade Secret/Confidential Proprietary Information Notice - ../Attachments/QuestionAttachments/TradeSecret\_ConfidentialPropertyInfoNotice (002).pdf

2.1.5 Any Offeror who determines that it must divulge trade secrets or confidential proprietary information as part of its proposal must submit a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

File Upload

No response.

2.1.6 Complete and sign the attached Lobbying Certification and Disclosure form (only applicable when federal funds are being used in the amount of \$100,000 or more).

File Upload

Signed Lobbying Certification Form - 5-1-18.pdf - ../SupplierAttachments/QuestionAttachments/Signed Lobbying Certification Form - 5-1-18.pdf

Lobbying Certification and Disclosure Form - ../Attachments/QuestionAttachments/BOP-1307 LOBBYING CERTIFICATION FORM.doc

2.1.7 Offeror shall indicate acceptance of participation in the COSTARS Program by checking yes. Further explanation of the program can be found in the attached file.

Yes/No

No

COSTARS Participation Clause - ../Attachments/QuestionAttachments/COSTARS Program Clause for Statewide Contract.doc

2.1.8 The Commonwealth has determined that this contract will be made available to external procurement activities. Further information can be found below in the attached file.

File Upload

No response.

External Procurement Activities - ../Attachments/QuestionAttachments/Participating Addendum with an External Procurement Activity.docx

### Group 2.2: Terms and Conditions

2.2.1 By submitting a proposal, the Offeror does so on the basis of the attached contract terms and conditions contained in Buyer Attachments.

Yes/No

Yes

### Group 2.3: Offeror's Representation

2.3.1 By submitting a proposal, each Offeror understands, represents, and acknowledges the attached representations and authorizations.

Yes/No

Yes

Offerors Representations and Authorizations - ../Attachments/QuestionAttachments/Offerors Representations and Authorizations.docx

2.3.2 By submitting a proposal, you represent that: (1) you are making a formal submittal in response to a procurement issued by the Commonwealth pursuant to the Procurement Code (62 Pa.C.S. Section 101 et seq.); (2) you are authorized to submit the information on behalf of the person or entity identified; (3) this electronic submittal is deemed signed by you and you are authorized to bind the person or entity identified to the terms of the solicitation and this submittal; and (4) all of the information submitted is true and correct to the best of your knowledge, information, and belief. Any false statements made by you in this submittal are subject to the penalties of 18 Pa.C.S. §4904 (relating to unsworn falsification to

Yes/No

Yes

## Q&A Board

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### Subject = Performance Standards

### Public Thread

Q: Question 1.1.5 asks Vendors to state whether they have read and fully understand the "attached Performance Standards." Does "attached Performance Standards" refer to Appendix C, MFD Service Level Agreements? If not, please provide the referenced Performance Standards for Vendor review.

Question added by: Michelle Gladmon

4/16/2018 2:53 PM

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: Amy McFadden

4/20/2018 2:57 PM

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### Subject = Reciprocal Limitations Act Requirements

### Public Thread

Q: Does Vendor enter each proposed model in the State of Manufacture chart in Section III of this form?

Question added by: Michelle Gladmon

4/16/2018 2:52 PM

A: Multiple models from a single manufacturer can be entered in the same line of the State of Manufacturer chart so long as those models are manufactured at the same location.

Answered by: Amy McFadden

4/20/2018 2:59 PM

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### Subject = Confidential Information

### Public Thread

Q: If applicable, is a redacted version due at the time of proposal submission or only after award?

Question added by: Michelle Gladmon

4/16/2018 2:51 PM

A: On page 9 of the Terms and Conditions it states C.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.

Answered by: Amy McFadden

4/20/2018 3:00 PM

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### Subject = RFP Questions

### Public Thread

Q: Does the vendor have the ability to recommend a device based on monthly volume, or not sell a device if it's not the right device for the amount of volume being printed?

Question added by: Donna Pratt

4/16/2018 2:50 PM

A: Vendor has the right to request information that assists in right-sizing a device.

Answered by: Amy McFadden

4/20/2018 3:00 PM

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### Subject = Acceptance

### Public Thread

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Q: Section V.14, Acceptance states that the Commonwealth has a reasonable opportunity to inspect the item(s). The term reasonable could be open for interpretation from customer to customer and therefore Vendor respectfully requests the lease acceptance as the reasonable time period. V.14 CONTRACT-010.1a Acceptance (Oct 2006) No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) 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 item(s) 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 fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) 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 item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) 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 item(s), 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.

Question added by: Michelle Gladmon

4/16/2018 2:33 PM

A: The language will remain as stated.

Answered by: Amy McFadden

4/18/2018 3:36 PM

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### Subject = Historical Data

### Public Thread

Q: Does the Commonwealth have any historical volumes for the current machines?

Question added by: Michelle Gladmon

4/16/2018 2:28 PM

A: This information is not currently available.

Answered by: Amy McFadden

4/20/2018 3:01 PM

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### Subject = Timeline

### Public Thread

Q: Will DGS grant a two-week extension to the due date for proposal responses?

Question added by: Michelle Gladmon

4/16/2018 2:26 PM

A: No

Answered by: Amy McFadden

4/23/2018 1:02 PM

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### Subject = RFP Questions Group 1.1: Technical Questions

### Public Thread

Q: Item 1.1.5 mentions a "Performance Standards" attachment, but I don't see it included. Please clarify and provide the attachment.

Question added by: Donna Pratt

4/16/2018 1:47 PM

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: Amy McFadden

4/23/2018 10:09 AM

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### Subject = Terms and Conditions.pdf

### Public Thread

Q: V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) A. Term of Lease "Contractor may provide any Leased Property under the Contract for any term up to 60 months." Will Leased Property be awarded on a non-coterminous basis? In other words, can the Leased Property be billed for past the end date of the Master Agreement if the Agency requests 60-month lease term mid-way through the Contract term? How will lease scheduled be documented?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: See Paragraph V.48 (A).

Answered by: Amy McFadden

4/20/2018 3:02 PM

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### Subject = Terms and Conditions.pdf

### Public Thread



Q: V.7 CONTRACT-005.1a Purchase Orders (July 2015)  
"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." Will there be an opportunity for bilateral acceptance of Purchase Orders? For example, if a Purchase Order cannot be met due to logistical or supply chain issues, will the Contractor have the opportunity to accepted or decline?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: Contractors will have the option to not submit quotes in response to requests from agencies.

Answered by: Amy McFadden

4/20/2018 3:03 PM

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**Subject = Terms and Conditions.pdf**

**Public Thread**

Q: V.31 CONTRACT-023.1a Termination Provisions (Oct 2013) a. Termination for Convenience "The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits." In the event of Termination for Convenience, service unrendered will not be collected; however, will the Contractor be entitled to recover its cost of hardware and deinstallation?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: No.

Answered by: Amy McFadden

4/18/2018 3:38 PM

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**Subject = Terms and Conditions.pdf**

**Public Thread**

Q: V.22 CONTRACT-015.2 Billing Requirements (February 2012) May subcontractors bill and collect payments to Commonwealth agencies independently of prime contractor?

Question added by: Donna Pratt

4/16/2018 1:45 PM

A: No.

Answered by: Amy McFadden

4/18/2018 3:39 PM

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**Subject = Cancellation**

**Public Thread**

Q: Please clarify that if the commonwealth cancels the contract for convenience that it will only affect the ability to place new orders but those orders already in place under leases will remain in place until they have met their full lease term?

Question added by: Kristen McKenna

4/16/2018 11:48 AM

A: Correct, in the event the contract is terminated for convenience, the purchase orders for devices under lease will remain in effect until the lease term expires.

Answered by: Amy McFadden

4/20/2018 3:04 PM

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**Subject = V.31 Contract Termination- Provisions**

**Public Thread**

Q: V.31- Contract Termination Provisions of the Terms and Conditions states that, " The Commonwealth shall have the right to terminate the contract or a Purchase Order ( PO) for its convenience if the Commonwealth determines termination to be in its best interest." Termination for an individual order without specific cause or notice is a significant financial risk for the vendor. Please clarify that the termination of an individual PO is only acceptable for termination for cause or lack or appropriation not termination for convenience? If not please allow the vendor to apply a termination fee for individual purchase orders terminated without notice or cause?

Question added by: Kristen McKenna

4/16/2018 11:47 AM

A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.

Answered by: Amy McFadden

4/19/2018 7:06 AM

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**Subject = Pricing**

**Public Thread**

Q: Are vendors able to charge for minimum volume and overages? Or is the Commonwealth looking for a flat rate program?

Question added by: Kristen McKenna

4/16/2018 11:37 AM

A: No, the Vendors are not able to charge for minimum volume or overages, it will be a flat rate cost.

Answered by: Amy McFadden

4/20/2018 3:04 PM

<b>Subject = Card Type</b>		<b>Public Thread</b>
Q: 8. What type of cards will be read by the badge readers?	Question added by: Thomas Merlie	4/16/2018 11:17 AM
A: HID is the most commonly used badge type.	Answered by: Amy McFadden	4/23/2018 1:04 PM
<b>Subject = Badge Readers</b>		<b>Public Thread</b>
Q: 7. Are badge readers required in the lease pricing or as accessory pricing?	Question added by: Thomas Merlie	4/16/2018 11:16 AM
A: The cost matrix has been updated to confirm this is an optional accessory. Appendix B has been updated.	Answered by: Amy McFadden	4/23/2018 10:07 AM
<b>Subject = Approval Requirements</b>		<b>Public Thread</b>
Q: 6. Will the Commonwealth agree to exclude the use of equipment delivery/removal carriers from its approval requirements?	Question added by: Thomas Merlie	4/16/2018 11:15 AM
A: The Commonwealth must approve all subcontractors in accordance with the requirements of Section IV.D The Commonwealth will not remove the approval requirements.	Answered by: Amy McFadden	4/23/2018 10:12 AM
<b>Subject = Default Remedy</b>		<b>Public Thread</b>
Q: 5. Will the Commonwealth agree to provide a Contractor with at least thirty days from notice in which to cure a default causal prior to exercising any default remedy?	Question added by: Thomas Merlie	4/16/2018 11:14 AM
A: The Terms and Conditions shall remain as stated.	Answered by: Amy McFadden	4/23/2018 1:01 PM
<b>Subject = Item 13</b>		<b>Public Thread</b>
Q: 4. Item 13 of the Technical Specification states that all hardware maintenance must be completed outside of business hours. Is that correctly stated and, if so, please clarify.	Question added by: Thomas Merlie	4/16/2018 11:13 AM
A: All maintenance must be completed during normal business hours. The technical submittal has been updated.	Answered by: Amy McFadden	4/20/2018 3:06 PM
<b>Subject = Cancellation</b>		<b>Public Thread</b>
Q: 3. Will the Commonwealth agree to provide at least 30 day notice of end of lease or cancelled lease removal?	Question added by: Thomas Merlie	4/16/2018 11:12 AM
A: Yes, if possible. The technical submittal has been updated.	Answered by: Amy McFadden	4/23/2018 10:06 AM
<b>Subject = SLA</b>		<b>Public Thread</b>
Q: 2. Does the uptime and fix time SLA credit amount increase by 5% each period until it resets, or does it max at 10%?	Question added by: Thomas Merlie	4/16/2018 11:11 AM
A: The amount increases by 2% each period with a maximum credit of 10%. Appendix C has been updated.	Answered by: Amy McFadden	4/20/2018 3:22 PM
<b>Subject = Term</b>		<b>Public Thread</b>
Q: 1. What is the specific number of months that all respondents should use in determining the pricing for the pricing matrix? 24, 36, 48 or 60?	Question added by: Thomas Merlie	4/16/2018 11:09 AM
A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.	Answered by: Amy McFadden	4/20/2018 3:24 PM
<b>Subject = Pricing</b>		<b>Public Thread</b>

<p>Q: If a customer needs to install an accessory after the machine has already been installed, is the vendor allowed to prorate the accessory price based on the number of months left on the rental? For example, if they have 30 months left on a 36 month term, can the vendor quote a 30-month price for that. accessory?</p> <p>A: Yes, so long as that additional item is prorated.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 11:00 AM</p> <p>4/20/2018 3:08 PM</p>
<p><b>Subject = Terms and Conditions</b></p>		<p><b>Public Thread</b></p>
<p>Q: The terms and conditions attachment starts on page 23. Are pages 1-22 applicable to this contract? If yes, please provide.</p> <p>A: The pages of the Terms and Conditions will be renumbered.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:46 AM</p> <p>4/23/2018 10:05 AM</p>
<p><b>Subject = MFD Cost Matrix</b></p>		<p><b>Public Thread</b></p>
<p>Q: With the focus on additional services, is there an opportunity to add optional line items into the cost submittal template?</p> <p>A: Changes to the cost matrix are not permitted.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:45 AM</p> <p>4/20/2018 3:09 PM</p>
<p><b>Subject = Technical Submittal, Page 4, D.3.</b></p>		<p><b>Public Thread</b></p>
<p>Q: Can a vendor use / reference current in place software license agreements with the Commonwealth?</p> <p>A: Yes, provided the Commonwealth approves the sale of the software product through the awarded contracts and Attachment 1 of the software license lists the software in question.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:44 AM</p> <p>4/20/2018 3:09 PM</p>
<p><b>Subject = Appendix B MFD Requirements</b></p>		<p><b>Public Thread</b></p>
<p>Q: Is the vendor responsible for installing the card authentication software?</p> <p>A: Yes, unless otherwise agreed upon with the agency and identified in the statement of work.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:42 AM</p> <p>4/20/2018 3:10 PM</p>
<p><b>Subject = Appendix B MFD Requirements</b></p>		<p><b>Public Thread</b></p>
<p>Q: Is there a purchase option for current MFD's in field to acquire secure release - card authentication for devices currently under a lease agreement?</p> <p>A: : The Commonwealth will address this situation on a case by case basis and select the best option available.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:42 AM</p> <p>4/20/2018 3:11 PM</p>
<p><b>Subject = Terms and Conditions</b></p>		<p><b>Public Thread</b></p>
<p>Q: Does V.48 take precedence over V.31?</p> <p>A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:41 AM</p> <p>4/18/2018 3:42 PM</p>
<p><b>Subject = MFD Cost Matrix</b></p>		<p><b>Public Thread</b></p>
<p>Q: Is there an initial term for the lease? Is there a 12 month extension at the end of the term?</p> <p>A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease. There is a maximum 12 month extension at the end of the lease.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:41 AM</p> <p>4/20/2018 3:11 PM</p>
<p><b>Subject = Technical Submittal, Page 7, 16. Substitution</b></p>		<p><b>Public Thread</b></p>

Q: Would the Commonwealth consider allowing substitutions based on the requirements of the Lot/Segment rather than requiring a substitution of equal or greater value than the MFD originally proposed? Example: Specifications require 25ppm. Vendor proposes 28ppm but when this model is discontinued, it is replaced with a 27ppm. This 27ppm meets all requirements of the Lot/Segment. Would this be acceptable?

Question added by: Lori Toth

4/16/2018 10:40 AM

A: Yes, so long as all requirements in Lot/Segment are met.

Answered by: Amy McFadden

4/20/2018 3:12 PM

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**Subject = Technical Submittal, Page 7, 14. Removal & Disposa**

**Public Thread**

Q: Will the Commonwealth provide a 30 day notification to vendors for removal of equipment?

Question added by: Lori Toth

4/16/2018 10:39 AM

A: Yes, when possible. The technical submittal has been updated.

Answered by: Amy McFadden

4/23/2018 10:04 AM

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**Subject = Technical Submittal, Page 1, Project Description**

**Public Thread**

Q: Will the Commonwealth of PA permit an OEM to have BOTH OEM salespeople and their dealer salespeople providing sales functions and quotations to agencies?

Question added by: Lori Toth

4/16/2018 10:37 AM

A: Yes, both OEM's and their dealer sales people will be able to provide quotes to the Agencies.

Answered by: Amy McFadden

4/20/2018 3:14 PM

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**Subject = Technical Submittal, Page 1, Project Description**

**Public Thread**

Q: Can an OEM have its dealers provide sales, service and invoice functions?

Question added by: Lori Toth

4/16/2018 10:36 AM

A: The OEM's dealers are able to provide sales and support. The invoicing will come directly from the OEM's.

Answered by: Amy McFadden

4/20/2018 3:15 PM

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**Subject = Technical Submittal, Page 1, Project Description**

**Public Thread**

Q: The estimated quantity listed in the MFD Cost Matrix is 3,986, this section approximately 6,000 devices installed across the state, please provide a breakdown of the difference by lot and segment?

Question added by: Lori Toth

4/16/2018 10:35 AM

A: The quantities listed in the cost matrix are for evaluation purposes only.

Answered by: Amy McFadden

4/20/2018 3:15 PM

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**Subject = Description in Jaegger #3 Project Description**

**Public Thread**

Q: Will awards be made to only OEM vendors and will all responsive and responsible OEM bidders that meet the requirements receive an award? If not all, how many OEM vendors will receive an award?

Question added by: Lori Toth

4/16/2018 10:34 AM

A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP . As set forth in Section 3 of the Description, this will be a multiple award contract. All responsive and responsible OEM vendors will be awarded.

Answered by: Amy McFadden

4/20/2018 3:16 PM

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**Subject = SDBSB File # 9**

**Public Thread**

Q: "This item states "...a range of sanctions, included, but not limited to...". It goes on to also state "... withholding of payments; suspension or termination of the contract together with consequential damages..." These statements are very strict yet simultaneously broad. We do not believe the commonwealth would accept such broad terms if a Vendor tried to introduce the same language to the State. All potential sanctions that could be imposed should be fully disclosed so vendors know what they are agreeing to. Additionally, in other states the financial penalty is specifically stated, and is the difference between what the stated % goal is and what was actually achieved (if the goal is 3% and vendor only hits 1.5%, the penalty is 1.5%). How can the Commonwealth justify the penalty being anything more than that? Consequential damages is far too broad and risky to accept blindly."

Question added by: Kristen McKenna

4/13/2018 4:11 PM

A: DGS will not consider any changes to the listing of potential sanctions for an offeror's failure to meet the SDB or SB participation commitments it submits as part of its proposal

Answered by: Amy McFadden

4/18/2018 11:49 AM

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### Subject = VI. B. Solution Support

### Public Thread

Q: VI. B. Solution support states that weekend support upon request must be provided from the selected contractor. We would like to request exception to providing non charged after hours support.

Question added by: Kristen McKenna

4/13/2018 3:45 PM

A: No exceptions will be granted for this requirement. Whether weekend support will be required will be addressed at the time of the lease.

Answered by: Amy McFadden

4/20/2018 3:17 PM

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### Subject = Terms and Conditions- V. 22 Billing Requirements

### Public Thread

Q: • Please clarify the following statement—"Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order." Is this indicating that our prices must match the Purchase order? Or does this mean that our invoice has to come out in the exact same item sequence as the purchase order—line item 001 Copier YYYY \$ xxxx, Line Item 002, Document Feed \$xxxx etc. If you mean the latter, I do not believe that most vendors can comply. Our invoice can match the pricing on the purchase order obviously, but may be in a different order.

Question added by: Kristen McKenna

4/12/2018 4:27 PM

A: The prices in the invoice must match the purchase order

Answered by: Amy McFadden

4/20/2018 3:17 PM

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### Subject = Technical Submittal VI. D-13. b)

### Public Thread

Q: The technical submittal states that the offeror must receive commonwealth approval prior to implementing any software updates in the training, testing or production environments. The firmware updates on our machines are automatic, would these type of standard updates be allowed?

Question added by: Kristen McKenna

4/12/2018 8:40 AM

A: No firmware updates would not require this approval, but the selected Offeror is responsible for resolving any issues the automatic update may cause.

Answered by: Amy McFadden

4/20/2018 3:18 PM

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### Subject = Technical Submittal VIII. B.

### Public Thread

Q: Section VIII part B. of the technical submittal discusses the contractor's IT service management roles. Will IT services be a component of the MFD bid?

Question added by: Kristen McKenna

4/12/2018 8:39 AM

A: Only from the standpoint of supporting the devices and required reporting for the devices awarded within this contract.

Answered by: Amy McFadden

4/20/2018 3:19 PM

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### Subject = Assignment of Payments

### Public Thread

Q: May a prime contractor assign payments to go to a separate leasing company?  
A: Please refer to Subparagraph H of V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) of the Terms and Conditions.

Question added by: Gerald Rutledge 4/11/2018 9:53 PM  
Answered by: Amy McFadden 4/23/2018 10:01 AM

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**Subject = Eligibility to respond**

**Public Thread**

Q: May resellers bid as a prime contractor or may only OEMs? If yes, is a letter required from an OEM specifically allowing a reseller to respond?  
A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP

Question added by: Gerald Rutledge 4/11/2018 9:33 PM  
Answered by: Amy McFadden 4/20/2018 3:20 PM

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**Subject = Technical Submittal VI. Requirements- Solution**

**Public Thread**

Q: Section VI. in the technical requirements states that, "Support shall be provided on weekends as requested". We kindly request that the requirement to provide such services during non business hours be omitted from the contract.  
A: y: There are times when Agencies are working non-business hours and will need support, therefore the Commonwealth will not omit this requirement from the procurement.

Question added by: Kristen McKenna 4/11/2018 5:00 PM  
Answered by: Amy McFadden 4/20/2018 2:55 PM

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**Subject = Technical Submittal**

**Public Thread**

Q: Please clarify the standard operating hours of business for the state of PA. Then please confirm the specific times and days contractor technicians are allowed to operate on machines in PA. A few conflicting statements that we have listed below are found in the Technical submittal document. "During normal business hours of the Commonwealth, 8:00am to 5:00pm M-F, excluding holidays, the offeror shall have service techs and the support infrastructure available to provide repairs" VI. D. # 13.MFD Maintenance. "All standard system or hardware maintenance shall be completed outside of business hours defined as 7:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday."  
A: Standard operating hours are 8:00 AM to 5:00 PM Monday through Friday. The technical submittal will be updated.

Question added by: Kristen McKenna 4/11/2018 4:59 PM  
Answered by: Amy McFadden 4/20/2018 2:25 PM

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**Subject = Apx B Row 11**

**Public Thread**

Q: Please advise whether the requirement for password protected printing for confidential documents would be satisfied by the requirement in Row 103 for Secure Printing.  
A: No, the Password protected printing for confidential documents requirement is a separate, mandatory requirement from the optional Badge Readers to support secure printing requirement as stated in Appendix B, Row 103.

Question added by: Kristen McKenna 4/11/2018 4:58 PM  
Answered by: Amy McFadden 4/20/2018 3:27 PM

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**Subject = Apx B Row 103**

**Public Thread**

Q: Please advise what type of badges are issued employees of the Commonwealth, e.g. HIP Prox I, Prox II, MiFARE, iClass, Magstripe, etc. Are multiple badge formats utilized?  
A: HID is the most commonly used badge type.

Question added by: Kristen McKenna 4/11/2018 4:57 PM  
Answered by: Amy McFadden 4/23/2018 1:00 PM

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**Subject = Apx B. Row 103**

**Public Thread**

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as related to the LDAP Authentication requirement in row 57 for segments as follows: Does the Commonwealth require Badge Integration with the users' LDAP profile? Would the Commonwealth prefer a direct integration of Badges to LDAP via a currently unpopulated attribute, such as the "pager" field in each user's profile, or via tracking and print management software integrated to the LDAP server?

Question added by: Kristen McKenna

4/11/2018 4:57 PM

A: Badge Reader and associated functionality of the MFD should allow configuration to be open for either option as described.

Answered by: Amy McFadden

4/20/2018 2:24 PM

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### Subject = Apx. B. Row 103

### Public Thread

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as follows: Would this require the ability for all users to retrieve a submitted print job to any networked MFP, i.e. Pull printing or "Follow Me" printing, or is holding the print job on the MFP Hard Disk Drive to which the user sends the print job acceptable?

Question added by: Kristen McKenna

4/11/2018 4:53 PM

A: Badge Reader requirement is to provide the hardware reader itself for a planned future "Follow Me" print implementation not associated with this contract

Answered by: Amy McFadden

4/20/2018 2:22 PM

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### Subject = Apx. B. Row 17

### Public Thread

Q: Please clarify what is meant by Internet Fax Expansion Kit. Would this functionality include Scan from one MFP to print immediately on another MFP on the Commonwealth's network?

Question added by: Kristen McKenna

4/11/2018 4:53 PM

A: Internet Fax Expansion Kit functionality is to be able to send a fax over RJ45/internet instead of over a RJ11/Phone based connection

Answered by: Amy McFadden

4/20/2018 2:21 PM

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### Subject = Terms and Conditions V.48 CONTRACT-043.1 Leasing

### Public Thread

Q: Can we submit a bid for multiple lease terms (36-months, 48-month, 60 months? If so, the price sheets will need to be amendment to allow for pricing to be submitted for each.

Question added by: Kristen McKenna

4/11/2018 4:52 PM

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: Amy McFadden

4/20/2018 2:19 PM

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### Subject = Terms and Conditions V.22 Contract- Billing

### Public Thread

Q: There should be an established lease term that will be the measure of comparison for all potential contractors (ie. 24, 48, 60 months). The bid says "up to 60-months" which means each vendor could potentially bid a differnt lease term as long as it doesnt exceed 60-months. How will the state evaluate it, and how will that be handled for the award if everyone has different lease terms available?

Question added by: Kristen McKenna

4/11/2018 4:51 PM

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: Amy McFadden

4/20/2018 2:16 PM

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### Subject = Apx. E Software Requirements

### Public Thread

Q: Are we allowed to bid our entire line of software options as an attachment?

Question added by: Kristen McKenna

4/11/2018 4:48 PM

A: Section VI.3.D of the Technical Submittal prohibits selected Offerors from providing MFDs requiring commercially available software for their use until a software license in the form set forth in Appendix E, Software Requirements Agreement, is executed between the software provider and the Commonwealth. Offeror is only permitted to propose on the options requested.

Answered by: Amy McFadden

4/20/2018 3:31 PM

**Subject = Terms and Conditions V.22 Contract- Billing**

**Public Thread**

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Q: Can an authorized dealer accept orders and invoice customers under this contract?

Question added by: Kristen McKenna

4/11/2018 4:46 PM

A: Section V.22 CONTRACT-015.2 Billing Requirements (February 2012) states that the Contractors are to establish billing accounts with the Agencies and invoice the Agencies directly. Authorized Dealers will not be able to invoice the Agencies or accept orders.

Answered by: Amy McFadden

4/20/2018 2:11 PM



## Technical Submittal

- I. Project Description.** The Commonwealth of Pennsylvania (Commonwealth) intends to award through this RFP, multiple contracts for leased multi-functional devices (MFDs) and other related services. Only Original Equipment Manufacturers (OEMs) may submit proposals for this RFP. This multiple award contract will meet the requirements detailed in **Section VI** of this RFP. The selected Offerors shall have the opportunity, through the submission of quotes, to provide MFDs and related services to Commonwealth agencies and locations across the Commonwealth. The Commonwealth currently has approximately 6,000 devices installed across the state. The term for each lease will be for 48 months with fair market value purchase option upon the end of the lease term. Each lease may be extended for a period not to exceed twelve (12) months.
- II. Objectives.** Through the multiple award contract, the selected Offerors will provide equipment to using agencies at competitive prices that will meet or exceed the agencies requirement.
- III. Statement of the Project.** State in succinct terms your understanding of the project presented or the service required by this RFP.

### **Offeror Response**

HP is offering a comprehensive, turnkey solution for Commonwealth of PA. HP will work with each agency to define and agree to a solution. Each agency solution will include the following services:

- Transition Management
- Account Delivery Management
- HP Discovery and design (assessment services)
- HP device acquisition and leasing services
- Management and support of HP provided leased equipment
- Automatic Supplies Fulfillment using genuine HP OEM supplies
- Preventative maintenance
- Break-fix support
- Customized reporting
- SLA tracking and management
- Device Connect (user portal to view fleet information)

HP's solution is structured around several key concepts:

- **Partnerships:** HP technology allows us to provide a high level of managed services to the Commonwealth. We are partnering with Adept Consulting Services, Inc. (Adept), a local business and PA Department of General Services verified Small Diverse Business, as our partner of choice to assist in providing the most comprehensive response to the Commonwealth. Adept has more than 15 years of experience successfully working with the Commonwealth.
- **Secure MPS:** HP provides a secure MPS environment that protects the fleet, documents and data while providing the visibility and reporting necessary for proof of regulatory compliance.
- **Best in Breed Technology:** Affordable Color – Page Wide technology has a fundamental cost advantage printing color pages, allowing end users to print low density color at similar cost-per-page to mono.
- **Serviceability of Devices:** HP MFPs are designed for fewer part replacements and faster repairs.
- **Data:** Big Data Analytics Platform provides data to the Commonwealth to make intelligent decisions around print and document management.

## IV. Qualifications.

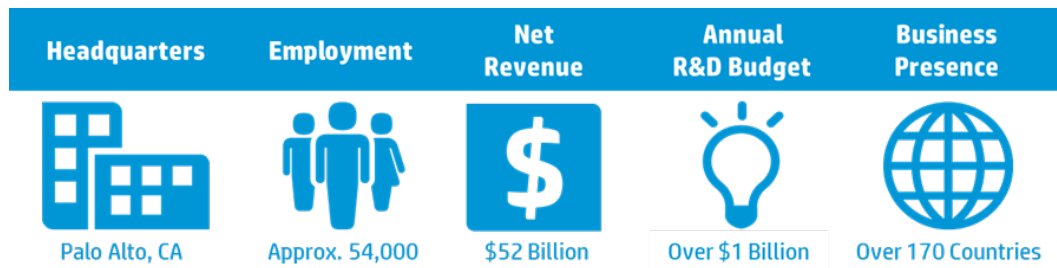
### A. Company Overview. The Offeror shall provide an overview of the company.

#### Offeror Response

HP Inc. (HP) is a proven leader and focused innovator in the personal systems and printing markets with leadership across commercial and consumer segments. With exciting new technologies on the horizon and an improved ability to enable investments in growth markets such as 3D printing and new computing experiences, HP is well-positioned to invent technology that empowers you to create, interact, and inspire like never before.

HP provides sales and services in more than 170 countries and employs approximately 54,000 employees worldwide. HP corporate headquarters are in Palo Alto, California.

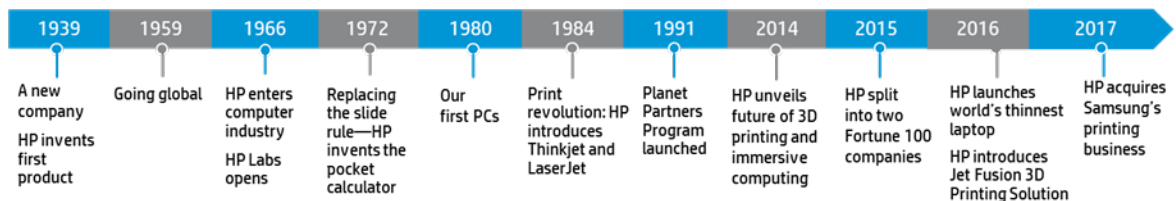
Figure 1. HP Fast Facts



### Company History

HP was originally founded in 1939 by Bill Hewlett and Dave Packard. It was reinvented on November 1, 2015 with the completed separation from Hewlett Packard Enterprise. From garage startup more than 79 years ago to a global powerhouse, HP is still a company that applies new thinking to improve the lives and businesses of our customers.

Figure 2. Important Dates in Our History



### Corporate Values

The values that shaped our company's history remain the foundation of the HP way.



- We value a high degree of **enthusiasm, agility, and ownership** because these entrepreneurial qualities help grow our business. We push boundaries to make great products and services, grounded in our longstanding tradition of quality, and take them to market, always with **uncompromising integrity**.
- We **trust and respect** each other because we highly regard what each individual contributes to the company. We achieve our best **results through teamwork** because we can better deliver on our commitments, grow our people, and magnify our contributions by working together.

- We drive **meaningful innovation**—the kind that has a positive impact on the world. While it requires us to think ahead and build for the future, our **focus on customers, partners, and communities** we serve drives us to deliver the value they need to succeed, here and now.

### HP Strategy

HP’s strategy centers on driving leadership in our core, accelerating plans for profitable growth, and delivering on the milestones for our future.

**Figure 3. Our strategic focus is an important catalyst in creating long-term value in a today’s rapidly changing market.**

	CORE \$300B+ TAM	GROWTH \$220B+ TAM	FUTURE \$40B+ TAM
 <b>PRINTING</b> <ul style="list-style-type: none"> <li>• Revitalize consumer</li> <li>• Drive commercial</li> </ul>	<ul style="list-style-type: none"> <li>• Disrupt copier market</li> <li>• Accelerate graphics</li> </ul>	<ul style="list-style-type: none"> <li>• Lead 3D printing</li> </ul>	
 <b>PERSONAL SYSTEMS</b> <ul style="list-style-type: none"> <li>• Lead commercial</li> <li>• Grow premium</li> </ul>	<ul style="list-style-type: none"> <li>• Drive commercial transformation</li> </ul>	<ul style="list-style-type: none"> <li>• Create new immersive categories</li> </ul>	
<b>SERVICES AND SOLUTIONS</b>			

### Business Organization

HP has two core franchises—Personal Systems and Printing.

- **Personal Systems**—Delivers new categories of immersive computing experiences across multiple operating systems and form-factors for businesses and consumers.
- **Printing**—With the broadest portfolio of innovative Print solutions, HP is the only company to offer four printing platforms—inkjet, laser, PageWide, and zero-ink with the introduction of Sprocket.

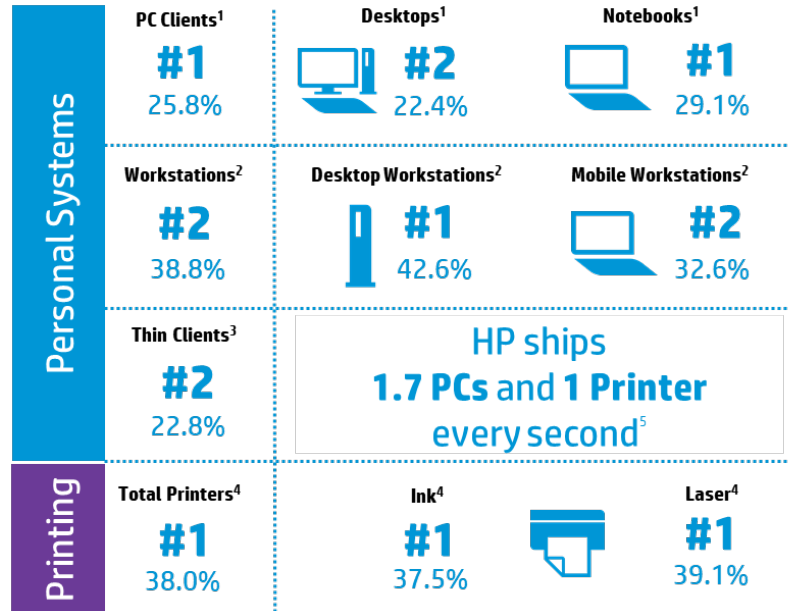
**Figure 4. HP’s portfolio spans operating systems and form factors to meet customers’ needs.**



## Market Leadership and Industry Recognition

HP's market leadership spans commercial and consumer solution areas. With a No. 1 or No. 2 market share ranking in several key IT product categories, HP holds a formidable competitive position that is unmatched in the industry. The following chart summarizes HP's market leadership position in commercial personal systems and printing.

**Figure 5. Leadership Across the Portfolio**



Sources: 1 IDC Q4C17 WW Final Personal Computing Tracker (Traditional PC includes Desktops, Notebooks, Workstations, excludes Detachables); 2 IDC Q4C17 WW Final Workstation Tracker; 3 IDC Q4C17 WW Enterprise Client Device Tracker; 4 IDC Q4C17 Final Hardcopy Peripherals Tracker; 5 HP internal financial units fiscal 3Q16-2Q17, PC clients

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

### Research and Development



HP invested **\$1.2 billion** in R&D per year in 2017, 2016, and 2015.

HP remains committed to innovation as a key element of our culture. We are reinventing the future through transformative technologies that will disrupt industries and economies around the world. Our key research areas include Emerging Compute, Immersive Experiences, Print Adjacencies and 3D, and Security. We look at emerging trends to:

- Understand where our industry—and our world—is headed
- Invest in a forward-looking, ambitious research agenda
- Build a pipeline to fuel the next generation of HP products, services, and solutions, delivering breakthroughs that transform current businesses and create new ones

Annual R&D expenditures were \$1.2 billion in 2017, 2016, and 2015. We anticipate significant R&D expenditures in the future to support the design and development of innovative solutions that enhance our competitive position while meeting the ever-changing needs of our customers.

## Sustainability

At HP, we believe that technology should make life better for everyone, everywhere. With operations in 170 countries, our community is the world. We embrace the opportunity to address societal challenges including resource scarcity, the shift to cleaner energy, access to quality education and economic opportunity, human rights protection, and data security and privacy.

Sustainability is a powerful force for innovation. It drives progress across our business, from designing and delivering core products and services, to developing new business models that generate growth, and unlocking value through breakthrough technologies such as 3D printing. We take a holistic approach to sustainability, encompassing:

- Environment: reinventing how our products are designed, made, used, and recovered as we shift our business model and operations toward a circular and low-carbon economy
- Integrity: conducting our business with integrity, fairness, and accountability, and being a trusted partner to our customers and stakeholders
- Society: using our technology, innovation and scale to create a more just and inclusive society

Please visit <https://www.youtube.com/watch?v=ibSkbHetqvY> for a video sharing a Haitian woman's reinvention story, powered by HP and The First Mile Coalition. HP is purchasing recycled plastic made with raw materials collected at the Truitier landfill in Haiti, for use in our closed loop ink cartridge recycling program. By opening a new market opportunity, generating a steady revenue stream, and partnering to improve conditions for the workers, we are helping to create a more circular and inclusive economy, with sustainable jobs, opportunity and dignity for the Truitier community.

### HP—the Partner of Choice

For over 79 years, our brand has stood for quality, reliability and technology leadership with a focus on customer satisfaction. Customers that choose HP gain a knowledgeable and trusted business partner experienced in helping customers increase return on IT investment, achieve sustained growth and realize strategic objectives.

With a broad solution portfolio, an unsurpassed commitment to service and an unbridled passion for customers, HP offers enduring value as your partner of choice.

- B. Prior Experience.** Include experience in the leasing and management of MFD equipment including, but not limited to, the implementation, service, maintenance, and training. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

### Offeror Response

HP has been offering MFDs and related services for more than 20 years and has become a world leader in outsourced services with more than 3,000 customers globally. We manage over 1,000,000 devices under HP agreements worldwide, and they produce more than 20 billion pages annually. MPS case studies demonstrating the significant benefits customers have derived from HP solutions are available at the following website.

<https://h30406.www3.hp.com/campaigns/2010/events/all-casestudies/index.php>

Each MFD services agreement is customized to meet specific client requirements and goals. Our focus is providing the best technology, services and value while reducing pages and printing costs. Each client and team collaborate on the goals of the program, and HP tracks to the goals.

Technology innovation allows HP to react to change through measurable business results, which will help the Commonwealth through this transformation.

HP strives for customer satisfaction and constantly requests feedback to improve our services. Lessons learned during every deployment are used to implement procedures for improvement. HP has a very strong performance in the Americas on Net Promoter Scores, which we use to benchmark our performance.

**Figure 6. HP leads all competitors in the Americas.**



1. The Offeror must include a least three (3) client/project references with its proposal. The references must be for installations completed within the past three (3) years. Complete **Appendix A, Project References Template** for each reference provided. Projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

**Offeror Response**

HP has completed Appendix A as instructed.

2. The Offeror must show what work was completed by subcontractors for each of the projects referenced.

**Offeror Response**

HP has provided this information in Appendix A as instructed. HP will report as required on subcontractors.

3. The Offeror shall provide the following:
  - a. Details of any industry-recognized quality standard to which it is compliant, as well as any industry certifications or awards, received.

### Offeror Response

HP holds itself to a high quality standard. Not only do we abide by our internal Quality Policy, we adhere to standards and criteria that are expected throughout the industry. As a result, we have achieved and maintain ISO 9001:2015 Certification through the British Standards Institute (BSI).

The ISO 9001:2015 Certification asserts we are focused on the customer, invested in our quality processes, and dedicated to continuous improvement. To uphold our certification, a dedicated worldwide team collaborates and coordinates with regional leaders to ensure standards are constantly maintained. BSI then conducts cyclical audits of our product realization processes.

Figure 7. HP Corporate Awards.



- b. Details on any industry standard (such as ITIL) the Offeror implemented to govern its service delivery.

### Offeror Response

HP's Service Management Policy is modeled after and contains the framework prescribed by industry standards to include IT Infrastructure Library (ITIL) and IT Service management (and ISO 20001 as a consequence). From service strategy through service improvements, the varying HP services, processes and products are met with a disciplined and documented lifecycle framework. ITIL is a methodology that does not offer organizational certifications, but certifications for individuals.

ITIL and Six Sigma Methodologies are used to ensure high quality in Managed Print Services Delivery.

The Delivery and Transition organizations require thought leadership in applying ITIL processes and principles to streamline business processes and optimize operational efficiencies and ensure services are performed within established service levels.

- c. Include any certification levels earned by the Offeror or key personnel.

**Offeror Response**

HP understands that customers face many regulations and requirements that restrict what equipment they may invest in. HP's award-winning product lines meet the stringent requirements of several certification programs.

**Common Criteria**

The Common Criteria for Information Technology Security Evaluation (Common Criteria) is a framework through which the security evaluation of products may be comparatively analyzed and measured to predefined standards. Its continued development and maintenance is recognized as the ISO/IEC 15408 international standard. See <http://www.commoncriteriaportal.org/> for more information.

**Federal Information Processing Standard (FIPS) 140**

Through the 140 series of the FIPS publications, the U.S. government has defined requirements for the use of cryptographic modules in information systems. The publications can be located at <http://csrc.nist.gov/publications/PubsFIPS.html>.

**Internet Protocol v6**

By OMB Memorandum M-05-22, the National Institute of Standards and Technology (NIST) was tasked to develop the standards and testing necessary to enable the roll out of IPv6 across the U.S. Government. This particular standard is known as USGv6. HP also participates in the IPv6 Ready Logo Program operated by the IPv6 Forum. See <http://www.nist.gov/itl/antd/usgv6.cfm> for additional details on USGv6. IPv6 Ready Logo Program details can be found at <http://www.ipv6ready.org/>.

**U.S. DoD UC APL**

The Department of Defense (DoD) Unified Capabilities (UC) Approved Product List (APL) was established in accordance with UC Requirements 2008, Change 3 (UCR 2008, Change 3). Its purpose is to maintain a single consolidated list of products that have completed Interoperability (IO) and Information Assurance (IA) certification in accordance with the specifications located in UCR 2008, Change 3. See the DoD UC APL website for additional details: <https://aplists.disa.mil/>

- d. Within the past three years, has the firm or venture been a party to any lawsuits or arbitration proceedings with regard to any contracts?

**Offeror Response**

In the normal course of business as a premier Information Technology and Fortune 500 company, HP may be the subject of lawsuits or other proceedings in regards to its contractual relationships. Such issues are generally disposed of as an ordinary business matter. For any further information or details please see HP's annual 10K report at <http://h30261.www3.hp.com/financial/annual-reports-and-proxies.aspx>.

- e. How long has Offeror (s) provided this solution?

**Offeror Response**

HP has provided printers and MFPs for more than 70 years, and MFDs plus services for more than 20 years. HP has become a world leader in MFD services, with 3,000+ MPS customers. Worldwide, HP manages more than 1,000,000 devices producing over 20 billion pages annually under HP MPS agreements.



HP's focus is to provide the best technology, services and value while reducing pages and costs associated with printing. Each client and team collaborates on the goals of the program, and HP will track to the goals.

HP strives for customer satisfaction and is constantly requesting feedback to improve its services. Lessons are learned during every deployment, and we take those lessons and implement procedures for improvement.

- C. Personnel.** The selected Offeror shall identify a central point of contract for the management of the MFDs. Offeror shall identify the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. The Offeror must provide an organization chart clearly identifying the proposed personnel, the role, and the links between managers and staff. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel include the employee's name and, through a resume or similar document, the Project personnel's education, and experience. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. The selected Offeror shall provide a central point of contact to address account issues.

#### **Offeror Response**

HP understands that cultivating a successful long-term relationship with the Commonwealth requires a knowledgeable account team. Part of HP's management style is that all levels of management and operations become involved with our SLED accounts. HP promotes the development of strong relationships at all levels of our organization within the Imaging and Print teams that support an awarded contract.

HP's State Government Contract Program Management Office (PMO) works with Senior Management and every resource tied to contract implementation to ensure a positive end user purchase experience. As part of the PMO, HP is assigning a dedicated Contract Sales Manager (CSM) to manage this important contract. The CSM will manage and drive the contract deliverables and maintain the overall integrity of the contract.

#### **Key Personnel**

Following is a list of key personnel engaged to support an awarded and executed contract.

##### **Chris Lesko**

Field Account Manager

Phone: (610) 927-2555

E-mail: [chris.lesko@hp.com](mailto:chris.lesko@hp.com)

Chris is the Commonwealth of PA's primary point of contact and directly manages all aspects of the partnership, from pricing and availability to new product and strategic disclosures. He is responsible for maintaining customer relationships and managing HP resources for his accounts while providing devices and solutions. Chris also works closely with the product teams and is tasked with staying up to date on industry trends and current events to better serve the Commonwealth. Chris has more than 15 years of experience in IT Sales. Chris has been supporting the Commonwealth under the current PC and MFD hardware contracts for over four years. Chris resides in Central PA.

##### **Carolyn Bunner**

Managed Print Services Specialist

Phone: (717) 254-0017

E-mail: [carolyn.bunner@hp.com](mailto:carolyn.bunner@hp.com)

Carolyn currently serves as the Managed Services Specialist in PA, VA, MD and DE. She has been at HP for 10 years and has more than 20 years of Managed Print Services experience. Carolyn works in concert with your Account Manager and lives in Central PA. Carolyn will oversee the program to ensure alignment to goals and objectives throughout the life of the agreement.

**Frank Bisson**

A3 Technical Sales Specialist  
Managed Print Services  
Phone: (315) 418-0998  
Email: [frank.bisson@hp.com](mailto:frank.bisson@hp.com)

Frank has a 21+ year record of achievement and demonstrated success leading, managing, and delivering technology projects within the MPS and Copier industry. Through his experiences, he has developed extensive technical knowledge on IT Security & Infrastructure, Document Workflow Automation, Electronic Content Management, On-site Facilities Management, and Hardware & Software Expertise, as well as Business Process Improvement focused on the movement of information within an organization in both print and electronic formats.

**John Zaharias**

Managed Services Sales  
Phone: (512) 31907593  
Email: [john.c.zacharias@hp.com](mailto:john.c.zacharias@hp.com)

John has been with HP for 8 years working in Managed Print Services as an Engagement Manager. Prior to HP, John was the Regional Director of Sales and Operations for Lanier Worldwide, for 18 years. John graduated with a bachelor's degree in Business Management from the University of Wisconsin Whitewater.

**Claudio Urbinatti**

Managed Services Architect  
Email: [claudio.urbinatti@hp.com](mailto:claudio.urbinatti@hp.com)

Claudio is a Managed Services Architect expert with a proven track record of delivering results in a short timeframe and exceeding expectations within culturally diverse, politically sensitive, strategically challenging environments. His experience blends a strong technical background with solid people management skills. Claudio assists on managed services opportunities for named accounts where sales and pursuit efforts are led by HP's Americas region.

**William Nichols**

Technology Consultant (TC)  
Email: [wnichols@hp.com](mailto:wnichols@hp.com)

Bill's experience in IT services includes enterprise output management, networking, and general imaging and printing technologies.

The TC assists the AM and Commonwealth on a consultative basis for project and technology planning. The TC also acts as an escalation manager for escalated technical issues and trends.

As the TC, Bill will provide the following support:

- Technical support to the sales team in sales presentations
- Product demonstrations
- Customer training
- Delivery of professional printing and imaging systems

After award, a Field Service Engineer and Account Delivery Manager will be assigned to support the following activities.

### **Field Service Engineer**

HP Field Service Engineers deliver installation and onsite support services:

- Professional device installation according to implementation plan
- Timely onsite technical (break-fix) support
- Direct access to parts
- Technical escalations, as needed
- Participation in major account meetings
- Attendance at customer meetings, as needed

### **Account Delivery Manager (ADM)**

The HP ADM serves as Commonwealth of PA's point of contact for services during the duration of Commonwealth of PA's HP MFD Contract. The ADM is assigned based on the level of ADM services appropriate for the Commonwealth's business needs, and leads or participates in executing the following deliverables:

- Account transition
- Account planning
- Strategic reviews
- Fleet management
- Contract management

**D. Subcontractors.** Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. name of subcontractor;
2. address of subcontractor;
3. number of years worked with the subcontractor;
4. number of employees by job category to work on this project;
5. description of services to be performed;
6. what percentage of time the staff will be dedicated to this project;
7. geographical location of staff; and
8. resumes (if appropriate and available).

### **Offeror Response**

HP makes investments and establishes cooperative partnerships with other companies as part of a market-driven strategy to expand its range of product offerings and strengthen its overall position in key businesses. The subcontracting plan for this contract includes Adept Consulting Services, Inc. (Adept) a Pennsylvania Department of General Services verified Small Diverse Business (Certification Number 133383-2012-08-SB-M) as our partner of choice to assist in providing the most comprehensive response to the Commonwealth. Adept has over 13 years of experience successfully working with the Commonwealth in delivering several similar projects.

Subcontractor Name	Adept Consulting Services, Inc.
Subcontractor Address	410 West Main Street, Suite 201 Lansdale, Pennsylvania 19446
Number of years worked with Subcontractor	4
Number of employees by job category to work on project	2-3
Description of services to be performed	Installation and delivery of HP printers; training on the printers
Percentage of time staff will be dedicated to project	10%
Geographical location of staff	Adept offices are in Pennsylvania
Resumes	Provided upon request

- V. **Financial Capability.** Describe your company’s financial stability and economic capability to perform the contract requirements. The Commonwealth reserves the right to request additional information to evaluate an Offeror’s financial capability.

**Offeror Response**

The financial performance of HP is the result of execution against a well-defined fiscal management strategy. The company’s success also reflects the faith that customers have placed and continue to place in HP to solve their business technology requirements.

**Figure 8. HP Annual Revenue Breakdown**

Fiscal Year	Worldwide Net Revenue	Personal Systems	Printing	Corporate Investments	Intersegment Eliminations and Other
2017	\$52,056	\$33,374	\$18,801	\$8	(\$127)
2016	\$48,238	\$29,987	\$18,260	\$7	(\$16)
2015	\$51,463	\$31,520	\$21,232	\$20	(\$1,309)
2014	\$56,651	\$34,387	\$23,211	\$296	(\$1,243)
2013	\$55,273	\$32,179	\$24,128	\$16	(\$1,050)

*Figures stated as USD in millions*

- VI. **Requirements.** The proposed solution shall meet or exceed the following requirements. Offeror shall describe in its response how it will meet the outlined requirements.

- A. **Request Management.** The selected Offeror shall perform request management including, but not limited to, order tracking, intake of requests, prioritization, escalation, resolution, and closeout. Offeror shall describe its approach to request management.

**Offeror Response**

All orders will be placed with the HP Transition team, who will track from order through install/training and manage the process, including escalation and resolution of any issues.

## **B. Solution Support.**

1. Hours of Support. The selected Offeror shall provide support for the Commonwealth Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Time and weekends as requested. Support shall include, but not be limited to, assistance and ongoing support regarding problems/issues, guidance in the operation of the devices, and identification and correction of possible data or system errors.

### **Offeror Response**

HP Priority Phone Support is included with HP's solution and is available 24 x 7. HP Priority Phone Support provides the Commonwealth priority access to a designated team of experts to support technical and administrative needs, ensuring the Commonwealth receives HP's highest level of customer support and technical expertise.

HP provides the after-hours phone support by leveraging its global MPS operations. It's always daytime somewhere around the globe, and by implementing a 'Follow the Sun' model, HP routes phone calls to the online call center to assist customers. This allows HP to provide after-hours services at a competitive price point.

2. Types of Support. Offerors shall describe all types of solution support available (i.e. telephone, web chat, email). At a minimum email and phone support shall be provided.

### **Offeror Response**

HP onsite support is available 8:00 a.m. to 5:00 p.m. local time, Monday through Friday excluding local public holidays.

The Commonwealth's calls will be directed to designated support agents, bypassing traditional support tiers. HP agents will recognize the Commonwealth as a preferred customer and will immediately start addressing its needs, facilitating timely problem resolution.

HP Priority Phone Support includes:

- Single dedicated number for end-user or administrator access
- Technical assistance and troubleshooting
- Repair diagnosis and customer engineer dispatch
- Supplies Management Services support
- Event management and follow-up at the same phone number

HP's proposed solution includes onsite break-fix hardware support during standard coverage hours (8:00 a.m. - 5:00 p.m., local time, business days, Monday - Friday). For technical hardware issues that cannot be resolved remotely, HP will provide onsite break-fix technical support to return printers and MFDs to proper operating condition within four (4) business hours after the service request was logged. HP's onsite break-fix hardware support includes all labor, parts, and materials necessary to complete the required repair activities.

3. Incident Management. The Offeror shall provide and manage a process to track, monitor and resolve reported problems/issues. Offeror shall describe its methodology to classify problems as to criticality and impact, including resolution procedures and escalation process for each classification of problems/issues.

### **Offeror Response**

HP's will provide best in class incident and problem management for the Commonwealth. The Commonwealth can escalate directly to the Account Delivery

Manager (ADM). The assigned ADM will oversee the day-to-day HP relationship. As the single point of contact, the ADM also has overall responsibility for escalations and working with the Commonwealth to gain agreement on the definition, action and success criteria associated with any escalations that might arise during the HP engagement. The ADM utilizes a DAIR log (Decision, Action, Issue Resolution) to keep track of incidents.

- C. 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.
1. Describe how you anticipate such a crisis will impact your operations.
  2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:
    - a) Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)
    - b) Identified essential business functions and key employees (within your organization) necessary to carry them out
    - c) Contingency plans for:
      - i. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
      - ii. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
    - d) How your organization 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 your emergency plan will be tested, and if the plan will be tested by a third-party.

### **Offeror Response**

The HP Global Environment, Health, & Safety (EHS), Global Resiliency, and Crisis Management teams have established prevention, response, and recovery plans for protecting HP employees and property while minimizing business disruption. Such plans address, among other things, our processes for continuing to operate and serve our customers in the event of an emergency due to a natural or man-made event.

### **Continuity of Operations**

HP takes continuity planning and disaster recovery seriously. We are committed to providing a safe work environment for our employees and customers while maintaining the continuity of our operations to provide seamless service to our customers worldwide.

HP has defined a Business Continuity Management (BCM) Policy that demonstrates the company's commitment to ensuring seamless service and minimized disruptions to HP's business. Under the policy, Business Group and Global Function leaders are accountable for the development, maintenance, and testing of appropriate business continuity strategies

and plans for their processes, operations, and facilities. Business Continuity Plans (BCPs) are documented and annually reviewed to ensure rapid and effective recovery from events that could have a significant impact on performance, customer expectations, brand, or financial results.

To appropriately address continuity planning in today's operating environment, HP maintains a global Continuity of Operations program. This program takes a holistic, company-wide approach for end-to-end continuity through a set of collaborative, standardized, and internally documented planning processes.

The principal goals of the HP Continuity of Operations program are as follows:

- Maximize our ability to continue to deliver products and services seamlessly
- Minimize the impact to HP customers, employees, shareholders, and our communities in the event of an adverse incident

Specifically, the HP Continuity of Operations program involves a standardized, documented, and collaborative planning process intended to address the following objectives:

- Identify critical business processes, operations, and activities
- Assess risks and potential impacts
- Develop strategies for mitigating impact
- Provide for rapid recovery and reinstate operations
- Continually monitor, review, test, and improve strategies and plans
- Integrate the Continuity of Operations planning process into fundamental management processes, including core planning and strategic management

The Continuity of Operations program serves as a critical mechanism to gauge overall company preparedness and resiliency, address the continuance of critical business operations, and provide a solid foundation to address risks on an enterprise-wide basis.

For its numerous operational data centers located in the Americas, Europe, Asia Pacific, and Latin America, HP leverages a strong network of certified continuity and disaster recovery personnel. These professionals are tasked with making sure the company is ready to respond to virtually any major or catastrophic disaster.

HP Business Groups and Global Functions must establish defined key stakeholders and business response procedures for execution upon any disruptive level event. A communications matrix based on key stakeholders and required communications, and any associated communication processes, must be defined.

By policy, HP Business Groups and Global Functions, HP Global Security and Resiliency and HP Cybersecurity must test and update all plans at least yearly, as well as ensure that people with a role in the business continuity plan are trained.

### **Environmental, Health and Safety**

HP's Environmental, Health and Safety Policy expresses our longstanding commitment to environmental management and employee safety. The Policy states that our goal is to '...conduct our operations in an environmentally responsible manner, and create health and safety practices and work environments that enable HPI employees to work injury-free.' In part, the Policy specifies that we will meet or exceed all applicable legal requirements,

proactively reduce occupational injury and illness risks, and promote employee health and well-being.

We administer our health and safety programs as part of a comprehensive EHS management system that meets or exceeds applicable regulatory requirements globally. This system aligns with the internationally recognized Occupational Health and Safety Assessment Series standard OHSAS 18001 as well as the ANSI Z10 (American National Standard) and ILO-OSH 2001 standards. Eight HPI sites—in Brazil, Colombia, Ireland, two sites in Singapore, South Africa, and two sites in Spain — are registered to OHSAS 18001.

**D. MFD Management.**

1. Offeror must propose a model for each segment in listed in **Appendix B, MFD Requirements.**

**Offeror Response**

The Commonwealth can realize a variety of benefits with HP, such as performance, reliability and total cost of ownership. HP’s proposed solution encompasses a full portfolio of devices and services that will meet and/or exceed all requirements.

**Table 1. HP proposed devices, by segment.**

Part Number	LOT	Segment	Device Name	Printer Type	Speed	Color / Mono	Max Paper Size
J8J66A	1	1	HP LaserJet Managed MFP E62555dn Printer	MFP	55 PPM	Mono	Legal
J8J73A	1	2	HP LaserJet Managed MFP E62565hs Printer	MFP	65 PPM	Mono	Legal
Z8Z18A	1	3	HP LaserJet Managed MFP E82540dn Plus	MFP	40 PPM	Mono	Ledger
Z8Z20A	1	4	HP LaserJet Managed MFP E82550dn Plus	MFP	50 PPM	Mono	Ledger
Z8Z22A	1	5	HP LaserJet Managed MFP E82560dn Plus	MFP	60 PPM	Mono	Ledger
Z8Z23A	1	6	HP LaserJet Managed Flow MFP E82560z Plus	MFP	60 PPM	Mono	Ledger
Z8Z06A	2	1	HP LaserJet Managed MFP E72525dn Plus	MFP	25 PPM	Mono	Ledger
Z8Z08A	2	2	HP LaserJet Managed MFP E72530dn Plus	MFP	30 PPM	Mono	Ledger
Z8Z18A	2	3	HP LaserJet Managed MFP E82540dn Plus	MFP	40 PPM	Mono	Ledger
Z8Z20A	2	4	HP LaserJet Managed MFP E82550dn Plus	MFP	50 PPM	Mono	Ledger
Z8Z22A	2	5	HP LaserJet Managed MFP E82560dn Plus	MFP	60 PPM	Mono	Ledger
Z8Z23A	2	6	HP LaserJet Managed Flow MFP E82560z Plus	MFP	60 PPM	Mono	Ledger
Z5G79A	3	1	HP PageWide Managed Color MFP E77650dns Printer	MFP	50 PPM	Color	Ledger
2LF96A	3	2	HP PageWide Managed Clr MFP E77660dns Printer	MFP	60 PPM	Color	Ledger
J7Z14A	3	3	HP PageWide Managed ClrFlw MFP E77650zs Printer	MFP	50 PPM	Color	Ledger



- The selected Offeror shall cooperate and work with the Commonwealth staff and its contractors to meet the requirements of the contract resulting from this RFP.

**Offeror Response**

The HP Account Delivery Manager (ADM) assigned to the Commonwealth oversees the day-to-day HP MPS relationship. As the single point of contact, the ADM also has overall responsibility for escalations and working with the Commonwealth to gain agreement on the definition, action and success criteria associated with any escalation that may arise during the HP MPS engagement.

- The selected Offeror shall not provide MFDs that require commercially available software for its use through the contract resulting from this RFP unless the Commonwealth has entered into a software license agreement with the software licensor. **Appendix E, Software Requirements Agreement.**

**Offeror Response**

HP has read and acknowledges.

- The selected Offeror shall provide operating instruction and manuals for all MFDs.

**Offeror Response**

HP has read and acknowledges.

- All MFDs shall be UL approved. Any special voltage needed beyond the standard 110v must be indicated. The Commonwealth will furnish suitable electrical current to operate the MFD.

**Offeror Response**

HP has read and acknowledges.

- The selected Offeror shall identify the end of life date and buyer's laboratory overall rating for each proposed model of MFD.

**Offeror Response**

**Table 2. End of life date and buyer's laboratory overall rating for proposed models.**

LOT	Segment	Part Number	Proposed Device	Printer Type	Buyers Lab Intro Date	Device End of Life	Buyers Lab Overall Rating
1	1	J8J66A	HP LaserJet Managed MFP E62555dn Printer	MFP	May, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
1	2	J8J73A	HP LaserJet Managed MFP E62565hs Printer	MFP	May, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
1	3	Z8Z18A	HP LaserJet Managed MFP E82540dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
1	4	Z8Z20A	HP LaserJet Managed MFP E82550dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
1	5	Z8Z22A	HP LaserJet Managed MFP E82560dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
1	6	Z8Z23A	HP LaserJet Managed Flow MFP E82560z Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
2	1	Z8Z06A	HP LaserJet Managed MFP E72525dn Plus	MFP	April, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
2	2	Z8Z08A	HP LaserJet Managed MFP E72530dn Plus	MFP	April, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
2	3	Z8Z18A	HP LaserJet Managed MFP E82540dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
2	4	Z8Z20A	HP LaserJet Managed MFP E82550dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance

LOT	Segment	Part Number	Proposed Device	Printer Type	Buyers Lab Intro Date	Device End of Life	Buyers Lab Overall Rating
2	5	Z8Z22A	HP LaserJet Managed MFP E82560dn Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
2	6	Z8Z23A	HP LaserJet Managed Flow MFP E82560z Plus	MFP	April, 2017	n/a (Current Device)	Very good overall performance
3	1	Z5G79A	HP PageWide Managed Color MFP E77650dns Printer	MFP	April, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
3	2	2LF96A	HP PageWide Managed Clr MFP E77660dns Printer	MFP	April, 2017	n/a (Current Device)	Not tested by Buyers Lab yet
3	3	J7Z14A	HP PageWide Managed ClrFlw MFP E77650zs Printer	MFP	April, 2017	n/a (Current Device)	Not tested by Buyers Lab yet

7. Upon request, the selected Offeror shall provide “right-sizing” assessment services to the Commonwealth to aid in the identification of cost effective equipment. This service will be provided at no additional cost.

**Offeror Response**

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

Optimization considerations may include:

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

8. The selected Offeror shall be responsible for the replenishment of all consumable supplies required to operate the MFDs, with the exception of paper, at no additional cost to the Commonwealth. Consumables shall include, but are not limited to, fusers, developer, toner, and staples.

**Offeror Response**

The HP total price will include all consumables except paper. Consumable ordering is conducted by Automated Supplies Management (ASM). ASM is a service that provides automated consumables replenishment for active, compatible devices that are functionally capable of communicating with the HP Device Connect (HP DC) collection agent. For non-ASM supported devices or non-networked (locally attached) devices, consumable ordering is handled using the HP MPS web portal or via HP Priority Phone Support.

Devices needing consumables are immediately identified and an order is placed automatically. The consumables are shipped to the central receiving/dock location specified by the Commonwealth. HP notifies the Commonwealth of order placement and shipment.

9. The selected Offeror shall deliver consumables within five (5) days of request by the Commonwealth.

**Offeror Response**

Supplies are shipped directly to the client for installation using a “just in time” process. End users can personally request supplies shipment, or the Automated Supplies Management (ASM) processes will trigger the request. Supplies are typically shipped via UPS in time to arrive before the current supplies run out, though shipment can be expedited if the situation warrants. The packing list includes information directing the supplies to the correct devices.

ASM will regularly monitor the Commonwealth’s consumables consumption. The HP DC collection agent initiates communication with HP. The HP DC collection agent data collector receives a list of devices from which to collect data and communicates with those networked devices daily, collecting usage information and consumables levels. Once all required data is collected, the information is sent back to HP for action.

10. The MFD’s shall meet or exceed the following security requirements;

- a) All MFDs shall accept print jobs only from known users and must be able to preclude communications from anonymous or unknown users, or any other unauthorized or unknown communication source.

**Offeror Response**

HP Enterprise FutureSmart devices can create ACL’s (Access Control List), which specifies which users or system processes subnets are granted access to objects. HP Enterprise FutureSmart devices also have the ability to authorize and to grant access to users via Kerberos or LDAP to specific operations on given objects or functions on the HP device.

- b) The selected Offeror shall have the ability to test, distribute, and apply print server and MFD patches, and other critical and/or non-critical security updates.

**Offeror Response**

HP utilizes HP’s Web Jetadmin for management and distribution of the HP printer firmware fleet. Please see [www.hp.com/go/wja](http://www.hp.com/go/wja) for a whitepaper on how HP’s Web Jetadmin can deploy printer firmware.

It is the responsibility of the customer to provide a TEST/DEV environment that mimics its current PROD environment (Servers, PROD OS levels, network connectivity, load balancing, firewalling, etc.) and is isolated from its current PROD environment for validation of critical and non-critical driver or firmware patching of print devices.

- c) All MFD open ports, including, but not limited to, LPD, LPR, SMB, IPP, FTP, TFTP, mail, and terminal, must have the ability to be disabled or locked down with a hardened password of a minimum of twelve (12) characters or more. Password used for locking down open ports shall be at least twelve (12) characters long and include letters, numbers, and symbols.

**Offeror Response**

HP offers superior security monitoring and management solutions to help identify vulnerabilities and establish a unified, policy-based approach to protecting data, strengthening compliance, and reducing risk by disabling and hardening ports and

protocols of the proposed MFDs. The proposed devices provide the following embedded security features:

- HP Sure Start – checks BIOS code and, if compromised, restarts with a safe “golden copy”
- Whitelisting – checks firmware during startup to determine if it’s authentic code–digitally signed by HP
- Run-time intrusion detection – monitors memory activity to continually detect and stop attacks
- HP Connection Inspector – inspects outgoing network connections to stop suspicious requests and thwart malware

The proposed devices provide device-level SIEM integration, U.S NIST checklist inclusion and DLP keyword searching.

- d) MFD SNMP and SNMP2 must have the ability to be changed to read only, and have the ability either to be disabled or include a hardened string.

**Offeror Response**

All devices delivered with FutureSmart firmware bundle 4.5 include new security features and security setting defaults to improve the overall security on the devices. This initiative, referred to as “Secure by Default,” disables the SNMPv1/v2 write capabilities and enables the device setting Enable SNMPv1/v2 read-only access. This disables SNMPv1/v2 Sets (writes) while allowing SNMPv1/v2 Gets (reads). The Get Community Name is used if configured. Customers can allow Write access by setting a security policy within HP’s Security Manager that can be managed fleet-wide. HP Enterprise FutureSmart devices also fully support SNMP v3.

- e) All network access, including but not limited to web server/administration, MS file share, FTP/SFTP, or WebDAV web service access, must have the ability either to be permanently disabled or protected by a hardened password of twelve (12) characters or more containing letters, numbers, and symbols.

**Offeror Response**

These setting and over 200 other control points can be enabled, disabled and managed with HP’s Security Manager security policy. Please refer to item c) of this section for additional content on HP’s Security Manager and its functionality. All HP FutureSmart 4 devices come standard with the following Account Policy Password Management settings:

**Account Policy**

Administrator Password setting:

- Account Lockout - Maximum Attempts, Lockout Interval, Reset Lockout Counter Interval
- Password Complexity - When checked, the password must contain three of the following: uppercase letters, lowercase letters, numbers, and special characters.
- Minimum password length

- f) All scanning must be done via a secure, encrypted transaction, require a secure domain user logon, and require Microsoft Active Directory authentication or LDAP authentication. Microsoft transaction is preferred, and the device must have the ability to enable or disable FTP.

**Offeror Response**

HP FutureSmart devices support both Kerberos and LDAP for user authentication and authorization for device function access. All HP FutureSmart devices support the FTP protocol and the ability to enable or disable this feature set.

- g) All PDF documents must have permissions controlled with 128-bit encryption.

**Offeror Response**

HP Enterprise FutureSmart devices support PDF encryption. User will be prompted to enter a password to encrypt the PDF when sending or saving the file.

- h) All information temporarily stored on the device must be encrypted. Once a job has processed, all information must be purged from the internal device storage.

**Offeror Response**

**Secure Erase**

HP FutureSmart Firmware printing devices support several data erase features to securely erase ongoing job data.

1. Managing Temporary Job Files

The feature controls how temporary job files are erased at the completion of print, copy, fax, or digital send jobs.

Temporary job files include:

- Temporary data for print jobs
- Temporary data for copy, fax, e-mail, and send to network folder jobs

The File Erase Modes available are:

- Non-secure Fast Erase (No overwrite)
- Secure Fast Erase (Overwrite 1 time)
- Secure Sanitizing Erase (Overwrite 3 times)

2. Erase Job Data

This feature will erase and overwrite all job data files stored on the disk, including:

- Temporary data for print jobs
- Temporary data for copy, fax, e-mail, and send to network folder jobs
- Stored jobs, stored fax jobs

The File Erase Modes available are:

- Non-secure Fast Erase (No overwrite)
- Secure Fast Erase (Overwrite 1 time)
- Secure Sanitizing Erase (Overwrite 3 times)

3. Secure Disk Erase

This feature securely erases all data on the hard disk, including disk sectors spared and relocated sectors. This erase operation, also known as ATA Erase, is executed directly by the hard disk controller.

Secure Disk Erase meets the “Purge” erase standard defined in NIST Special Publication 800-88, Guidelines for Media Sanitation.

- i) The hard drives in the leased equipment will be retained by the Commonwealth leasing agency.

**Offeror Response**

HP has read and acknowledges.

- j) All information temporarily stored using internal storage must be accessed only through Microsoft Active Directory or LDAP authentication.

**Offeror Response**

HP FutureSmart devices support both Kerberos and LDAP for user authentication and authorization for device function access. These functions can be assigned to support Kerberos and LDAP authentication / authorization can be permitted access to these functions.

- k) Access to temporarily stored information, using internal storage, must be restricted to the creator of a file or the system/MFD administrator only.

**Offeror Response**

HP FutureSmart devices support both Kerberos and LDAP for user authentication and authorization for device function access. These functions can be assigned to support Kerberos and LDAP authentication / authorization can be permitted access to these functions.

- l) All fax transactions must be kept in a separate buffer from all print and/or scanning functions of the Device. Fax transactions must not remain in the buffer after the fax transaction has been completed. No information may reside in permanent storage.

**Offeror Response**

All fax information is kept in a separate location. Please refer to item h) of this section for HP’s Secure Erase functionality to purge all data from fax storage.

- 11. MFD Invoicing.** The selected Offeror shall accept SAP generated invoices for reoccurring lease payments.

**Offeror Response**

HP has read and complies.

- 12. MFD Training Requirements.** Offeror shall describe it’s training plan, approach, and material available. The selected Offeror shall provide on-site training to users upon installation of a new MFD. The selected Offeror shall provide additional training as requested by the Commonwealth, on a mutually agreed upon date, for the term of the lease. All training services performed during normal business hours shall be provided by the Offeror, at no additional cost to the Commonwealth.

The selected Offeror shall provide users with hands-on training and materials including a detailed walk-through of all machine features. In addition, if the MFD is connected to the network, the Contractor must demonstrate remote printing capabilities.

### **Offeror Response**

Recognizing that each user may benefit from a different learning approach, HP can structure training to be delivered through a variety of methods.

- Self-paced Training (job aids and videos)
- Onsite training (basic device familiarization)

#### **Self-paced Training**

Self-paced training includes job aids and videos hosted on a website.

The job aids are focused on a specific task and typically delivered as .pdf documents. Most job aids are 1-2 pages each. Job aids can be printed, shared, emailed for unlimited use by the Commonwealth

Videos utilize a series of video or animation tutorials utilizing text, static graphics, to convey knowledge about specific tasks.

HP may provide content about specific tasks, features and functions of HP hardware, software and solutions in the form of job aids and/or videos.

Examples of job aids and videos can be found at <http://www.hpusertraining.com/hp/Portal>.

HP will provide access to job aids and videos as appropriate to demonstrate the following:

- Control Panel Familiarization
- Copy Features
- Scan to Email, Scan to Fax, Scan to Folder, Scan to Device Memory
- Creating and retrieving Stored Jobs
- Replacing Media and Consumables: Paper, Toner, Print Drums, Ink and Staples

#### **Onsite Training: Basic Device Familiarization**

As new devices are installed and configured, HP installation technicians can provide brief, informal device orientation for local users and key device contacts covering key device features including basic copy and scan, as applicable. This is a high-level overview designed to provide a basic understanding of how devices operate. Basic functions, such as loading consumables, clearing paper jams, replenishing toner cartridges, and basic front-panel usage are included.

**13. MFD Maintenance.** All standard system or hardware maintenance shall be completed during business hours defined as 8:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday. The Commonwealth requires the selected Offeror to provide the following in the way of maintenance coverage for the proposed solution:

- a) Ongoing software updates for the proposed solution, as they become available and are thoroughly tested; such updates may include but are not limited to bug fixes, patches and other improvements.
- b) The selected Offeror must receive Commonwealth approval prior to implementing any software updates in the training, testing or production environments.

- c) Software updates that modify features and functions shall include an update to online help, training tutorial, reference guides and user manuals upon completion or at a date agreed to by the Commonwealth.

**Offeror Response**

HP hardware support, also known as break-fix support, provides the technical assistance needed to quickly resolve device issues. At HP's discretion, hardware support service is provided through a combination of remote problem diagnosis and support, onsite support, and other service delivery methods.

HP hardware support includes the following:

- Call log via Remedy Case Exchange or HP Priority Phone Support
- Remote troubleshooting and diagnosis before dispatch
- Diagnosis, parts dispatch, engineer allocation, and event management
- Professional onsite response and repair using HP authorized representatives
- Service event reporting and review, verifying HP is meeting or exceeding agreed upon service levels and customer expectations

**Remote Problem Diagnosis and Support**

Remote problem diagnosis occurs when the Commonwealth places a service request through HP Priority Phone Support. Prior to providing onsite assistance, HP initiates diagnosis using electronic remote support tools, where available, to access covered products. HP may use other available means to facilitate remote problem resolution as well.

**Onsite Hardware Support**

For device hardware issues that cannot be resolved remotely, an HP authorized representative is dispatched to the site to provide the onsite technical support needed to return products to operating condition. HP may elect to replace a product in lieu of repairing it. Replacement products are new, or equivalent to new, in performance.

In addition, HP may install available engineering improvements to help enable proper operation of hardware products and maintain compatibility with HP-supplied hardware replacement parts. HP may also install firmware updates required to return the product to operational condition or to maintain supportability by HP.

**Onsite Service Level**

**Table 3. Standard response time for eligible products.**

Service Level	Coverage Window	Service Description
4 Hour Onsite Response, Standard Business Hours (9x5)	8:00 am–5:00 pm customer local time, business days, Monday through Friday excluding local public holidays	An HP-authorized representative arrives onsite during the coverage window to provide Hardware Support services. Service is provided the next business day after the service request was logged. Calls placed after 4:00 pm local time will be logged on the next business day. This is base-level onsite service.



**14. Removal and Disposal.** The selected Offeror shall provide 60-day notice of upcoming lease expiration to the Commonwealth designee. Upon notification of the requirement for machine removal due to expiring or cancelled lease, the Offeror shall remove the machine on the pickup date as directed by the Commonwealth. When possible, the Commonwealth will provide 30-day notice for removal. The Commonwealth is not responsible for any payments after the lease expiration/cancellation date if the machine has not been removed by the Offeror.

Note: The information provided above supersedes any contradictory information provided within V.48 (M) Terms and Conditions.

**Offeror Response**

HP has read and complies with the lease expiration and removal.

**15. Relocation.** The selected Offeror is responsible to assure prompt relocation of all MFDs procured under its contract. The selected Offeror shall perform moves of less than twenty-five (25) miles at no cost one time during the MFD lease period. Relocation of an MFD more than once, or beyond a twenty-five (25) mile distance will be billed at the cost identified in the attached **MFD Cost Matrix**. The Offeror is responsible for the preparation of the MFD. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth. The Commonwealth reserves the right to request the Offeror to transfer its MFDs, after notification, to any facility or location other than the original place of installation.

**Offeror Response**

HP has read and complies with the relocation clause.

**16. Substitution.** If during the term of the contract new MFDs become available, the Offeror may, with the written approval of the Commonwealth, 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 MFD must be less than or equal to the model it is replacing. At no time will there be more than one approved model in each segment per contractor.

**Offeror Response**

HP has read and complies with the substitution clause.

**17. Repetitive Service.** The selected Offeror shall provide the following information in its monthly reports. See **Section VIII.D** for additional information.

1. The selected Offeror shall report monthly all MFDs with repetitive service requests totaling three (3) or more in a rolling thirty-day period.
2. The selected Offeror shall report monthly on all MFDs with repetitive service requests totaling five (5) or more in a rolling sixty-day period. The selected Offeror, after consultation with the Commonwealth and the agency, shall replace the MFD at no charge with a new machine with comparable features and capabilities. A new lease term will not commence, but rather the Commonwealth will only be responsible for the remaining payments in the unexpired term of the original MFD.

3. If the cause of the service request(s) are due to operator misuse or abuse by the Commonwealth, the request will not count against the Offeror for this requirement.

#### ***Offeror Response***

HP has read and acknowledges.

18. **MFD Customer Satisfaction.** The selected Offeror shall initiate customer satisfaction surveys which must indicate performance. The Commonwealth will determine the format and delivery mode of the survey.

#### ***Offeror Response***

HP has read and acknowledges.

19. **Optional Services/Features.** Offeror shall describe any additional services or features that are available at no additional cost to the Commonwealth.

#### ***Offeror Response***

##### **HP “Instant On” Security**

- HP Sure Start – checks BIOS code and, if compromised, restarts with a safe “golden copy”
- Whitelisting – checks firmware during startup to determine if it’s authentic code– digitally signed by HP
- Run-time intrusion detection – monitors memory activity to continually detect and stop attacks
- HP Connection Inspector – inspects outgoing network connections to stop suspicious requests and thwart malware

##### **HP Web Jetadmin**

HP Web Jetadmin offers a simple, web-based interface to install, configure, troubleshoot, and manage both HP and non-HP networked and PC-connected print devices.

HP Web Jetadmin can help save you time with its ability to auto-discover new device IP addresses, quickly and easily set group policies, and configure or change device network settings for initial deployment or after installation.

##### ***Optimize Device Utilization***

Deploy HP Web Jetadmin to help optimize and protect your imaging and printing assets with effective fleet management and reporting.

- Easily configure your fleet for cost savings—such as defaulting to duplex printing
- Establish fleet administration rules, such as who can access specific HP Web Jetadmin features and on which devices
- Establish end-user rules (or policies) to help control cost, such as access to color or to protect sensitive information in print jobs
- Identify devices that are potentially underutilized or with specific functionality that can be moved to help meet changing business needs

- Access critical fleet information—status, configuration, alerts, groups, supplies, and troubleshooting—on a single screen

### **Advanced Reporting**

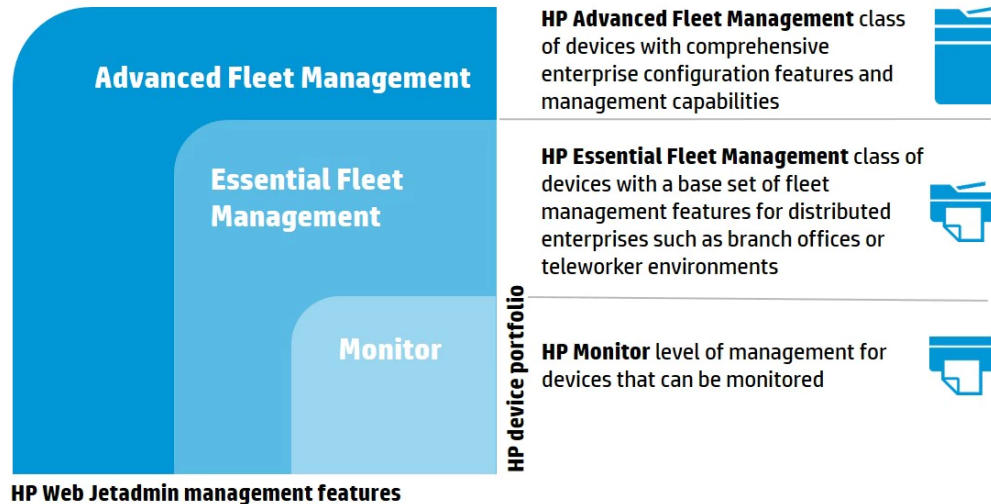
HP Web Jetadmin advanced reporting tools allow identification of the following to help make effective business decisions:

- Who is printing? What type of jobs?
- Are devices over- or under-utilized?
- What is color vs. black-and-white usage? Is usage increasing or decreasing month-to-month? If yes, what is driving demand?

### **HP Fleet Management Standards**

Enjoy a consistent management experience beyond HP Enterprise-class devices with management capabilities for the rest of your HP fleet.

**Figure 9. HP Web Jetadmin supports all HP devices to the class standards of Advanced, Essential or Monitor level**



### **HP Universal Printer Driver**

HP Universal Print Driver (UPD) helps reduce the management headaches and associated costs of multiple print drivers. One versatile fleet driver solution provides both traditional and mobile workers a consistent user experience. The Commonwealth can use the tools in the HP UPD Printer Administrator’s Resource Kit to streamline IT tasks, implement printing policies, and optimize the Commonwealth’s unique imaging and printing environment.

### **HP Automatic Supplies Management**

Supplies are consumed over time and require replacement at some interval. HP Supplies Management Service provides Commonwealth of PA with a simple and efficient way to acquire, manage, and recycle consumables, while lowering inventory and storage costs. The service offers a wide choice of management options for all of Commonwealth of PA’s consumables needs. The options include automated consumables ordering and delivery, maintenance kit replacement service, and expended consumables return.

Within the Commonwealth's printing environment, consumables can include the following:

- Printing Supplies—Toner, ink, bonding agent, staples
- Long-life Printing Supplies—Print head, print head cleaner, imaging drum kit or cartridge, imaging drum cleaner, toner collection unit etc.
- Maintenance Kits—Contents of maintenance kits vary by device and can include transfer kit, belt or cartridge, fuser, ink droplet collector, pen wipe, etc.

HP Supplies Management Service builds upon the strong HP heritage and leadership in print technology and HP's world-class Planet Partners recycling program. The service includes the following key capabilities:

- Automated Supplies Management (ASM)—Device-initiated, fully-automated ordering and delivery to central receiving/dock location at the applicable location referencing the specific device for which the order was placed.
- Optional maintenance kit replacement services
- Cartridge take-back through HP recycling programs including the HP Planet Partner program

#### *Features and Benefits*

- Reduced costs
- ASM maintains timely ordering and delivery of supplies so Commonwealth of PA does not incur costs for stocking and storing supplies
- Best-in-class, industry-preferred HP device management technology optimizes toner and ink utilization so Commonwealth of PA maximizes supplies yield
- Improved staff productivity and satisfaction
- Easy, reliable ASM allows Commonwealth of PA to focus on business-critical activities
- Device-initiated consumables ordering according to Commonwealth-defined detection levels provides timely delivery of consumables so Commonwealth of PA always has consumables available to maintain optimum availability of the print environment
- Consumables tracking and usage reports provide management with insight into consumption levels to help manage and optimize Commonwealth of PA's overall print environment
- Decreased environmental impact
- The industry-leading, International Standards Organization (ISO) 14001-certified HP Planet Partner recycling program provides a convenient way to return empty cartridges for recycling
- HP partnered with the Environmental Protection Agency (EPA) to identify and set current environmental standards. HP offers recycling services in 70 countries or territories worldwide.

**20. Service Level Agreements (SLAs).** The selected Offeror shall meet or exceed the SLAs described in **Appendix C, MFD Service Level Agreements.**

#### **Offeror Response**

HP has read and acknowledges.

**21. Price List Changes/Product Changes.** The selected Offeror may update their price list or product changes every quarter or biannually, beginning with the contract awarded date to reflect new products, and manufacturer's price changes, deletion of discontinued products, etc.

**Offeror Response**

HP has read and acknowledges.

**VII. Tasks.** Describe in narrative form your technical plan for accomplishing the work using the task descriptions as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

**Offeror Response**

Tasks are addressed in the individual sections below.

**A. Delivery of MFDs.** Offeror shall describe their delivery services. The selected Offeror shall provide delivery of equipment within ten (10) days following the receipt an order or on a date agreed to by the Commonwealth. Order shall be F.O.B. Destination with all freight charges paid by the Offeror. Each delivered piece of equipment shall include a packing slip, model number, serial number, and purchase order number. Partial shipments are acceptable only if authorized by the Commonwealth. The selected Offeror shall ensure all incorrect shipments and/or invoices are corrected within ten (10) business days. The status of the delivery order shall be communicated to the Commonwealth within five (5) business days.

**Offeror Response**

HP has read and acknowledges. Delivery, installation and setup are included. HP orders and schedules delivery of the devices. The Commonwealth will provide a single point of contact to receive HP devices and have them delivered to a customer-provided staging area for installation.

**B. Installation of MFDs.** The selected Offeror is responsible for the installation of all MFDs and shall certify readiness for operation in writing. Readiness for operation includes all features and functions **requested** by the Commonwealth using agency are fully operational and requested staff training has been completed.

Prior to delivery, the selected Offeror shall survey and review the installation location to insure the agency's desired location for the MFD meets the manufacturer's established installation criteria. Should the proposed installation location not meet established installation criteria, the Offeror and the requesting agency shall attempt to locate an alternate mutually agreeable location for the machine.

At the time of installation of an MFD, the Offeror shall provide consumable supplies sufficient to produce the maximum number of copies for one month.

The selected Offeror shall affix a label or decal to the MFD at the time of installation, showing the name, address, and telephone number of the dealer responsible for service of the machine.

Cabling of network machines is not the responsibility of the Offeror.

**Offeror Response**

Hardware Delivery and Installation Service provides HP installation of devices at Commonwealth sites. HP completes installation and configuration of networked devices based on the mutually agreed upon Master Schedule.

### **Scope**

- Assigned resource to coordinate and manage initial installation of devices at each site set forth in the Agreement
- Confirmation of fleet requirement as determined during Design phase
- Off-site staging and pre-site assessments if needed for large deployments
- Evaluation of any integration of existing setups, fonts and forms
- Equipment delivery and setup
- Device unpacking
- Removal of all packing material to a centralized location
- Updates of device firmware as required to support MPS performance
- Assembly and positioning of hardware components (paper handling, memory, consumables, and network adapters)
- Network configuration, power setups and installation
- Hardware self-testing to ensure devices are properly installed, connected to the network, operational, and functioning in accordance to published OEM operational standards
- Update of device firmware
- Installation of consumables
- Loading of customer provided paper

- C. MFD Maintenance and Repair Service.** The selected Offeror shall coordinate with the Commonwealth using agency to confirm and agree to the for the pickup date and delivery of equipment to off-site repair facilities, estimating turnaround time for repairs, asset tagging, management and tracking of equipment.

The selected Offeror shall conduct break/fix maintenance and all regularly scheduled maintenance for all equipment during the term of the lease. This maintenance schedule shall comply with the OEM's specified guidelines. The Offeror shall provide a central point of contact to address maintenance and repair service issues.

During normal business hours of the Commonwealth, 8:00am to 5:00pm, Monday through Friday, excluding state holidays, the Offeror shall have service technicians and the support infrastructure available to provide repairs that meet the service level agreement specified in **Section VI.D.20**.

The selected Offeror shall troubleshoot technical difficulties during the term of the lease. The selected Offeror shall provide online technical support and a toll-free contact number.

The selected Offeror may provide repair service and support any time outside of normal business hours, upon agreement with the Commonwealth using agency, at no additional cost.

### **Offeror Response**

HP has read and complies. HP's proposed solution includes onsite break-fix hardware support during standard coverage hours (8:00 a.m. - 5:00 p.m., local time, business days, Monday -

Friday). For technical hardware issues that cannot be resolved remotely, HP will provide onsite break-fix technical support to return printers and MFDs to proper operating condition within four (4) business hours after the service request is logged. HP's onsite break-fix hardware support includes all labor, parts and materials necessary to complete required repair activities.

**VIII. Reports and Project Control.** The selected Offeror shall create, maintain, and execute the following plans, reports, and supporting documentation in a format agreed to by the Commonwealth. Offerors shall submit its project management methodology and/or draft plans which it proposes to use for this project. The selected Offeror must submit final plan(s) within [specified] days of receiving the notice to proceed. All plans are subject to Commonwealth approval.

**A. Project Management Plan.** The project management shall include, but not limited to, the following:

**1. Project Plan.** The project plan must describe the scope of work for the project and how the scope will be managed. The project plan shall act as a confirmation of project scope, phasing, implementation objectives, and be detailed enough to ensure the product is delivered on time, within projected estimates, and meets all requirements as specified in the RFP. The project plan must include, but is not limited to:

- Project Scope Statement
- Scope Management Process
- Major Milestones /Deliverables
- Work Breakdown Structure (WBS)
- Timeline

**2. Requirements Management Plan.** The requirements management plan must describe the process and approach to manage and address requirements throughout the life of the project. The requirements management plan shall include:

- Requirements Management Process
- Roles and Responsibilities
- Requirements Traceability Matrix (RTM)

**3. Risk Management Plan.** The risk management plan must describe the approach used to manage risk throughout the life of the project, how contingency plans are implemented, and how project reserves are allocated to handle the risks. The plan will include the methods for identifying risks, tracking risks, documenting response strategies, and communicating risk information. The risk management plan shall include:

- Risk Management Process
- Roles and Responsibilities
- Rules/Procedures
- Risk Impact Analysis Approach
- Tools

**4. Issue Management Plan.** The issue management plan must describe the approach for capturing and managing issues throughout the life of the project to ensure the project is moving forward and avoids unnecessary delays. The issues management plan shall include:

- Issues Management Approach
- Roles and Responsibilities
- Tools

**5. Change Control Management Plan.** The change control management plan must describe the approach to effectively manage changes throughout the life of a project. The plan will include the process to track change requests from submittal to final disposition (submission, coordination, review, evaluation, categorization), the method used to communicate change requests and their status (approved, deferred, or rejected), the escalation process if changes cannot be resolved by the review team, and the process for project re-baselining. The change control management plan shall include:

- Change Management Process
- Roles and Responsibilities
- Rules/Procedures
- Change Impact Analysis Approach
- Tools

**6. Communications Management Plan.** The communication management plan must describe the communications process that will be used throughout the life of the project. The process must include the tools and techniques that will provide timely and appropriate generation, collection, distribution, storage, retrieval and disposition of project information. The communications management plan shall include:

- Communications Management Process
- Roles and Responsibilities
- Reporting Tools and Techniques
- Meeting Types and Frequency

**7. Quality Management Plan.** The quality management plan must describe the approach used to address Quality Assurance (QA) and Quality Control (QC) throughout the life of the project. The quality management plan should identify the quality processes and practices including the periodic reviews, audits and the testing strategy for key deliverables. The plan should also include the criteria by which quality is measured, the tolerances required of product and project deliverables, how compliance is measured, and the process for addressing those instances whenever quality measures are out of tolerance or compliance. The quality management plan will include:

- Quality Management Process
- Roles and Responsibilities



- Tools
- Quality Standards

**8. Time Management Plan.** The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

- Time Management Process
- Role and Responsibilities
- Tools and Techniques
- Work Plan

Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

### ***Offeror Response***

#### **Transition and Implementation Project Plan**

HP Transition and Implementation services align people, processes, and technology to provide the Commonwealth with a complete range of services designed to manage a successful transition of the Commonwealth's existing infrastructure to a new optimized imaging and printing environment.

Trained and experienced HP project managers coordinate and manage the deployment and implementation of the HP Managed Print Services (MPS) engagement. Deployment is planned consultatively with the Commonwealth to consider the Commonwealth's unique needs and priorities.

The HP imaging and printing products are installed and configured by HP-approved installation professionals who set the standard for HP's high reputation in the industry. Effective management of change often requires alignment of people, processes, and technology resources with the goals and objectives of the change efforts. HP works closely with the Commonwealth so that the transition to the new environment is successful, and that Commonwealth employees are motivated and able to adopt the new technologies and processes being implemented.

HP Transition and Implementation Services include the following:

- Deployment Management
- Hardware Installation
- Management of Change and Education

The Transition Manager is responsible for communication and uses SharePoint as the portal to keep track of the project. An overview of the implementation process is outlined below, followed by an example of a typical high level timeline.

#### ***Project Initiation***

- Kick off project: transition project knowledge to HP's MPS delivery organization
- Establish and assign core team resources

### ***Project Planning***

- Conduct kickoff meetings to review deployment content
- Develop a Master Schedule to serve as the comprehensive project plan

### ***Project Execution***

- Submit hardware, software and accessories orders
- Coordinate equipment logistics
- Distribute communications packages
- Install hardware (single and multi-function printers, print server appliance, Pull Printing solution, etc.)
- Install and set up HP device monitoring infrastructure (HP Remote Monitoring)
- Provide training, as appropriate (end user, key operator or help desk)
- Remove existing/obsolete equipment and coordinate disposition, if applicable
- Complete deployment activity documentation

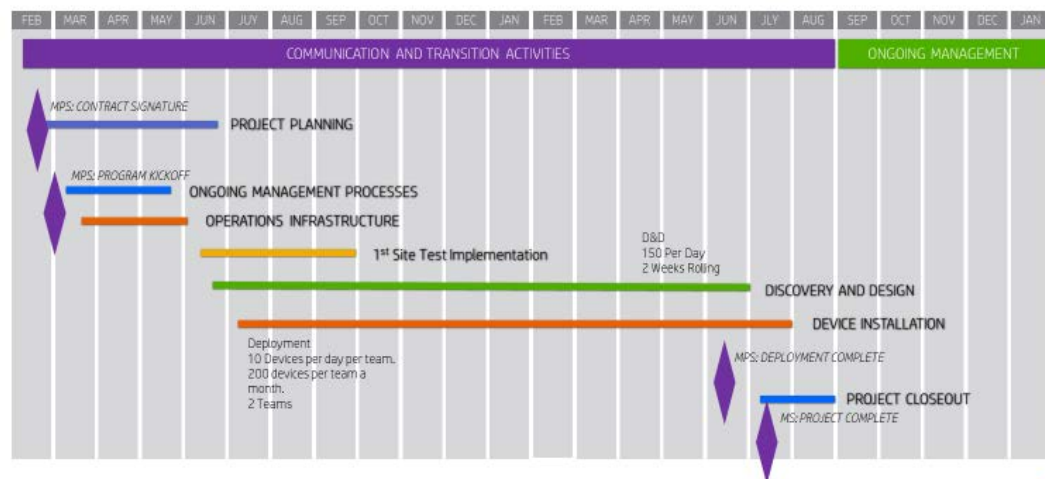
### ***Project Monitoring and Control***

- Conduct internal and external status meetings during implementation
- Provide high-level program and deployment reviews with Commonwealth representatives, as appropriate
- Review and manage to project plan

### ***Project Closure***

- Solicit feedback regarding project performance
- Schedule and facilitate reviews
- Archive project documentation after deployment completion
- Transition to ongoing account management

**Figure 10. A typical timeline runs 8-12 months.**



## **Risk Management**

HP will identify, assess, and prioritize risks and coordinate resources to minimize and monitor to ensure uncertainty does not impact the realization of business objectives.

- Identify, characterize threats
- Assess the vulnerability of critical assets to specific threats
- Determine the likelihood of risks occurring
- Identify ways to reduce those risks
- Prioritize risk reduction measures based on a strategy

Risks are systematically reviewed as part of the action / issues reviews to prepare for a jointly agreed response.

## **Change Control Management Plan and Communications Management**

HP's proven Management of Change (MoC) methodology is based on successfully implementing thousands of rollouts worldwide. HP can assist the Commonwealth with a structured 5-step management of change process to support its MFD deployment.

### ***Step 1 – Assess***

- Analyze current print environment and build a business case for MPS
- Identify key stakeholders and garner their commitment
- Align on what is changing with MFD implementation, expectations, areas of risk (e.g. Print Policy)

### ***Step 2 – Plan***

Build vision for MoC as key to program success; demonstrate value of investing in change management.

- Partner with HP for a MoC workshop and vision building
- Gather MoC sponsors/stakeholders and identify MoC program goals and success factors
- Integrate MoC milestones into the MPS rollout schedule
- Create the MoC plan and align budget and staff resources to support delivery

### ***Step 3 – Create***

Develop Commonwealth MoC training/communications program.

- Link MoC plan to new/existing organizational initiative or program (e.g., environmental stewardship) to accelerate employee engagement
- Identify audiences, messages and appropriate communication channels
- Customize MoC content, templates, and assets provided by HP

### ***Step 4 – Communicate***

Roll out MoC program prior to MFD deployments.

- Train MoC business champions in preparation for MFD deployment
- Deliver MoC employee training program for awareness
- Rollout emails and other communications to build engagement in MFD transition
- Post educational signs and posters around the office and new MFD hardware

- Establish ongoing communications and feedback loop until employees have fully adopted new technologies and processes

**Step 5 – Evaluate**

Monitor results and celebrate accomplishments; track and share ongoing performance to plans:

- Measure and track progress to goals for MFD deployment; identify and address performance gaps
- Deliver post-MoC survey to solicit feedback on effectiveness of training and communications
- Share MPS and MoC results and business benefits with organization (ongoing)
- Acknowledge successes and reward champions

**Figure 11. Sample tools of MoC assets available to the Commonwealth.**



**B. IT Service Management.** Offeror(s) shall describe its service management methodology its uses to deliver service to its customers. Identify any industry best practices or standards its service management methodology is based. IT Service management shall include strategic approach directed by policies and incorporated in processes and supporting procedures that are performed to plan, deliver, operate, control, and improve IT services offered to customers. Offeror shall describe tools used for service management to include any integration of automated tools. Offeror shall include as part of its proposal any service management plan(s) which will be utilized to deliver, operate, control, and improve the services as described in this RFP.

**Offeror Response**

HP Device Connect technology is included in the proposed solution without additional cost. Device Connect enables HP MPS to provide an efficient, secure means for collecting and reporting usage data from the Commonwealth’s printing and imaging fleet. Information on the Commonwealth’s contract, equipment, and usage is available from the HP Fleet Manager and can be viewed, printed or saved in Hypertext Markup Language (HTML), Portable Document Format (PDF), or Comma Separated Value (CSV) file formats. The CSV file formatted data can

be imported to Microsoft Excel, from which the Commonwealth can create graphs, charts, and spreadsheets for a visual presentation or further offline analysis.

Device Connect is an integrated Management Platform for enabling efficient management of an enterprise's printing ecosystem. It is a collection of key management capabilities and an integration of tools that provides a scalable and reliable platform for remote management of the print fleet. Device Connect provides these main functionalities:

- Remote Monitoring—Device Connect enables remote monitoring as a secure means for collecting and reporting usage and device telemetry data for consumables replenishment and invoicing. Device Connect utilizes Device Connect collection agent for Usage, and Supplies monitoring for HP devices.
  - Supplies replenishment
  - Configurable supplies thresholds
  - Supply order tracking
- Remote Management—Device Connect enables remote management of devices to facilitate discovery, troubleshooting, break-fix activities, updating device configurations and firmware, and non-reporting device remediation. Device Connect utilizes the industry leading HP Web Jetadmin to provide Remote Management.
  - Usage monitoring
  - Remote access, diagnosis and resolve
  - Device and fleet configuration
  - Firmware upgrades
  - Non-reporting device resolution
- Remote Access—Device Connect provides remote access to HP remote support engineers to monitor and manage the customer fleet from the HP network. Device Connect utilizes the tried and tested HP Remote Device Access to provide secure remote access.
- Proactive Services
  - Automated supplies management
  - Enhanced break-fix resolution
  - Device Policy Management
  - Fleet performance and device utilization monitoring

**C. Quarterly Reports.** The selected Offeror shall submit to the Commonwealth contract administrator a quarterly report, within ten (10) business days following the end of the reporting period, detailing the purchasing, or leasing volume by the Commonwealth and its using agencies. The report shall include all COSTARS political subdivisions and university purchases as well as any “piggyback” purchase by other state (non-PA) entities. A consistent reporting mechanism is required to be used by the selected Offeror and shall include, at a minimum, the following:

- Summary report of purchases by the using agency, including item description, item number, serial number, receipt date of the purchase order, the delivery date of the equipment, subtotals by segment and agency, and the total for the Commonwealth.
- Performance report indicating average delivery time for equipment, percentage of orders that were shipped incorrectly, failure rates (‘dead on arrival’), and percentage of deliver orders resulting in a backordered items.

- Customer satisfaction report detailing the performance of the selected Offeror in the areas of quality assurance, accuracy of equipment shipped/received, professionalism, flexibility, competence, timeliness of delivery, and response to questions.

### **Offeror Response**

HP will share with the Commonwealth contract administrator the Quarterly Reports during Strategic Business Reviews (SBRs).

Strategic Business Reviews are collaborative sessions that help HP and the Commonwealth identify opportunities for greater efficiency and performance excellence. The trusted and strategic relationship we build with you is based on accountability, transparency, and results. As part of the review process, we perform peer benchmarking and cost/benefit analysis, as well as utilize all the information the other tools have provided to create “what if” scenarios that can help you make better strategic decisions and move your print environment to a higher performance level.

- D. Monthly Reports.** The selected Offeror shall provide the following monthly reports, within ten (10) business days following the end of the reporting period:
- a. Service Level Reporting using the SLA metrics for up-time, on-time, and fix-time for each using agency.
  - b. Response time and fix-time, by using agency, including incident address, model number, serial number, problem summary, call date and time, response date and time, fix date and time, and resolution summary.
  - c. Repeat request, by using agency, including the serial number for any MFDs having three (3) or more service requests on a rolling thirty-day period as described in **Section VI.C.17**.
  - d. Repeat request, by using agency, including the serial number for any MFDs having five (5) or more service requests on a rolling sixty-day period as described in **Section VI.C.17**.

### **Offeror Response**

#### **HP Service Portal**

The HP Service Portal is a highly secure website that enables Commonwealth of PA to view its HP MPS contract and printer fleet details online. Commonwealth of PA can also view printer usage reports and submit online service requests.

#### Features

- Online access to all of Commonwealth of PA’s MPS contract details at any time - list of fleet devices, equipment location, addresses, and supplies information
- Web-based ordering capabilities for supplies and preventative maintenance kits, as well as for initiating next business day onsite hardware support
- Detailed reports, including device tracking, device utilization, and trend analysis; note that these reports require the HP Management Server (MgtS) collection agent to gather the statistical data for the reports. Commonwealth of PA can quickly and easily sort the data according to a variety of criteria, including serial number, location, or device type.

- Contract, equipment, and usage information can be viewed, printed or saved in Excel format to allow Commonwealth of PA to create graphs, charts, and spreadsheets for visual presentation or further offline analysis

**E. Device Usage Reports.** The selected Offeror shall provide a device usage report at the request of the Commonwealth or using agency once per quarter per agency, within ten (10) business days following the request or end of the reporting period. The report shall, include at a minimum, the volume printed by device serial number, segment, and using agency. See **Appendix D, Device Usage Reports Sample** for additional information.

#### **Offeror Response**

HP Business Intelligence provides a set of advanced tools and solutions—HP Device Connect, HP Device Control Center, HP Instant Fleet Insights, and HP Strategic Business Reviews—that is available with your HP agreement. HP experts work together with Commonwealth staff to automate data collection and analysis in your environment and drive greater predictability, protection, and productivity for your organization.

- HP Device Connect provides a remote access connection for gathering in-depth print data
- HP Device Control Center provides a personalized view of your entire fleet, helping you directly manage your devices and gather data on-demand
- HP Instant Fleet Insights allows you to use advanced analytics to model, predict, and optimize your equipment’s performance
- HP Strategic Business Reviews identify and help accelerate cost savings. Data will help anticipate, track, quantify, and optimize the business impact of HP’s Secure MFD program. This is a collaborative effort that enables the following:
  - Quickly quantify the business impact/value of HP MFD program and identify program changes that offer the most benefit to the Commonwealth
  - Quantify potential and actual program impact across various value pillars, such as improved productivity, reduced costs, improved staff experience, environmental sustainability, and security/risk mitigation
  - Drive out inefficiencies in the fleet through cascading views of utilization for the entire store division down to individual devices
  - Monitor all support activities to verify that the terms and conditions of the contract, including service levels, are being met
  - Implement secure printing features that prevent external unauthorized access and secures internal printing

HP’s Trend Utilization Report and the Trend Report provide clients with insight into print volumes. These two reports are typically paired together.

#### **Trend Utilization Report**

HP’s Trend Utilization Report is a snapshot view of all devices in your environment, grouped by location. Its main purpose is to illustrate how devices are being utilized from a total fleet view. HP provides a summary chart at the top, identifying the number of devices that are above, inside and below the device recommendation range. It also identifies devices that are not reporting and those that have insufficient data.

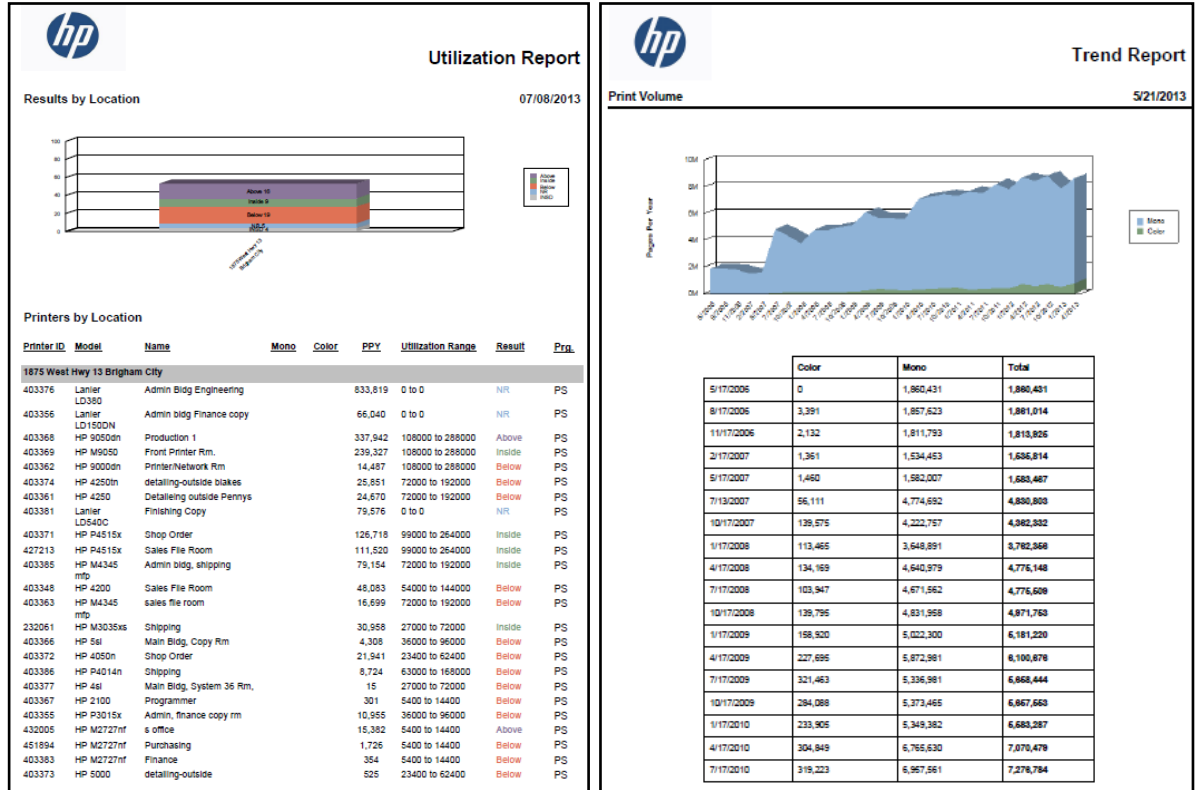
Your Account Delivery Manager will review this report with you and provide optimization recommendations to lower print costs.

## Trend Report

The Trend Report's objective is to track print volume trends over time. The report lists the customer billing's total page count by color and mono. The summary graph at the top provides the trend line by color and mono. The report can be viewed as a total environment or by location and represents the lifetime trend of HP's fleet management.

Your Account Delivery Manager will discuss the report with you and identify color/mono print trends as well as total environment trends. This discussion enables clients to establish/review their print policies and ensure employees are printing according to policy.

**Figure 12. Sample Trend Utilization Report and Trend Report**



- F. Problem Identification Report.** An “as required” report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

### Offeror Response

HP will provide best in class incident and problem management for the Commonwealth. The Commonwealth can escalate directly to the Account Delivery Manager (ADM). The assigned ADM will oversee the day-to-day HP relationship. As the single point of contact, the ADM also has overall responsibility for escalations and working with the Commonwealth to gain agreement on the definition, action and success criteria associated with any escalations that might arise during the HP engagement. The ADM utilizes a DAIR log (Decision, Action, Issue Resolution) to keep track of incidents.

Risks are systematically reviewed as part of the action/issues reviews to prepare for a jointly agreed response.



- I. Objections and Additions to Standard Contract Terms and Conditions.** The Offeror will identify which, if any, of the service levels in **Appendix, C MFD Service Level Agreements**, that it would like to negotiate. 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 service level agreements. 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 this RFP. 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 proposal, on the basis of the terms and conditions set out in the terms and conditions or the service level agreements. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in the terms and conditions contained in the Buyer Attachment section or to other provisions of the RFP.

***Offeror Response***

HP has read and acknowledges.

## Trade Secret/Confidential Proprietary Information Notice

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials containing information believed to be exempt from public disclosure, including trade secrets or confidential proprietary information, unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information. In addition, in order to protect the safety and security of individuals, infrastructure, and information technology systems, the Commonwealth requires third parties to designate as confidential any information submitted by the third parties that, if disclosed, would be reasonably likely to jeopardize safety or security.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to Pennsylvania's *Right-to-Know Law*, [65 P.S. §§ 67.101—67.3104](#), or laws relating to trade secret or confidential proprietary information.

**Name of submitting party:**

HP Inc.

**Contact information for submitting party:**

Chris Lesko  
Field Account Manager  
Phone: (610) 927-2555  
E-mail: [chris.lesko@hp.com](mailto:chris.lesko@hp.com)

**Please provide a brief overview of the materials that you are submitting** (e.g. bid proposal, quote, grant application, statement of work, technical schematics):

Proposal for Digital Multifunction Devices - technical submittal, pricing, references, subcontracting plan, forms

**Please provide a brief explanation of why the materials are being submitted to the Commonwealth** (e.g. response to bid, RFP or RFQ #12345, application for grant XYZ being offered by the Department of Health, documents required to be submitted under law ABC):

Response to Request for Proposal for Digital Multifunction Devices  
(Event # 6100044411)

Please indicate if any information has been included that you believe is exempt from public disclosure by checking the appropriate box below: *(Note: Financial information submitted in response to an RFP or IFB to demonstrate economic capability is exempt from public disclosure in accordance with Section 708(b)(26) of the Right-to-Know Law, 65 P.S. 67.708(b)(26)).*

- No information has been included that I believe is exempt from public disclosure.
- Information has been included that I believe is exempt from public disclosure.

Please provide a list detailing which portions of the material being submitted you believe are exempt from public disclosure. This includes trade secret, confidential or proprietary information, or information that if disclosed would be reasonably likely to jeopardize the safety or security of an individual, infrastructure, or information technology system. Please provide an explanation of why you think those materials constitute a trade secret, confidential or proprietary information, or why disclosure of those materials would be reasonably likely to jeopardize safety or security. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)

**Note:** Without substantial justification, the following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost response.
- Information submitted as part of a vendor’s technical response or statement of work that does not implicate safety and security, or pertain to specific business practices or product specification.
- Information submitted as part of a vendor’s technical or small diverse business and small business response that is otherwise publicly available or otherwise easily obtained.
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth.

<u>Page Number</u>	<u>Description</u>	<u>Explanation</u>
N/A	N/A	N/A

## Acknowledgment

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret, confidential or proprietary information, or information that if disclosed would be reasonably likely to jeopardize the safety or security of an individual, infrastructure or information technology system, where that data or information has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret, confidential or proprietary, or would be reasonably likely to result in a safety or security risk if disclosed. The undersigned also agrees to indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim that the information is trade secret, confidential, proprietary or is reasonably likely to result in a safety or security risk if disclosed, if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret, confidential, or is otherwise exempt. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret, is confidential or proprietary, or is otherwise exempt, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.

Nicole L. Hadley  
Signature

Contracts Administrator  
Title

5-1-18  
Date

**IRAN FREE PROCUREMENT CERTIFICATION FORM**

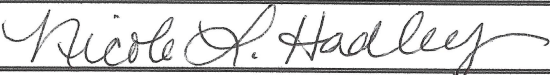
**(Pennsylvania's Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)**

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> HP Inc.	
<i>By (Authorized Signature)</i> 	
<i>Printed Name and Title of Person Signing</i> Nicole L. Hadley, Contract Administrator	<i>Date Executed</i> 5-1-18

**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>

**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, Contract Administrator [title] of HP Inc. [name of Contractor] a DE [place of incorporation] corporation or other legal entity, ("Contractor") located at 1501 Page Mill Rd., Palo Alto, CA 94304 [address], having a Social Security or Federal Identification Number of 94-1081430, 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: Armenia, 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

Ten percent (10%) [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: Costa Rica

[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:

HP Inc.

Corporate or Legal Entity's Name

M Gladmon

Signature/Date

Nicole Hadley

Signature/Date

Michelle Gladmon/Contract Administrator  
Printed Name/Title Sales Manager

Nicole L. Hadley/Contract Administrator  
Printed Name/Title

**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, which can be found at:

<http://www.whitehouse.gov/sites/default/files/omb/assets/omb/grants/sflllin.pdf>

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was 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: Nicole S. Hadley  
TITLE: Contract Administrator DATE: 5-1-18

## RECIPROCAL LIMITATIONS ACT REQUIREMENTS

Please Complete Applicable Portion of Pages 3 & 4 and Return with Bid.

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NOTE: These Requirements Do Not Apply To Bids Under \$10,000.00

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### I. REQUIREMENTS

- A.** The Reciprocal Limitations Act requires the Commonwealth to give preference to those bidders offering supplies produced, manufactured, mined or grown in Pennsylvania as against those bidders offering supplies produced, manufactured, mined or grown in any state that gives or requires a preference to supplies produced, manufactured, mined or grown in that state. The amount of the preference shall be equal to the amount of the preference applied by the other state for that particular supply.

The following is a list of states which have been found by the Department of General Services to have applied a preference for in-state supplies and the amount of the preference:

	<b>STATE</b>	<b>PREFERENCE</b>
1.	Alaska	7% (applies only to timber, lumber, and manufactured lumber products originating in the state)
2.	Arizona	5% (construction materials produced or manufactured in the state only)
3.	Hawaii	10%
4.	Illinois	10% for coal only
5.	Iowa	5% for coal only
6.	Louisiana	4% meat and meat products 4% catfish 10% milk & dairy products 10% steel rolled in Louisiana 7% all other products
7.	Montana	5% for residents * 3% for non-residents* *offering in-state goods, supplies, equipment and materials
8.	New Mexico	5%
9.	New York	3% for purchase of food only
10.	Oklahoma	5%
11.	Virginia	4% for coal only
12.	Washington	5% (fuels mined or produced in the state only)
13.	Wyoming	5%

- B.** The Reciprocal Limitations Act requires the Commonwealth to give preference to those bidders offering printing performed in Pennsylvania as against those bidders offering printing performed in any state that gives or requires a preference to printing performed in that state. The amount of the preference shall be equal to the amount of the preference applied by the other state for that particular category of printing.

The following is a list of states which have been found by the Department of General Services to have applied a preference for in-state printing and the amount of the preference:

	<b>STATE</b>	<b>PREFERENCE</b>
1.	Hawaii	15%
2.	Idaho	10%
3.	Louisiana	3%
4.	Montana	8%
5.	New Mexico	5%
6.	Wyoming	10%

- C.** The Reciprocal Limitations Act, also requires the Commonwealth to give resident bidders a preference against a nonresident bidder from any state that gives or requires a preference to bidders from that state or exclude bidders from states that exclude nonresident bidders. The amount of the preference shall be equal to the amount of the preference applied by the state of the nonresident bidder. The following is a list of the states which have been found by the Department of General Services to have applied a preference for in-state bidders and the amount of the preference:



<b>STATE</b>	<b>PREFERENCE</b>
1. Alaska	5% (supplies only)
2. Arizona	5% (construction materials from Arizona resident dealers only)
3. California	5% (for supply contracts only in excess of \$100,000.00)
4. Connecticut	10% (for supplies only)
5. Montana	3%
6. New Mexico	5% (for supplies only)
7. South Carolina	2% (under \$2,500,000.00) 1% (over \$2,500,000.00)
	This preference does not apply to construction contracts nor where the price of a single unit exceeds \$10,000.
8. West Virginia	2.5% (for the construction, repair or improvement of any buildings)
9. Wyoming	5%

<b>STATE</b>	<b>PROHIBITION</b>
1. New Jersey	For supply procurements or construction projects restricted to Department of General Services Certified Small Businesses, New Jersey bidders shall be excluded from award even if they themselves are Department of General Services Certified Small Businesses.

D. The Reciprocal Limitations Act also requires the Commonwealth not to specify, use or purchase supplies which are produced, manufactured, mined or grown in any state that prohibits the specification for, use, or purchase of such items in or on its public buildings or other works, when such items are not produced, manufactured, mined or grown in such state. The following is a list of the states which have been found by the Department of General Services to have prohibited the use of out-of-state supplies:

<b>STATE</b>	<b>PROHIBITION</b>
1. Alabama	Only for printing and binding involving "messages of the Governor to the Legislature", all bills, documents and reports ordered by and for the use of the Legislature or either house thereof while in session; all blanks, circulars, notices and forms used in the office of or ordered by the Governor, or by any state official, board, commission, bureau or department, or by the clerks of the supreme court . . . /and other appellate courts/; and all blanks and forms ordered by and for the use of the Senate and Clerk or the House of Representatives, and binding the original records and opinions of the Supreme Court . . . /and other appellate courts/
2. Georgia	Forest products only
3. Indiana	Coal
4. Michigan	Printing
5. New Mexico	Construction
6. Ohio	Only for House and Senate bills, general and local laws, and joint resolutions; the journals and bulletins of the Senate and house of Representatives and reports, communications, and other documents which form part of the journals; reports, communications, and other documents ordered by the General Assembly, or either House, or by the executive department or elective state officers; blanks, circulars, and other work for the use of the executive departments, and elective state officers; and opinions of the Attorney General.
7. Rhode Island	Only for food for state institutions.

\*If the bid discloses that the bidder is offering to supply one of the above-listed products that is manufactured, mined, or grown in the listed state, it shall be rejected. Contractors are prohibited from supplying these items from these states.

## II. CALCULATION OF PREFERENCE

In calculating the preference, the amount of a bid submitted by a Pennsylvania bidder shall be reduced by the percentage preference which would be given to a nonresident bidder by its state of residency (as found by the Department of General Services in Paragraph C<sub>above</sub>). Similarly, the amount of a bid offering Pennsylvania goods, supplies, equipment or materials shall be reduced by the percentage preference which would be given to another bidder by the state where the goods, supplies, equipment or materials are produced, manufactured, mined or grown (as found by the Department of General Services in Paragraphs A and B above).

THIS FORM MUST BE COMPLETED AND RETURNED WITH THE BID

**III. STATE OF MANUFACTURE**

All bidders must complete the following chart by listing the name of the manufacturer and the state (or foreign country) of manufacture for each item. If the item is domestically produced, the bidder must indicate the state in the United States where the item will be manufactured. **This chart must be completed and submitted with the bid or no later than two (2) business days after notification from the Issuing Office to furnish the information. Failure to complete this chart and provide the required information prior to the expiration of the second business day after notification shall result in the rejection of the bid.**

ITEM NUMBER	NAME OF MANUFACTURER	STATE (OR FOREIGN COUNTRY) OF MANUFACTURE
HP Legal Sized B&W	HP Inc.	International Manufacturing: China, Mexico
HP Ledger Sized B&W	HP Inc.	International Manufacturing: Mexico
HP Color	HP Inc.	International Manufacturing: Mexico

**IV. BIDDER'S RESIDENCY**

A. In determining whether the bidder is a nonresident bidder from a state that gives or requires a preference to bidders from that state, the address given on the first page of this invitation to bid shall be used by the Commonwealth. If that address is incorrect, or if no address is given, the correct address should be provided in the space below:

Correct Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- B.** In order to claim the preference provided under Section I.B., Pennsylvania resident bidders must complete the following or have such information on file with the Issuing Office:
1. Address of bidder's bona fide establishment in Pennsylvania at which it was transacting business on the date when bids for this contract/requisition were first solicited: \_\_\_\_\_
  2. **a.** If the bidder is a corporation:
    - (1) The corporation  is or  is not incorporated under the laws of the Commonwealth of Pennsylvania.
      - (a) If the bidder is incorporated under the laws of the Commonwealth of Pennsylvania, provide date of incorporation: \_\_\_\_\_
      - (b) If the bidder is not incorporated under the laws of the Commonwealth of Pennsylvania, it must have a certificate of authority to do business in the Commonwealth of Pennsylvania from the Pennsylvania Department of State as required by the Pennsylvania Business Corporation Law (15 P.S. §2001). Provide date of issuance of certificate of authority: \_\_\_\_\_
    - (2) The corporation  is or  is not conducting business in Pennsylvania under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, it must register the fictitious name with the Secretary of the Commonwealth and the office of the prothonotary of the county wherein the registered office of such corporation is located as required by the Fictitious Corporate Name Act, as amended 15 P.S. §51 et seq. Corporate bidders conducting business under an assumed or fictitious name must provide date of registry of the assumed or fictitious name: \_\_\_\_\_
  - b.** If the bidder is a partnership:
    - (1) The partnership  is or  is not conducting business in Pennsylvania under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, it must file with the Secretary of the Commonwealth and the office of the prothonotary the county wherein the principal place of business is located as required by the Fictitious Name Act of May 24, 1945, P.L. 967, as amended 54 P.S. §28.1. Partnerships conducting business under an assumed or fictitious name must provide the date of filing of the assumed or fictitious name with the Secretary of the Commonwealth: \_\_\_\_\_
    - (2) The partnership  is or  is not a limited partnership formed under the laws of any jurisdiction other than the Commonwealth of Pennsylvania. If the bidder is an Out-of-state limited partnership, it must register with the Pennsylvania Department of State as required by the Act of July 10, 1981, P.L. 237, as amended, 59 Pa. C.S.A. §503. Out-of-state limited partnerships must provide the date of registry with the Pennsylvania Department of State: \_\_\_\_\_
  - c.** If the bidder is an individual:

He or she  is or  is not conducting business under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, he or she must file with the Secretary of the Commonwealth and the office of the prothonotary in the county wherein the principal place of business is located as required by the Fictitious Name Act of May 24, 1945, P.L. 967, as amended, 54 P.S. §28.1. Individuals conducting business under an assumed or fictitious name must provide the date of filing of the assumed or fictitious name with the Secretary of the Commonwealth: \_\_\_\_\_



# HP Accessibility Kit \* Pricing for kits is available upon request.

Connecting people to the power of technology

HP is investing in accessible technology as part of our mission to create an inclusive environment focused on connecting people to the technology they use. The HP Accessibility Kit is designed to remove barriers between users and their Enterprise MFPs and scanners for a more accessible experience for everyone, everywhere. The three-in-one solution includes customized Braille and tactile adhesives, an access handle, and the BigKeys LX Keyboard so users can work with ease and to their full potential.



## HP Accessibility Kit includes:

### Braille overlay and tactile adhesives

The Braille overlay and tactile adhesive labels allow vision-impaired users to better orient themselves at the printer and navigate to the input/output trays, control panel, and keyboard. The labels are enlarged, Unified English Braille key cap labels so both sighted and Braille-reader employees can interact with the keyboard. The kit also includes additional labels that can be placed at important locations on the MFP for further navigational support.

- Users can position the durable Braille key cap labels on approved keyboards like BigKeys LX or any HP Flow MFP keyboard.
- Additional labels enable Braille users to confidently locate commonly used features on HP devices.
- The labels are enlarged, so all employees can operate the printers and efficiently complete tasks.

### HP Access Handle

The HP Access Handle is designed to assist people who use a wheelchair by raising and lowering the automatic document feeder lid, maneuvering documents on the scanner glass, and adjusting the automatic document feeder guides.

- The HP Access Handle has a dual-purpose wrist strap that maximizes stability while in use, and then stores it out of the way for when it is not in use.
- The ergonomic design promotes the productivity and comfort of employees in a seated position.
- A non-marring head helps protect the handle by minimizing the likelihood of scuffing the device.

### BigKeys LX Keyboard

The BigKeys LX Keyboard has large 1" x 1" keys for employees with fine motor limitations and sight impairment. Employees can enjoy an easy-to-see accessible keyboard that connects to HP Multifunction Printers and Scanners via USB.

- Large, multicolored keys and familiar QWERTY layout benefit employees with visual impairments.
- This accessible keyboard has reliable click-style key switches that have been supplier-tested up to 10+ million keystrokes.
- Users can rest easy knowing that the BigKeys LX Keyboard has been whitelisted via HP firmware so they can use it securely.



## Accessible technology for everyone

	Blind	Limited vision	Physical	Fine motor
Braille and tactile adhesives	✓	✓		
HP Access Handle			✓	✓
BigKeys LX Keyboard	✓	✓		✓



## HP Accessibility Kit specifications

Model name	<b>HP Accessibility Kit</b>	
Product number	2TD64A	
Primary package dimensions	26.89 x 9.06 x 3.74in.	
Primary package weight	4.59lb.	
Country of origin	Mexico	
Compatible products (HP A3 and A4 Enterprise-class MFPs and scanners with FutureSmart 4.5 or greater)	HP LaserJet Enterprise/Managed MFP M527 Series HP Color LaserJet Enterprise/Managed MFP M577 Series HP LaserJet Enterprise/Managed MFP M63X Series HP LaserJet Managed MFP E625XX Series HP Color LaserJet Enterprise/Managed MFP M68X Series HP Color LaserJet Managed MFP E675XX Series HP LaserJet Enterprise/Managed Flow MFP M830 Series HP Color LaserJet Enterprise/Managed MFP M775 Series HP LaserJet Enterprise/Managed MFP M725 Series HP Color LaserJet Enterprise/Managed Flow MFP M880 Series HP LaserJet Managed MFP E725XX Series HP LaserJet Managed MFP E825XX Series HP Color LaserJet Managed MFP E778XX Series	HP Color LaserJet Managed MFP E876XX Series HP Color PageWide Enterprise MFP 586 Series HP Color PageWide Managed MFP E58650 Series HP Color PageWide Enterprise MFP 78X Series HP Color PageWide Managed MFP E776XX Series HP Color PageWide Managed MFP E776 Base Printer Series HP Color PageWide Managed Flow MFP E776z Base Printer Series HP Color PageWide Managed MFP E776XX License Series HP Color Officejet Enterprise/Managed MFP X585 Series HP Digital Sender Flow 8500 Series HP ScanJet Enterprise Flow N9120 Series
<b>Braille and tactile adhesive labels</b>	<b>NOTE:</b> Braille key cap labels can be used on a Flow MFP keyboard or third-party keyboard. Tactile adhesive labels can be used as needed at various places on the device.	
<b>HP Access Handle</b>	<b>NOTE:</b> The HP Access Handle can be used to help an individual gain access to the flatbed scanner and automatic document feeder lid. It is non-marring with an extra grip handle and a wrist strap for stability and storage.	
HP Access Handle weight	0.445lb.	
HP Access Handle dimensions	24.13 x 3.58 x 0.98in.	
<b>The BigKeys LX Keyboard</b>		
Keyboard length	7 x 19in.	
Size of keys	1-in. squares	
USB connector	Included	
Cable length	70in., non-coiled	
ENERGY STAR® qualified	Section 508 compliant	TAA compliant



# APPENDIX A

## PROJECT REFERENCES

<b>Name of Client &amp; Project Title</b>	Saint Gobain	
<b>Contract Value</b>	2,500,000 annually	
<b>Nature and Scope of Project:</b>	<p>Saint Gobain is the world’s largest building materials company, with reported U.S. and Canadian sales of approximately \$6.2 billion. Saint Gobain’s North America headquarters has been in Valley Forge, PA for 40+ years. There are over 265 locations in North America, with roughly 15,000 employees.</p> <p>Saint Gobain has been using HP MFD’s for more than 7 years. They implemented Secure Pull Printing with HPAC and have achieved savings.</p> <p>Saint Gobain removed personal printers and optimized the printer fleet, reducing the fleet from 3000+ devices to 1500. Corporate HQ went from 300 devices to 58 devices.</p>	
<b>Project Duration:</b>	<b>Start Date Year:</b> 2001	<b>End Date Year:</b> ongoing
<b>Nature of the Client:</b>	Both IT and Procurement came together for this project.	
<b>Nature of Client Audience:</b>	They have many divisions that are similar to agencies. Each division is responsible for its own financials.	
<b>Number of Users:</b>	15,000	
<b># &amp; Composition of Vendor Employees &amp; Consultants Assigned:</b>	HP had a complete transition team assigned to the project, including a transition manager, transition technical consultant and transition solution architect. Once the project was transitioned, the Account Delivery team assumed the day to day responsibilities.	
<b>Client Contact Information:</b>	<p>The Commonwealth’s request for customer references is acknowledged and HP understands the value of this information. However, due to the confidential nature of the information requested and in order to adhere to Non-Disclosure Agreements and/or confidentiality requirements with existing customers, HP will not always provide contacts. HP works with clients to publish case studies and video references to delivery information to potential clients.</p> <p><b>Reference Contacts:</b></p> <p>Name: Dave Hanning Title: Project Manager            Department: IT            Full Address: 20 Moores Rd, Malvern PA 19355            Telephone: E-mail: <a href="mailto:Dave.E.Hanning@saint-gobain.com">Dave.E.Hanning@saint-gobain.com</a>            Relation/Role to Project: Dave was the project manager from Saint Gobain</p> <p>Name: Title:            Department:            Full Address:            Telephone: E-mail:            Relation/Role to Project:</p>	

## APPENDIX A

<b>Name of Client &amp; Project Title</b>	Merck Sharp and Dome											
<b>Contract Value</b>	5,000,000 annually											
<b>Nature and Scope of Project:</b>	Merck partnered with HP to transform printing and document management processes to achieve business objectives. HP's MPS solution optimizes the print environment to help reduce costs and environmental impact, and enable workflow process improvement and strategic business initiative. Today, Merck has one of the most comprehensive, effective and far-reaching HP MPS solutions in the world. MPS at Merck now manages 6,100+ devices in roughly 200 locations across 48 countries. Print volumes exceed 250 million pages per year. Over time, printing cost at Merck has been reduced by half, and the changes have positively impacted the environment.											
<b>Project Duration:</b>	<b>Start Date Year: 2007</b>	<b>End Date Year: ongoing</b>										
<b>Nature of the Client:</b>	Merck, headquartered in PA, is an innovative, global healthcare leader committed to improving health and well-being around the world. Its core values are driven by a desire to improve life, achieve excellence and operate with the highest standards. As part of incorporating its vision into the print environment, the company collaborated with HP for its Managed Print Services. Merck initiated MPS as a program that helps reduce costs while bringing environmental benefits. Driving forward to the next chapter of MPS helps Merck enhance efficiency, employee productivity, digital workflows and security by incorporating the latest technology advances.											
<b>Nature of Client Audience:</b>	6100 devices, 48 countries, HP LaserJet MFP's and HP Page Wide MFP's, Secure Pull Printing, HP Output Server, MPS for break-fix and supplies.											
<b>Number of Users:</b>	40,000+											
<b># &amp; Composition of Vendor Employees &amp; Consultants Assigned:</b>	The level of effort at Merck required a complete transition team, including a Transition Manager, Technical Consultant, Account Delivery Manager, sales team and onsite resources across the world to complete the day to day operational work. Merck is now on MPS phase 3. First, Merck worked with HP to standardize on just 12 models of HP printers in the optimization phase and cut the print fleet by more than 80%. HP deployed remote print management tools, such as HP Web Jetadmin software, which enables the monitoring of devices, troubleshooting, deployment of driver updates, and generation of automated toner alerts. It also precisely tracks print volumes on every networked print device, giving Merck and HP the data needed to continue optimizing the print environment over time.											
<b>Client Contact Information:</b>	<p>The Commonwealth's request for customer references is acknowledged and HP understands the value of this information. HP works with clients to publish case studies and video references to deliver information to potential clients. See attached case study on Merck's success with HP MFP's and MPS.</p> <p><b>Reference Contacts:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Name: Drew Pawlack</td> <td style="width: 50%;">Title: Director Global Client Services</td> </tr> <tr> <td>Department:</td> <td></td> </tr> <tr> <td>Full Address:</td> <td></td> </tr> <tr> <td>Telephone:</td> <td>E-mail:</td> </tr> <tr> <td>Relation/Role to Project:</td> <td></td> </tr> </table>		Name: Drew Pawlack	Title: Director Global Client Services	Department:		Full Address:		Telephone:	E-mail:	Relation/Role to Project:	
Name: Drew Pawlack	Title: Director Global Client Services											
Department:												
Full Address:												
Telephone:	E-mail:											
Relation/Role to Project:												

## APPENDIX A

	Name:	Title:
	Department:	
	Full Address:	
	Telephone:	E-mail:
	Relation/Role to Project:	



## Case study

# Merck

## HP MPS advances to champion strategic goals, implements new solutions, innovative ink for the enterprise



### Industry

Healthcare, manufacturing

### Objective

Optimize and transform printing and document management processes to achieve business objectives

### Approach

HP MPS solution optimizes print environment to help reduce costs and reduce environmental impact, enable workflow process improvement and strategic business initiatives

### IT matters

- HP Web Jetadmin software enables enterprise-wide remote monitoring and management, usage tracking and reporting, security tools and network-managed upgrades
- Pull print badge printing solution with HP MPS improves print security
- Establish print environment to enhance with changing needs for mobility and workflow improvements

### Business matters

- Achieve cost savings from printer consolidation (moving from 1:1 employee-to-printer ratio to 12:1), print environment optimization, badge printing
- Implement solutions that positively impact the environment
- Integrate business systems capabilities for seamless SAP printing
- Reduce printing and improve business efficiency through digitization of invoices, expense reports and opportunities to streamline workflow
- Target new opportunities for strategic business initiatives based on MPS-generated data
- Impact business with improvements in employee productivity and IT efficiency
- Enhance print performance while realizing cost and power improvements with enterprise ink technology



**“With HP MPS, we are now able to focus strategically in a way that impacts the business. We use additional benefits of MPS to optimize business workflows, digitize paper processes, help improve employee productivity and better secure our environments with new technologies. That’s the power within the MPS solution.”**

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck, known as MSD outside the United States and Canada, is an innovative, global healthcare leader committed to improving health and well-being around the world. Its core values are driven by a desire to improve life, achieve excellence and operate with the highest standards. As part of incorporating its vision into the print environment, the company collaborated with HP for its Managed Print Services. Merck initiated MPS as a program that helps reduce costs while bringing environmental benefits. Driving forward to the next chapter of MPS helps Merck enhance efficiency, employee productivity, digital workflows and security by incorporating the latest technology advances.



Since 2007, Merck and HP have collaborated to implement MPS across the Merck enterprise. When Merck and Schering Plough merged, Merck again chose HP for MPS across an even larger global enterprise.

“Implementing a Managed Print Services solution with HP was the beginning of the journey,” says Drew Pawlak, director, Global Client Services and Americas Service Management. “Optimizing the environment was the first chapter.”

Merck worked with HP to standardize on just 12 models of HP printers in the optimization phase and cut the print fleet by more than 80%.<sup>1</sup> HP deployed remote print management tools, such as HP Web Jetadmin software, which enables the monitoring of devices for troubleshooting, deployment of driver updates, and generation of automated toner alerts. It also precisely tracks print volumes on every networked print device, giving Merck and HP the data needed to continue optimizing the print environment over time.

With a commitment to continual advancement, Merck today has one of the most comprehensive, effective and far-reaching HP Managed Print Services solutions in the world. MPS at Merck now manages more than 6,100 devices in some 200 locations across 48 countries. Print volumes exceed 250 million pages per year. Over time, the cost of printing at Merck has been reduced by half, and the changes implemented positively impact the environment.

“You can never take your eye off of optimization and leveraging new technologies,” Pawlak explains.

## Revolutionary Ink in the Enterprise

Merck has now adopted HP Officejet Enterprise X Color MFPs, incorporating HP Flow capabilities and PageWide Technology, as one of its global standard models. This technology uses HP pigment inks rather than toner. The Officejet Enterprise X MFP delivers faster color print speed (up to 70 ppm) at lower cost compared to color laser printers.

“Forget what you know about consumer inkjet printing,” Pawlak says. “Enterprise ink technology from HP is very different in many positive ways. It changes the game.” HP Officejet Enterprise X printers are fast, quiet, energy efficient and dependable, offering excellent print quality and print speeds comparable to lasers.

New technology alone isn’t enough for a printer to be selected as one of the 10-12 standard models at Merck. Pawlak says that for selection as a standard for the MPS solution at Merck, a device must be globally available, deliver output quality and speed in line with business needs, and be easily managed using automated tools.

“Our users want to print quickly and efficiently. They aren’t concerned about what technology is used. It’s up to us to offer the options and solutions that meet their requirements.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

“Ink technology for the enterprise meets all the criteria. It delivers the performance we need and it’s quiet, fast and more economical both in terms of consumables and power. And it integrates easily within our MPS management toolset,” he says.

Ink is a very sustainable print technology. The large-capacity enterprise ink cartridges are compact, easy to use and to recycle. “There’s minimal waste with an ink cartridge,” Pawlak says. “And the technology provides significant energy savings.”

“The new ink technology delivers the performance we need and it’s quiet, fast and more economical both in terms of consumables and power. And it integrates easily within our MPS management toolset.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck has now deployed the Officejet Enterprise X MFPs to replace older color printers. The swap occurred simply, with no specific explanation that they employed a different technology. “The feedback has been positive and employees have commented, ‘Wow! These things are fast!’” Pawlak says.

“It’s a lesson we have learned before: our users want to print quickly and efficiently. They aren’t concerned about what technology is used. It’s up to us to offer the options and solutions that help meet their requirements.”

When Merck achieved its optimization milestone more than a year ago, it could then focus on adding value to the installed base of MPS. Having a global MPS helped us support new business processes. It also gave us information about printing at Merck, which enabled us to make decisions about how to invest in future capabilities and improvements.

Having MPS allowed Pawlak to focus resources on solving business problems rather than operating a fleet of printers. The value of MPS earned an even greater appreciation at the company.

## MPS 2.0

“Now in chapter two, while still refining the print environment due to a changing business landscape, we focus on simplicity, added functionality and security. We’re helping improve employee productivity, adding new capabilities and enhancing security. All of this is possible because we have an MPS solution in place,” Pawlak says.

“Implementing a Managed Print Services solution with HP was the beginning of the journey. Optimizing the environment was the first chapter. Now in chapter two, we focus strategically to impact the business. We’re helping improve employee productivity and IT efficiency and investing in digitization, mobility and security. That’s the power within the MPS solution.”

—Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

With the scanning capabilities included in the global MPS deployment, the roll-out of an electronic expense submission system with the launch of SAP was seamless.

“Furthermore, we leveraged HP expertise, HP software and certified devices to enable SAP printing on a global scale,” he adds.

“We know that if it’s being scanned, it’s coming to us on paper, or we printed it first and there may be an opportunity to transform and simplify that workflow.”

—Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck also moved to digital submission of invoices. Most vendors submit invoices electronically; for those who still submit paper, Merck employees scan them on MFPs and submit them electronically for payment.

In addition to all of the examples of workflow digitization, Pawlak now focuses on discovering new opportunities within Merck, thanks to the detailed data on print usage that MPS reporting produces every month.

He notes that in the past year, some 24 million pages were scanned at Merck using HP MFPs, which comprises about 25% of the document volume on those devices. So what documents are scanned? “That’s what we’ll be researching,” Pawlak says. “We know that if it’s being scanned, it’s coming to us on paper, or we printed it first and there may be an opportunity to transform and simplify that workflow.”

Contracts, for example, typically require three levels of signature. Pawlak says it’s easy to imagine a single document getting printed, signed and scanned three times — once for each signature. “If we can streamline that process, we might increase efficiency significantly.”

Manufacturing documents represent an even bigger opportunity. Because Merck operates in the government-regulated healthcare industry, manufacturing processes are documented meticulously.

“We know that people still use manual paper processes. The paper is then scanned into digital formats that are stored for future substantiation. We want to look at workflow solutions to digitize those manual processes,” he says.

## Customer at a glance

### Application

Printing, copying, scanning, faxing, document sharing

### Hardware

- HP LaserJet printers and MFPs
- HP Officejet Enterprise X MFPs

### Software

- HP Web Jetadmin
- HP Output Server
- Jetmobile SecureJet badge printing solution

### HP services

- HP Managed Print Services

## Pull Printing simplifies printing, improves security, cuts waste

A badge-enabled pull printing solution at Merck simplifies access by allowing easy authentication at the device for printing and scanning. The solution utilizes one print queue globally with the ability to print on any device, and improves the security of networked HP printers and MFPs.

In the past, it was not uncommon to find leftover abandoned print output sitting by printers at the end of each day. People simply forgot to collect what they had printed. This represented a potential security risk that Pawlak recognized and wanted to eliminate. With the JetMobile pull printing solution, nothing is printed until a person walks up to the printer and swipes their badge. Only then does the printer output the job swiftly and securely.

“We expect badge printing to reduce waste, in the form of abandoned print output, by as much as 20% based on pilot program experience,” says Pawlak. “We also know it will increase the security of our print environment and reduce our dependence on print servers. In the end, the solution cost is offset by the reduction of waste. The ease of access and security come as additional benefits!”

Pull printing dramatically reduces the chance of sensitive information falling into the wrong hands.

“We expect badge printing to reduce waste, in the form of abandoned print output, by as much as 20%.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

“Employees actually love pull printing because it eliminates the need to ‘print and sprint,’”

Pawlak says. “No one needs to run to the printer every time a sensitive document is printed.”

By implementing pull printing, Merck is able to look differently at the back office infrastructure. Software and solutions have the ability to better optimize and utilize server resources and demand, which has resulted in significant capital cost avoidance.

As Merck drives optimization and digitization, it also advances productivity and convenience for its users. Employees traveling with mobile devices, often equipped with productivity software, see growing instances for mobile printing options. Merck has mobile printing in mind for future deployment to support printing on its 6,000 plus devices across 48 countries.

## Looking to MPS 3.0: The next chapter

Merck began its journey in 2007 with the foundation of MPS chapter one. Pawlak explains that the solution has since expanded to MPS 2.0. “Merck and HP continue pressing forward strategically,” he explains. “By leveraging emerging technologies, HP helps us find new business solutions.”

The Merck implementation of MPS began as an effort to better manage printing and reduce costs. With the groundwork set, the team can now focus on transforming inefficient paper-based procedures into streamlined, productive and secure business processes. These changes may enable Merck to bring new medicines to market faster, thereby improving the lives of human and animal health everywhere.

“Optimization gets to the point of diminishing returns,” Pawlak concludes. “You may end up chasing pennies. Improving the efficiency of business processes that drive revenue will yield exponentially more ‘dollars’ in return.”

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## APPENDIX A

<b>Name of Client &amp; Project Title</b>	California Department of Corrections and Rehabilitation	
<b>Contract Value</b>	3,000,000	
<b>Nature and Scope of Project:</b>	California Department of Corrections and Rehabilitation (CDCR) manages over 34 prisons and 130,000 inmates. CA law required them to drop their emissions, and HP MFP's and MPS helped achieve that goal. The goal was to reduce from 20,000 devices to 3,000+, and they reduced devices by 73% and reduced power by 20 – 30%. CDCR also consolidated the number of models from hundreds to 15.	
<b>Project Duration:</b>	<b>Start Date Year:</b> 2014	<b>End Date Year:</b> ongoing
<b>Nature of the Client:</b>	This was a combined project with IT and Procurement.	
<b>Nature of Client Audience:</b>	CDCR started small with 2 pilot locations to make sure MPS was the right solution to meet its goals. Then they published an RFP, and HP was awarded the contract. Today, CDCR is deploying to over 53 locations throughout the State of CA.	
<b>Number of Users:</b>	15,000	
<b># &amp; Composition of Vendor Employees &amp; Consultants Assigned:</b>	HP had an onboarding specialist assigned to the project and worked closely with a partner to manage, deliver and install all the hardware equipment. The CDCR IT department worked with local decision makers in each affected program to discuss and approve the recommendation for optimization.	
<b>Client Contact Information:</b>	<p>The Commonwealth's request for customer references is acknowledged and HP understands the value of this information. HP works with clients to publish case studies and video references to deliver information to potential clients. See attached case study on CDCR's success.</p> <p><b>Reference Contacts:</b></p> <p>Name: _____ Title: Project Manager          Department: IT          Full Address: _____          Telephone: _____ E-mail: _____          Relation/Role to Project: _____</p> <p>Name: _____ Title: _____          Department: _____          Full Address: _____          Telephone: _____ E-mail: _____          Relation/Role to Project: _____</p>	

## Case study

# California Department of Corrections and Rehabilitation



## Corrections system cuts costs, energy consumption with HP MPS

### Industry

State Government

### Objective

Reduce power usage by 20% to 30%; reduce costs

### Approach

Engage HP Managed Print Services

### IT matters

- Reduce number of devices by 73%
- Transition from single-function to multifunction devices
- Gather network data on printer usage, supplies needs
- Deploy digital productivity features, PIN security
- Automate supplies ordering for just-in-time delivery

### Business matters

- Reduce print costs by 52%
- Reduce energy costs by some 40%
- Strengthen enterprise security
- Increase employee productivity
- Help eliminate waste



**“With HP MPS, we consolidate devices, gain new productivity features, automate supplies delivery, and achieve deployment visibility—all while reducing costs, energy consumption and the maintenance burden on IT staff.”**

—Devin Holmes, section chief, Enterprise Information Services, CDCR



The California Department of Corrections and Rehabilitation (CDCR) operates one of the world’s largest correctional systems, managing more than 130,000 inmates—most housed in 34 state prisons. CDCR also includes a parole division, along with rehabilitative, legal and health care services, and business operations from accounting to human resources. A California law adopted in 2011 requires state IT operations to reduce power consumption by 20% to 30%. CDCR also established goals to reduce costs. HP Managed Print Services (MPS) helps CDCR achieve these goals.

CDCR prints massive amounts of material every day. For example, the department's transportation unit moves up to 900 inmates a day and relies on printed schedules of buses and passengers. A corrections counselor will hand a teacher a printed evaluation of the skills an inmate needs to learn. Staff prints out the list of inmates scheduled for release each day. Most of CDCR's printing is general office, but some departments have unique needs, such as the large-format printers used by facilities management, or the mobile printers used by attorneys who spend their days traveling to and from court. Each of these tasks using printed materials is vital.

"Public safety, public service. Everything revolves around that," says Devin Holmes, section chief over customer service and field operations within CDCR Enterprise Information Services (EIS). "When you look at the range of ways that our staff use printing, you see how critical that infrastructure is to CDCR."

## Consolidation, visibility of devices

Before CDCR moved to HP MPS, each program ordered its own print devices and supplies. This led to a proliferation of single-use devices and warehouses full of both original and remanufactured toner. The result, which is familiar to many businesses today, included toner supplies left on shelves long after a printer or device was gone. Shelves of inventory may actually be obsolete, while heavily-used devices may have no replacements ordered or on hand. With many programs ordering devices, there was no overall view of what exactly was installed throughout the department.

"Public safety, public service. Everything revolves around that. "When you look at the range of ways that our staff use printing, you see how critical that infrastructure is to CDCR."

—Devin Holmes, section chief, Enterprise Information Services, CDCR

"You could walk into somebody's office and see a scanner, a fax machine, a printer, and a copier sitting side by side," Holmes recalls. "Because they were all locally attached rather

than on a network, there was no visibility into printer usage or toner levels. Our ability to manage assets was very limited." CDCR had approximately 9000 printers statewide, and 19,000 to 20,000 total machines, counting other single-use devices. The goal is to pare that number down to approximately 3000 Multi-Function Printers (MFPs).

"We wanted to consolidate those standalone, single-function devices into a small, standardized list of multifunction, networked, energy-efficient printers. Moving to HP MPS could help achieve that while reducing support and administrative overhead."

—Heidi Perris, Sacramento regional manager for customer service, enterprise manager of print services, CDCR

"We had hundreds of different models, about 95% standalone and some 80% of them more than five years old," says Heidi Perris, the CDCR Sacramento regional manager for customer service and enterprise manager of print services. "You look at the toner that is being ordered and stored for all those models, as well as the IT time and skill it takes to maintain them. We wanted to consolidate those standalone, single-function devices into a small, standardized list of multifunction, networked, energy-efficient printers. Moving to HP MPS could achieve that while reducing support and administrative overhead."

## HP MPS pilots expand

CDCR started with pilots of HP MPS at two EIS office sites. The state then put out a managed print Request for Offer (RFO) to multiple vendors. HP met all the RFO criteria, which included a "managed as is" requirement to include newer existing devices from multiple vendors. "We wanted to make sure we incorporated printers already deployed to realize the full value of newer devices," Holmes says. Under the initial RFO, CDCR extended HP MPS to two additional sites: California State Prison, Sacramento (CSP-SAC) and the Accounting Management Branch (AMB).

## Customer at a glance

### Application

State government printing for general office and facilities-management throughout CDCR

### Hardware

- HP LaserJet printers
- HP Color LaserJet printers
- HP Officejet Pro 8610 e-All-in-One Printer
- HP Officejet 150 Mobile All-in-One Printer
- HP Designjet large-format printers

### HP services

- HP Managed Print Services

HP MPS combines hardware, software, and services to help organizations manage, optimize and improve printing and digital workflows. CDCR is applying HP MPS in a three-stage process: initial discovery; design review; and implementation. Initial discovery includes an on-site assessment of the existing print environment. HP then creates a floor map of the recommended future layout. During design review, CDCR IT staff meet with decision makers in each affected program to discuss whether the recommended deployment meets current and future workflow needs. After requested adjustments are made and approval is confirmed, they move to implementation.

CDCR consolidated the range of models serviced from hundreds down to 15, covering the full range of enterprise requirements. Standard options include both mono and color printers; small workgroup devices and high-capacity machines with stapling, collating, and three-hole-punch finishing; mobile printers; and large-format printers for printing facility design documents.

“The broad product portfolio from HP hits all the printer categories we need,” Perris says. “That also helps with user familiarity; employees can walk up to any device and simply use it, because all the interfaces are standardized. CDCR employees tell us they like the availability and reliability of the devices, and the efficiency of new features such as scan-to-email and scan-to-folder. They also like PIN printing, because they don’t have to sprint to the printer every time they print a confidential document. This also strengthens enterprise security, because a print job isn’t released until the user enters their PIN at the device.”

Gone are the toner stockpiles, along with the capital requirements and associated warehouse space. Now HP receives automated alerts when devices run low, and delivers replacement supplies just-in-time. CDCR IT staff no longer spends time harvesting parts from out-of-commission printers to fix repairable ones; HP MPS takes care of maintenance.

CDCR has automated much of what used to be manual paperwork through the Strategic Offender Management System (SOMS), the department’s integrated electronic offender management information system built and hosted by HP. SOMS consolidates legacy databases and converts inmate records to digital files, and integrates with the CDCR print infrastructure to provide ever-increasing operational efficiencies. CDCR also is implementing a print policy across the department: duplex printing by default to save paper; grayscale default to reduce color costs; and integration of networked MFPs for manageability. The organization is aiming for a ratio of one device for every six users, compared to the ratio of 1.1 device per user before HP MPS. At the CSP-SAC and AMB sites covered by the original RFO, the number of devices dropped 73% and print costs fell 52%. Paper costs dropped in half and power costs fell 40%.

**“HP MPS is a business model that helps us use taxpayer dollars even more efficiently.”**

—Devin Holmes, section chief,  
Enterprise Information Services, CDCR

Recently, California amended the RFO contract to go statewide. Now, 53 CDCR sites are in some stage of HP MPS—either discovery, design review, or implementation. When the migration to managed print services is complete, the entire enterprise will reap the advantages: new devices with new productivity-enhancing digital features; network attachment for visibility, manageability, and shared usage; committed SLAs for service and repair; automated monitoring of supplies; print policy enforcement; and fixed pricing from a single vendor.

“We’re looking at significant cost savings with print management,” Holmes says. “HP MPS is a business model that helps us protect public safety while using taxpayer dollars even more efficiently.”

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## INSTRUCTIONS

- 1 Fill in all yellow cells as follows:  
Included - for included in base price  
Optional - for options available at additional cost  
Numerical Value - the specified models capability for numerical requirements
- 2 White cells are not mandatory requirements. However, if any of these capabilities are included in the base price, that can be noted as Included .
- 3 All yellow cells must be filled in for the bid to be accepted.



















## LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Manufacturer Name		HP		HP		HP
Manufacturer Model Number		E77650dns		E77660dns		E77650zs
<b>Volume, Capability, and Speed</b>						
Pages Printed per Month minimum (including copied if applicable)	15,000	Yes	20,000	Yes	15,000	Yes
Laser or equivalent technology	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Printed pages able to be copied, scanned, faxed, or overprinted immediately with no damage to original	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Black and White printing	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Color printing	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Automatically use most cost effective method for black-and-white or color	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Password protected printing for confidential documents	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Black and White Copying	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Color Copying	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Black and White Scanning	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Color Scanning	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Black and White Faxing	Optional		Optional		Optional	
Internet Fax Expansion Kit	Optional		Optional		Optional	
Fax option provides programmable distribution lists.	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Time for first page from Standby Mode 40 seconds or less	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Minimum Black and White Print Speed Page Per Minute (PPM)	30 PPM	50 PPM	40 PPM	60 PPM	30 PPM	50 PPM
Minimum Color Print Speed Page Per Minute (PPM)	30 PPM	50 PPM	40 PPM	60 PPM	30 PPM	50 PPM
Minimum Copy Speed Page Per Minute (PPM)	30 PPM	50 PPM	40 PPM	60 PPM	30 PPM	50 PPM
50 Sheets Automatic Document Feeder Capacity	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Automatic Duplex Printing	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Automatic Duplex Copying	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Minimum Collating and Stapling Speed	30 PPM	50 PPM	40 PPM	60 PPM	30 PPM	50 PPM
3-hole Punch	Optional		Optional		Optional	
Saddle Stitch	Optional		Optional		Optional	

# LOT 3

## COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Job queuing	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Functional concurrency	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes

## LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
<b>Media Sizes, Types, and Trays</b>						
Standard 8.5 x 11 inch Media	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Standard 8.5 x 14 inch Media	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Standard 11 x 17 inch Media	Optional	Yes	Optional	Yes	Mandatory	Yes
LaserJet paper	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Multipurpose paper	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Maximum of 50% recycled material in paper without adversely affecting functionality or uptime	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Standard envelope media	N/A		N/A		N/A	
Paper Labels	N/A		N/A		N/A	
Card Stock	Optional	Yes	Optional	Yes	Optional	Yes
Transparencies	N/A		N/A		N/A	
Soft and High Gloss Laser paper	N/A		N/A		N/A	
Color LaserJet transparency	N/A		N/A		N/A	
Minimum Paper Trays or Drawers Standard	1	2	1	2	1	2
Additional trays or drawers for paper sources	Optional	Yes	Optional	Yes	Optional	Yes
High Capacity Tray or Drawer	Optional	Yes	Optional	Yes	Optional	Yes
Exit Tray	Optional	Yes	Optional	Yes	Optional	Yes
Minimum Paper Input Capacity	500 sheets	650	500 sheets	650	500 sheets	650
Minimum Output Capacity	100 sheets	500	100 sheets	500	100 sheets	500
<b>Memory and Storage</b>						
Minimum Standard Memory	512MB	3584MB	512MB	3584MB	512MB	3584MB
Minimum Memory Expandable to						
Memory Expansion Kit	Optional		Optional		Optional	
40GB or more internal storage	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes

## LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
<b>Compatibility and Connectivity</b>						
Common user interface within each lot	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
LDAP Authentication	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Windows 7 client operating system	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Windows 8 client operating system upgradability if not currently available	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Mac client operating system	Optional		Optional		Optional	
Linux client operating system	Optional		Optional		Optional	
Windows Server 2012	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Windows Server 2016	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Print Drivers compatible with SAP	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
32 bit and 64 bit drivers	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Signed 32bit and 64bit WHQL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Ethernet 100mbs Full Duplex connections	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
RJ45 interface	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Internal NIC card	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Wake-On-LAN-enabled NIC cards disabled or protected with hardened password	Mandatory	Not applicable	Mandatory	Not applicable	Mandatory	Not applicable
TCP/IP Protocol (not direct TCP/IP printing)	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Static IP Assignment;	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
IPv6 Compatible	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Unisys e-Workflow and imaging (Infoimage)	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
"Twain" compliant device	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes

## LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
<b>Print Quality</b>						
600 by 600 dpi Minimum Print Quality Black	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
600 by 600 dpi Minimum Print Quality Color	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
600 by 600 dpi Minimum Copy Quality Black	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
600 by 600 dpi Minimum Copy Quality Color	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
600 dpi Minimum Scan Resolution	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Copier Reduction/Enlarge Range 25-400%	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Common user interface look for PCL and PostScript print drivers	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Postscript or Postscript/PCL all in one driver page description languages	Optional		Optional		Optional	
PCL driver page description languages	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
<b>Digital Output</b>						
Select file format at device	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
.pdf Format	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
.docx format	Optional		Optional		Optional	
.rtf format	Optional		Optional		Optional	
.jpg format	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Tiff 6.0 format using CCITT Group 4 compression	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Output to email	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Output to FTP	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Output to USB memory	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Output to network file	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Output to shared folders	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
<b>Equipment Requirements</b>						
Energy Star compliant.	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Devices shall not emit ozone in excess of 0.02 mg/m3	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Devices shall not emit dust in excess of 0.25 mg/m3	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Devices shall not emit styrene in excess of 0.11 mg/m3	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Badge Reader - Secure Printing	Optional		Optional		Optional	
<b>Printer Management Features</b>						

# LOT 3

## COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Remote Management via Web Interface	N/A		N/A		N/A	
Remote Configuration Capability	Mandatory	Yes	Mandatory	Yes	Mandatory	Yes
Restrict color to authorized users	N/A		N/A		N/A	

# HP LaserJet Managed MFP E62555dn



This HP LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.



**Print speed:** Up to 52 ppm black<sup>4</sup>  
**Print Resolution:** Up to 1200 x 1200 dpi  
**Print Resolution Technologies:** FastRes 1200 (600 x 600 x 8 bpp dpi); 1200 x 1200 dpi  
**Standard Connectivity:** 1 Hi-Speed Device USB 2.0; 2 Host USB (1 walk-up and 1 external accessible); 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket  
**Standard Memory:** 1.5 GB (printer); 512 MB (scanner)  
**Mobile Printing Capability:** HP ePrint; Apple AirPrint<sup>TM</sup>; Mopria<sup>TM</sup>-certified; Google Cloud Print 2.0  
**Paper Handling:** 100-sheet multipurpose feeder, 550-sheet input feeder, 150-sheet automatic document feeder; 500-sheet output feeder, two-sided printing  
**Display:** 8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle)

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help prevent potential attacks and take immediate action with instant notification of security issues.
- Centralize control of your printing environment with HP Web Jetadmin—and help build business efficiency.<sup>3</sup>
- Give workgroups what they need to succeed. Easily choose and deploy over 180 HP and third-party solutions.

## High-speed performance meets energy efficiency

- Speed through tasks and save paper. Print two-sided documents nearly as fast as single-sided.
- This printer wakes up fast and prints your first page faster—in as quickly as 7.8 seconds.<sup>2</sup>
- This MFP uses exceptionally low amounts of energy thanks to its innovative design and toner technology.<sup>6</sup>
- Paper handling options include a wheeled stand and 550-sheet input feeder for paper sizes A6 to legal.

## More. Pages, Performance, and Protection.<sup>5</sup>

- Produce sharp text, bold blacks, and crisp graphics with precision black toner.
- Original HP Toner cartridges with JetIntelligence deliver more pages per cartridge than predecessors.<sup>5</sup>
- Help retain the Original HP quality you paid for with anti-fraud and cartridge authentication technology.
- Spend less time replacing toner, and more on business. Choose high-yield toner cartridges.<sup>7</sup>



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep. <sup>3</sup> HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin> <sup>4</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>5</sup> More pages versus predecessor cartridges claim based on page-yield comparison of HP 37X High Yield Black Original LaserJet Toner Cartridges with HP 87X High Yield Black Original LaserJet Toner Cartridges. For more information, see <http://www.hp.com/go/learnaboutsupplies> <sup>6</sup> Based on HP testing using the ENERGY STAR<sup>®</sup> program's Typical Electricity Consumption (TEC) method or as reported in [energystar.gov](http://energystar.gov) versus the top three leading competitors as of 8/2015. Actual results may vary. For details see <http://www.hp.com/go/Ljclaims> <sup>7</sup> HP 37X High Yield Black Original LaserJet Toner Cartridges not included; please purchase separately.



# HP LaserJet Managed MFP E62555dn Specifications Table

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 55 ppm black; <sup>1</sup> <b>First page out:</b> 5.3 sec <sup>7</sup>
<b>Print Resolution</b>	<b>Black (fine lines):</b> Up to 1200 x 1200 dpi
<b>Print Technology</b>	Laser
<b>Print Resolution Technologies</b>	FastRes 1200; 1200 x 1200 dpi
<b>Print Cartridges Number</b>	1 (black)
<b>Standard Print languages</b>	HP PCL 6, HP PCL 5 (HP PCL 5 driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.7), Apple AirPrint™
<b>Printer Smart Software Features</b>	Print preview, duplex printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, watermarks, store print jobs, easy-access USB
<b>Printer Management</b>	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver
<b>Scan Type / Technology</b>	Flatbed, ADF / Charge Coupled Device (CCD)
<b>Scan Resolution</b>	<b>Hardware:</b> 600 x 600 dpi; <b>Optical:</b> Up to 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.ppr, .pcl, .cht)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXF) applications; HP Scan or user application via TWAIN
<b>Scan Size</b>	ADF: 8.5 x 34.0 in Maximum; 2.7 x 5.8 in Minimum; <b>Flatbed:</b> 8.75 x 14.375 in
<b>Scan Speed</b>	<b>Letter:</b> Up to 75 ppm/120 ipm (b&w), up to 75 ppm/120 ipm (color); <b>Duplex Letter:</b> Up to 120 ipm (b&w), up to 120 ipm (color) <sup>10</sup>
<b>Scanner Advanced Features</b>	Optimize text/picture; Image adjustments; Job build; Output quality setting; Selectable scan resolution 75 to 600 dpi; Auto detect color; Edge Erase; Job notification; Blank page suppression; HP Quick Sets
<b>Native Scan File Format</b>	PDF, JPG, TIF, MTIF
<b>Bit depth / Grayscale levels</b>	Internal: 30 bit; External: 24 bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to SharePoint; Send to FTP; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 55 cpm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 600 x 600 dpi (flatbed); Up to 600 x 450 dpi (ADF); Up to 600 x 600 dpi (flatbed); Up to 600 x 450 dpi (ADF)
<b>Maximum Number Of Copies</b>	Up to 9999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, job build, edge-to-edge, job storage, ID Copy, Book Copy, A-to-B Copy (different media sizes)
<b>Fax Features</b>	<b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Telephone Mode Supported:</b> No
<b>Standard Connectivity</b>	1 Hi-Speed Device USB 2.0; 2 Host USB (1 walk-up and 1 external accessible); 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket
<b>Network Capabilities</b>	Yes, via HP Jetdirect Ethernet embedded print server (standard) which supports: 10Base-T, 100Base-TX, 1000Base-T; 802.3az (EEE) support on Fast Ethernet and Gig Links; IPsec (standard); 802.11a/b/g/n wireless networking (optional).
<b>Network Ready</b>	Standard (built-in Gigabit Ethernet)
<b>Wireless Capability</b>	Optional, enabled with purchase of HP Jetdirect 2900nw Print Server J8031A or HP Jetdirect 3000w NFC/Wireless Accessory J8030A
<b>Mobile Printing Capability</b>	HP ePrint; Apple AirPrint™; Mopria™-certified; Google Cloud Print 2.0
<b>Memory</b>	<b>Standard:</b> 1.5 GB (printer); 512 MB (scanner); <b>Maximum:</b> 2 GB Total
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> 16GB EMMC Standard. 320GB Encrypted HDD Accessory Optional.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 450,000 pages
<b>Recommended Monthly Page Volume</b>	5,000 to 40,000
<b>Media Types Supported</b>	Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough), mono transparency, labels, letterhead, envelope, heavy envelope
<b>Media Weight Supported</b>	Feeder 1: 16 to 53 lb bond (plain), 16 to 24 lb (envelopes); feeder 2: 16 to 32 lb bond (plain)
<b>Media Sizes Supported</b>	Feeder 1: Letter, legal, statement, executive, Oficio (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch(7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; feeder 2: letter, executive
<b>Media Sizes Custom</b>	Feeder 1: 3 x 5 to 8.5 x 14 in; feeder 2: 3.90 x 5.83 to 8.5 x 14 in
<b>Paper Handling</b>	100-sheet multipurpose feeder, 550-sheet input feeder, 150-sheet automatic document feeder; 500-sheet output feeder, two-sided printing; <b>Duplex Options:</b> Automatic (standard); <b>Auto Document Feeder Capacity:</b> Standard, 150 sheets; <b>Envelope Feeder:</b> Yes, 75 (optional); <b>Standard Paper Trays:</b> 2; <b>Input Capacities:</b> up to 650 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 75 envelopes; Up to 200 sheets

<b>What's in the box</b>	J8J66A HP LaserJet Multifunction Printer; HP Black Original LaserJet Toner Cartridge (~11K yield); CD with software drivers and documentation; Documentation (Hardware Install Guide); Power cord <sup>1</sup>
<b>Replacement Cartridges</b>	HP Black Managed LaserJet Toner (50,000 yield) W9004MC 3, 12
<b>Product Dimensions</b>	<b>WxDxH:</b> 20.15 x 22 x 25.2 in; <b>Maximum:</b> 40.5 x 31.7 x 34.1 in (right side jam access door open, left side cartridge door open, all feeders open and extended, ADF open)
<b>Product Weight</b>	73.2 lb
<b>Warranty Features</b>	One-year, next-business day, onsite warranty. Warranty and support options vary by product, country and local legal requirements. Go to hp.com/support to learn about HP award winning service and support options in your region.
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu)
<b>Display Description</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	105 internal TrueType fonts scalable in HP PCL, 92 internal scalable fonts in HP postscript level 3 emulation (Euro symbol built-in); 1 internal Unicode Fonts (Andale Mono WorldType); 2 Internal Windows Vista 8 Fonts (Calibri, Cambria); Additional font solutions available via third-party flash memory cards; HP LaserJet Fonts and IPDS Emulation available at http://www.hp.com/go/laserjetfonts
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (For Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (For Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (For Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (For Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (For Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (For Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients www.novell.com/print, Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Services www.novell.com/print, Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2GB available hard disk space; OS hardware requirements see microsoft.com; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info
<b>Power</b>	<b>Power Supply Type:</b> Built in 115V or 220V Power Supply; <b>Power Requirements:</b> Input voltage: 100V to 127V nominal (+/-10%), 50-60Hz nominal (+/-3Hz), 1/2 A; Input voltage: 220V to 240V nominal, (+/-10%) 50-60Hz nominal (+/-3Hz), 6 A, 2
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.9 Bel; <b>Acoustic Pressure Emissions:</b> 55 dB(A)
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 90.5°F; <b>Recommended Operating Temperature:</b> 59 to 80.6°F; <b>Storage Temperature Range:</b> -4 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 90% RH; <b>Operating Humidity Range:</b> 10 to 80% RH; <b>Recommended Humidity Operating Range:</b> 30 to 70% RH
<b>Security Management</b>	Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g., badge readers); Network: IPsec/firewall with Certificate; Pre-Shared Key; and Kerberos authentication; Supports WJA-10 IPsec configuration Plug-in; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTIPS; Certificates; Access Control List; Data: Storage Encryption; Encrypted PDF & Email (uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase; SSL/TLS (HTTIPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; hardware integration pocket for security solutions; Intrusion Detection with Red Balloon Security Technology - Constant in-device monitoring for attacks; Secure Start Secure Boot - BIOS Integrity Checking with self-healing capability; Whitelisting - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager, Device Security Syslog Messages processed and accessible in Arcsight and Splunk SIEMs
<b>Accessories</b>	HP LaserJet 550-sheet paper feeder J8J89A, HP LaserJet 1x550-sheet paper feeder with stand and cabinet J8J91A, HP LaserJet 1x550-sheet and 2,000-sheet HCl feeder and stand J8J92A, HP LaserJet 3x550-sheet paper feeder with stand J8J93A, HP LaserJet Envelope Feeder J8J90A, HP Internal USB Ports B5L28A, HP Foreign Interface Harness (FIH) B5L31A, HP LaserJet MFP Analog Fax Accessory 500 C4487A, HP Jetdirect 2900nw Print Server J8031A, HP Jetdirect 3000w NFC/Wireless Accessory J8030A, HP Trusted Platform Module Accessory F5562A, HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese A7W12A, HP LaserJet Keyboard Overlay Kit Sweden A7W14A, HP 1GB DDR3 x32 144-Pin 800MHz SODIMM E5K48A
<b>HP Service and Support Options</b>	USNMBE - HP 3 year NBD Hardware Support w/Defective Media Retention; USNN1E - HP 3 year 4 hour 9x5 HW Support w/Defective Media Retention; USNN7PE - HP 1 year Post Wty NBD HW Support w/Defective Media Retention; USNN9PE - HP 1 year Post Warranty 4 hour 9x5 Hardware Support w/DMR

Learn more at [hp.com](http://hp.com)

<sup>1</sup> Cartridges included; yields 11,000 black pages based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>2</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Power consumption values typically based on measurement of 115 V device. <sup>3</sup> Average color composite (CMY) and black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>4</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. <sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>6</sup> Measured using ISO 24734 Feature Test, A5 Landscape Feed. Speed may vary based on content, PC, media orientation, and media type. <sup>7</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>8</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115 V device. <sup>9</sup> Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled. <sup>10</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software. <sup>11</sup> Scan software not included in box. HP Scan and TWAIN driver available for download. <sup>12</sup> Original HP LaserJet "A" and "X" toner cartridges are also compatible with this product.



# HP LaserJet Managed MFP E62565 series



This HP LaserJet MFP with JetIntelligence combines performance, energy efficiency, and security.<sup>1</sup>

This HP LaserJet MFP with JetIntelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security.<sup>1</sup>



HP LaserJet Managed MFP E62565hs



HP LaserJet Managed Flow MFP E62565h



HP LaserJet Managed MFP E62565z

#### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Run-time intrusion detection continually monitors to detect and stop attacks, then automatically reboots.
- Centralize control of your printing environment with HP Web Jetadmin—and help build business efficiency.<sup>2</sup>
- Give workgroups what they need to succeed. Easily choose and deploy over 180 HP and third-party solutions.

#### High-speed performance meets energy efficiency

- Speed through tasks and save paper. Print two-sided documents nearly as fast as single-sided.
- This printer wakes up fast and prints your first page faster—in as quickly as 7.8 seconds.<sup>4</sup>
- This MFP uses exceptionally low amounts of energy thanks to its innovative design and toner technology.<sup>5</sup>
- Paper handling options include a wheeled stand and 550-sheet input feeder for paper sizes A6 to legal.

#### More. Pages, Performance, and Protection.<sup>6</sup>

- Produce sharp text, bold blacks, and crisp graphics with precision black toner.
- Original HP Toner cartridges with JetIntelligence deliver more pages per cartridge than predecessors.<sup>6</sup>
- Help retain the Original HP quality you paid for with anti-fraud and cartridge authentication technology.
- Spend less time replacing toner, and more on business. Choose high-yield toner cartridges.<sup>7</sup>

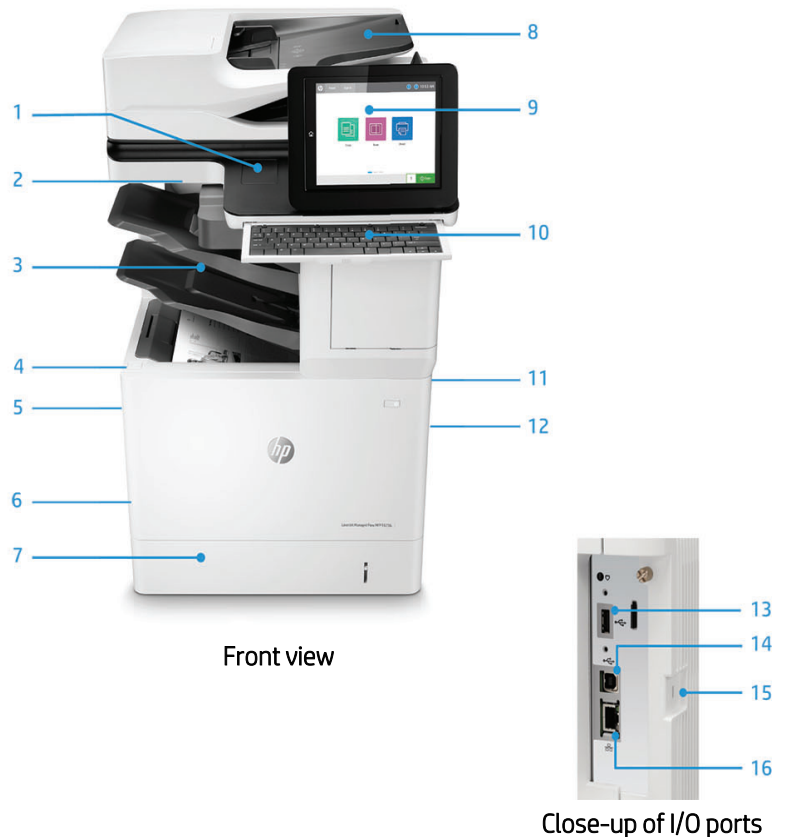
#### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 150 pages into the automatic document feeder for fast, unattended scanning.

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>. <sup>2</sup> HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin>. <sup>4</sup> Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep. <sup>5</sup> Based on HP testing using the ENERGY STAR® program's Typical Electricity Consumption (TEC) method or as reported in [energystar.gov](http://energystar.gov) versus the top three leading competitors as of 8/2015. Actual results may vary. For details see <http://www.hp.com/go/1claims>. <sup>6</sup> More pages versus predecessor cartridges claim based on page-yield comparison of HP 37X High Yield Black Original LaserJet Toner Cartridges with HP 87X High Yield Black Original LaserJet Toner Cartridges. For more information, see <http://www.hp.com/go/learnabouthsupplies>. <sup>7</sup> HP 37X High Yield Black Original LaserJet Toner Cartridges not included; please purchase separately.

## Product walkaround

1. Hardware Integration Pocket<sup>1</sup>
2. Easy-access USB port<sup>2</sup>
3. 1,000-sheet 3-bin stapler/stacker with job offset
4. HP High-Performance Secure Hard Disk
5. Left door access to toner cartridges
6. Automatic two-sided printing
7. 550-sheet input tray 2
8. 150-sheet ADF with single-pass, two-sided scanning and HP EveryPage<sup>3</sup>
9. 8.0-inch (20.3 cm) intuitive icon-based color touchscreen
10. Pull-out keyboard<sup>5</sup>
11. Right door (access to print path)
12. 100-sheet multipurpose tray 1
13. Host USB port
14. Hi-speed USB 2.0 printing port
15. Slot for cable-type security lock
16. Gigabit Ethernet port



Front view

Close-up of I/O ports

## Series at a glance



HP LaserJet Managed  
MFP E62565hs



HP LaserJet Managed Flow  
MFP E62565h



HP LaserJet Managed  
MFP E62565z

Model	HP LaserJet Managed MFP E62565hs	HP LaserJet Managed Flow MFP E62565h	HP LaserJet Managed MFP E62565z
Part number	J8J73A	J8J74A	J8J79A
Print speeds (letter/A4), in pages per minute (ppm) <sup>3</sup>	Up to 65/61 ppm	Up to 65/61 ppm	Up to 65/61 ppm
Fax capabilities	Optional	Optional	Optional
HP High Performance Secure Hard Disk	✓	✓	✓
100-sheet multipurpose tray 1, 550-sheet tray 2	✓	✓	✓
550-sheet paper feeder <sup>4</sup>	Optional (up to four)	Optional (up to four)	Optional (up to four)
1x550-sheet paper feeder with stand and cabinet <sup>4</sup>	Optional	Optional	Optional
3x550-sheet paper feeder and stand <sup>4</sup>	Optional	Optional	Optional
1x550 and 2,000-sheet HCI feeder and stand <sup>4</sup>	Optional	Optional	Optional
Envelope feeder	Optional (up to two)	Optional (up to two)	Optional (up to two)
3-bin stapler/stacker with job offset	✓	Not available	✓
Advanced workflow features, including pull-out keyboard <sup>5</sup>	Not available	✓	✓
Wireless direct, <sup>6</sup> NFC touch-to-print <sup>7</sup>	Optional	Optional	Optional
Wireless networking <sup>8</sup>	Optional	Optional	Optional

<sup>1</sup>Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase. <sup>2</sup>An administrator must enable the easy-access USB port before use. <sup>3</sup>Measured using ISO/IEC 24734; excludes first set of test documents. For more information, see [hp.com/go/printerclaims](http://hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup>The HP LaserJet Managed MFP E62565 series comes standard with the 100-sheet multipurpose tray 1 and 550-sheet tray 2. All models can add up to four additional optional 550 sheet paper feeders; or add one of the other optional accessories (1x550-sheet paper feeder with stand and cabinet, 3x550-sheet paper feeder and stand, or 1x550 and 2,000-sheet HCI feeder and stand) and up to one additional optional 550-sheet paper feeder. All optional accessories support media up to letter size (A4). <sup>5</sup>The pull-out keyboard and HP EveryPage are only available on the HP LaserJet Managed Flow MFP E62565h and Flow MFP E62565z models. <sup>6</sup>Add wireless direct by purchasing the optional HP Jetdirect 3000w NFC/Wireless Direct Accessory. Mobile device needs to be connected directly to the signal of a wireless direct supported MFP or printer prior to printing. Depending on mobile device, an app or driver may also be required. For details, see [hp.com/go/mobileprinting](http://hp.com/go/mobileprinting). <sup>7</sup>Add touch-to-print capability by purchasing the optional HP Jetdirect 3000w NFC/Wireless Direct Accessory. Mobile device must support Near Field Communication (NFC)-enabled printing. For more information, see [hp.com/go/businessmobileprinting](http://hp.com/go/businessmobileprinting). <sup>8</sup>Add wireless networking by purchasing the HP optional Jetdirect 2900nw Print Server. Wireless performance is dependent on physical environment and distance from access point, and may be limited during active VPN connections.

## HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs. HP Care Pack Services provide a comprehensive suite of protection services designed to keep HP hardware and software up and running so employees can stay productive.

### Next Business Day Onsite with Defective Media Retention:

Customers can retain their hard disk drive and keep control of sensitive data.

### Same Day Onsite – 4 hour 9x5:

Sends an HP technician to customers' site the same business day for repair, within 4 hours, if the issue cannot be resolved through remote support. Various support window times are available, for different requirements.

### Next Business Day Exchange:

Ships a permanent replacement unit overnight via premium airfreight, if hardware issue cannot be resolved remotely. Shipping charges are prepaid by HP.

For carepack availability visit: [hp.com/go/cpc](http://hp.com/go/cpc)

## Top features

Only HP Enterprise MFPs repair themselves from attacks in real time while offering outstanding manageability. Automatically monitor threats, detect intrusions, and validate operating software while centrally managing your fleet with ease.<sup>1</sup>

With speeds of up to 65 pages per minute,<sup>3</sup> fast first page out, and a variety of paper-handling options, you get confidence that your employees can speed through their tasks without interruption.

Get more pages and help protect your printer using Original HP Toner cartridges with JetIntelligence.<sup>6</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 180 ipm<sup>8</sup>—and avoid extra steps with a Flow MFP designed for maximum productivity.

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### Accessories

- J8J89A - HP LaserJet 550-sheet paper feeder
- J8J91A - HP LaserJet 1x550-sheet paper feeder with stand and cabinet
- J8J92A - HP LaserJet 1x550-sheet and 2,000-sheet HCl feeder and stand
- J8J93A - HP LaserJet 3x550-sheet paper feeder with stand
- J8J90A - HP LaserJet Envelope Feeder
- B5L28A - HP Internal USB Ports
- B5L31A - HP Foreign Interface Harness (FIH)
- CC487A - HP LaserJet MFP Analog Fax Accessory 500
- J8031A - HP Jetdirect 2900nw Print Server
- J8030A - HP Jetdirect 3000w NFC/Wireless Accessory
- F5S62A - HP Trusted Platform Module Accessory
- A7W12A - HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese
- A7W14A - HP LaserJet Keyboard Overlay Kit Sweden
- E5K48A - HP 1GB DDR3 x32 144-Pin 800MHz SODIMM

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### Supplies

- J8J96A - HP Staple Cartridge Refill
- J8J87A - HP LaserJet 110v Maintenance Kit
- J8J88A - HP LaserJet 220v Maintenance Kit
- J8J95A - HP 300 ADF Roller Replacement Kit
- W9004MC - HP Black Managed LaserJet Toner (50,000 yield)

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### Services

- U9NN0E - HP 5 year NBD Hardware Support w/Defective Media Retention
  - U9NN3E - HP 5 year 4 hour 9x5 HW Support w/Defective Media Retention
  - U9NN6E - HP 5 year NBD Parts Exchange Service
  - U9NN8PE - HP 2 year Post Wty NBD HW Support w/Defective Media Retention
  - U9NP0PE - HP 2 year Post Warranty 4 hour 9x5 Hardware Support w/DMR
  - U9NP2PE - HP 2 year Post Wty NBD Parts Exchange Service
- 



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>. <sup>2</sup> HP Web Jetadmin is available for download at no additional charge at <http://www.hp.com/go/webjetadmin>. <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Measured after 15 min in sleep. Exact speed varies depending on the system configuration, software application, driver, document complexity and time in sleep. <sup>5</sup> Based on HP testing using the ENERGY STAR® program's Typical Electricity Consumption (TEC) method or as reported in energystar.gov versus the top three leading competitors as of 8/2015. Actual results may vary. For details see <http://www.hp.com/go/Ljclaims>. <sup>6</sup> More pages versus predecessor cartridges claim based on page-yield comparison of HP 37X High Yield Black Original LaserJet Toner Cartridges with HP 87X High Yield Black Original LaserJet Toner Cartridges. For more information, see <http://www.hp.com/go/learnaboutsupplies>. <sup>7</sup> HP 37X High Yield Black Original LaserJet Toner Cartridges not included; please purchase separately. <sup>8</sup> Scan speed measured from ADF at default: 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

# HP LaserJet Managed MFP E62565 series

Technical Specifications	HP LaserJet Managed Flow MFP E62565H(U8J74A)	HP LaserJet Managed MFP E62565H(U8J73A)	HP LaserJet Managed MFP E62565Z(U8J79A)
MFP functions	Print, Copy, Scan; <b>MFP multitasking supported:</b> Yes		
Print speed	<b>Letter:</b> Up to 65 ppm black; <sup>5</sup> <b>First PageOut:</b> Up to 5.3 sec <sup>7</sup>		
Print resolution	<b>Black (fine lines):</b> Up to 1200 x 1200 dpi		
Print Technology	Laser; <b>Print Resolution Technologies:</b> FastRes1200; 1200 x 1200 dpi		
Print Cartridges Number	1 (black)		
Standard Print Languages	HP PCL 6, HP PCL 5 (HP PCL 5 driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.7), Apple AirPrint™		
Printer Smart Software Features	Print preview, duplex printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, watermarks, store print jobs, easy-access USB		
Printer Management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver		
Scan Type / Technology	<b>Type:</b> Flatbed, ADF; <b>Technology:</b> Charge Coupled Device (CCD)		
Scan Resolution	<b>Hardware:</b> 600 x 600 dpi; <b>Optical:</b> up to 600 dpi		
Scan File Format	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)
Scan Input Modes	Front panel applications: Copy; E-mail; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXP) applications; HP Scan or user application via TWAIN		
Scan Size	<b>ADF:</b> 215.9 x 863.6 mm; 8.5 x 34.0 in Maximum; 68 x 147 mm; 2.7 x 5.8 in Minimum; <b>Flatbed:</b> 220 x 365 mm		
Scan Speed	<b>Letter:</b> Up to 90 ppm/180 ipm (b&w), up to 90 ppm/180 ipm (color) <b>Duplex Letter:</b> Up to 180 ipm (b&w), up to 180 ipm (color) <sup>10</sup>	<b>Letter:</b> Up to 75 ppm/120 ipm (b&w), up to 75 ppm/120 ipm (color) <b>Duplex Letter:</b> Up to 120 ipm (b&w), up to 120 ipm (color) <sup>10</sup>	<b>Letter:</b> Up to 90 ppm/180 ipm (b&w), up to 90 ppm/180 ipm (color) <b>Duplex Letter:</b> Up to 180 ipm (b&w), up to 180 ipm (color) <sup>10</sup>
Scanner Advanced Features	Optimize text/picture; Image adjustments; Job build; Output quality setting; Selectable scan resolution 75 to 600 dpi; Auto detect color; Edge Erase; Job notification; Blank page suppression; HP Quick Sets; HP EveryPage; Auto orientation; Embedded Optical Character Recognition (OCR), Auto crop to page; Auto-tone PDF, JPG, TIF, MTIF	Optimize text/picture; Image adjustments; Job build; Output quality setting; Selectable scan resolution 75 to 600 dpi; Auto detect color; Edge Erase; Job notification; Blank page suppression; HP Quick Sets PDF, JPG, TIF, MTIF	Optimize text/picture; Image adjustments; Job build; Output quality setting; Selectable scan resolution 75 to 600 dpi; Auto detect color; Edge Erase; Job notification; Blank page suppression; HP Quick Sets; HP EveryPage; Auto orientation; Embedded Optical Character Recognition (OCR), Auto crop to page; Auto-tone PDF, JPG, TIF, MTIF
Bit depth / Grayscale levels	Internal: 30 bit ; External: 24 bit / 256		
Digital Sending Standard Features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescale; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page; OCR	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescale; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page; OCR
Copy Speed	<b>Black (Letter):</b> Up to 65 cpm		
Copy Resolution	<b>Black (text and Graphics):</b> Up to 600 x 600 dpi (flatbed); Up to 600 x 450 dpi (ADF)		
Maximum Number of Copies	Up to 9999 copies		
Copier Settings	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, job build, edge-to-edge, job storage, ID Copy, Book Copy, A-to-B Copy (different media sizes)		
Fax Features	<b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Telephone Mode Supported:</b> No		
Standard Connectivity	1 Hi-Speed Device USB 2.0; 2 Host USB (1 walk-up and 1 external accessible); 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket		
Network Capabilities	Yes, via HP Jetdirect Ethernet embedded print server (standard) which supports: 10Base-T, 100Base-Tx, 1000Base-T; 802.3az (EEE) support on Fast Ethernet and Gig Links; IPsec (standard); 802.11a/b/g/n wireless networking (optional).		
Network Ready	Standard (built-in Gigabit Ethernet)		
Wireless Capability	Optional, enabled with purchase of HP Jetdirect Z900nw Print Server J8031A or HP Jetdirect 3000w NFC/Wireless Accessory J8030A		
Mobile Printing Capability	HP ePrint; Apple AirPrint™; Mopria™-certified; Google Cloud Print 2.0		
Memory	<b>Standard:</b> 1.5 GB (printer); 1 GB (scanner); <b>Maximum:</b> 2.5 GB Total	<b>Standard:</b> 1.5 GB (printer); 512 MB (scanner); <b>Maximum:</b> 2 GB Total	<b>Standard:</b> 1.5 GB (printer); 1 GB (scanner); <b>Maximum:</b> 2.5 GB Total
Processor Speed	1.2GHz / <b>Hard disk:</b> Standard, minimum 320 GB HP High-Performance Secure Hard Disk (AES 256 hardware encryption or greater)		
Duty Cycle	<b>Monthly, Letter:</b> Up to 450,000 pages <b>Recommended Monthly Page Volume:</b> 5,000 to 40,000		
Paper Handling	<b>Input Capacities:</b> 100-sheet multipurpose feeder, 550-sheet input feeder, 150-sheet automatic document feeder; up to 650 sheets standard; Up to 75 envelopes labels legal; <b>Output Capacities:</b> 500-sheet output feeder, 500 sheet output stapler stacker, two-sided printing; up to 1000 sheets standard labels legal; <b>Duplex Options:</b> Automatic (standard) <b>Auto Document Feeder Capacity:</b> Standard, 150 sheets; <b>Envelope Feeder:</b> Yes, 75 (optional); <b>Standard Paper Trays:</b> 2; <b>Media Types Supported:</b> Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough), mono transparency, labels, letterhead, envelope, heavy envelope; <b>Media Weight Supported:</b> Feeder 1: 16 to 53 lb bond (plain), 16 to 24 lb (envelopes); feeder 2: 16 to 32 lb bond (plain); <b>Media Sizes Supported:</b> Feeder 1: Letter, legal, statement, executive, Oficio (8.5 x 13 in), envelopes (No. 9, No. 10, Monarch(7 3/4)), 3 x 5, 4 x 6, 5 x 7, 5 x 8; feeder 2: letter, executive; <b>Media Sizes Custom:</b> Feeder 1: 3 x 5 to 8.5 x 14 in; feeder 2: 3.90 x 5.83 to 8.5 x 11 in		

# HP LaserJet Managed MFP E62565 series

Technical Specifications	HP LaserJet Managed Flow MFP E62565H(U8J74A)	HP LaserJet Managed MFP E62565Hs(U8J73A)	HP LaserJet Managed MFP E62565Z(U8J79A)
<b>Product Dimensions</b>	<b>WxDxH:</b> 20.15 x 22 x 30.7 in; 512 x 558 x 779 mm <b>Maximum:</b> 40.5 x 31.7 x 34.1 in (right side jam access door open, left side cartridge door open, all feeders open and extended, ADF open); 1030 x 808 x 865 mm (right side jam access door open, left side cartridge door open, all feeders open and extended, ADF open)	<b>WxDxH:</b> 20.15 x 22 x 30.7 in; 512 x 558 x 779 mm <b>Maximum:</b> 40.5 x 31.7 x 42 in (right side jam access door open, left side cartridge door open, all feeders open and extended, ADF open); 1030 x 808 x 1067 mm (right side jam access door open, left side cartridge door open, all feeders open and extended, ADF open)	
<b>Product Weight</b>	39.8 kg/87.7 lb		
<b>What's in the box</b>	HP LaserJet Multifunction Printer; HP Black Original LaserJet Toner Cartridge (~11K yield); CD with software drivers and documentation; Documentation (Hardware Install Guide); Power cord		
<b>Warranty Features</b>	One-year, next-business day, onsite warranty. Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://hp.com/support">hp.com/support</a> to learn about HP award winning service and support options in your region.		
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); Extended Keyboard	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu)	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); Extended Keyboard
<b>Display Description</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu)		
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals		
<b>Fonts and Typefaces</b>	105 internal TrueType fonts scalable in HP PCL, 92 internal scalable fonts in HP postscript level 3 emulation (Euro symbol built-in); 1 internal Unicode Fonts (Andale Mono WorldType); 2 Internal Windows Vista 8 Fonts (Calibri, Cambria); Additional font solutions available via third-party flash memory cards; HP LaserJet Fonts and IPDS Emulation available at <a href="http://www.hp.com/go/laserjetfonts">http://www.hp.com/go/laserjetfonts</a>		
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)		
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 [for Windows Server 2008 R2 Terminal Services, 32- and 64-bit], Citrix XenApp 6.0/6.5/7.5 [for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit], Citrix XenApp 7.5 [for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit], Citrix XenDesktop 5.6 [for Windows Server 2008 R2 Terminal Services, 32- and 64-bit], Citrix XenDesktop 5.6/7.0/7.5 [for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit], Citrix XenDesktop 7.0/7.5 [for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit], Novell NetWare 6.5/SP8 Novell Clients <a href="http://www.novell.com/print">www.novell.com/print</a> , Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Servers <a href="http://www.novell.com/print">www.novell.com/print</a> , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/ 64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)		
<b>Minimum System Requirements</b>	<b>PC:</b> 2GB available hard disk space; OS hardware requirements see <a href="http://microsoft.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://apple.com">apple.com</a> for more info		
<b>Power</b>	<b>Power Supply Type:</b> Built in 115 V or 220 V Power Supply; <b>Power Requirements:</b> Input voltage: 100V to 127V nominal (+/-10%), 50 - 60Hz nominal (+/- 3Hz), 12 A; Input voltage: 220V to 240V nominal, (+/-10%) 50 - 60Hz nominal (+/- 3Hz), 6 A. <sup>2</sup>		
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 7.0 B(A); <b>Acoustic Pressure Emissions:</b> 56 dB(A)		
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 15 to 32.5°C; <b>Recommended Operating Temperature:</b> 15 to 27°C; <b>Storage Temperature Range:</b> -20 to 40°C; <b>Non-Operating Humidity Range:</b> 10 to 90% RH; <b>Operating Humidity Range:</b> 10 to 80% RH; <b>Recommended Humidity Operating Range:</b> 30 to 70% RH		
<b>Security Management</b>	Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g.; badge readers); Network: IPsec/firewall with Certificate; Pre-Shared Key; and Kerberos authentication; Supports WPA-10 IPsec configuration Plug-in; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTPS; Certificates; Access Control List; Data: Storage Encryption; Encrypted PDF & Email (uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase; SSL/TLS (HTTPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; hardware integration pocket for security solutions; Intrusion Detection with Red Balloon Security Technology - Constant in-device monitoring for attacks; SureStart Secure Boot - BIOS Integrity Checking with self-healing capability; Whitelisting - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager, Device Security Syslog Messages processed and accessible in Arcsight and Splunk SIEMs		

<sup>1</sup> Cartridges included; yields 11,000 black pages based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies> <sup>2</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Power consumption values typically based on measurement of 115 V device. <sup>3</sup> Average color composite (C/M/Y) and black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies> <sup>4</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies> <sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>6</sup> Measured using ISO 24734 Feature Test, A5 Landscape Feed. Speed may vary based on content, PC, media orientation, and media type. <sup>7</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>8</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115 V device. <sup>9</sup> Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled. <sup>10</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software. <sup>11</sup> Scan software not included in box. HP Scan and TWAIN driver available for download. <sup>12</sup> Original HP LaserJet "A" and "X" toner cartridges are also compatible with this product.

## Learn more at [hp.com](http://hp.com)

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# HP LaserJet Managed MFP E72525



## Premium quality, maximum uptime, and the strongest security<sup>1</sup> from a smart, streamlined MFP.

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



HP LaserJet Managed MFP  
E72525dn



HP LaserJet Managed Flow MFP  
E72525z

<sup>1</sup>Purchase of optional paper trays and output accessory availability varied by device

### High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

### Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 25 ppm.<sup>3</sup>

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on your MFP and in transit over the network—store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

### Give workgroups the speed they need

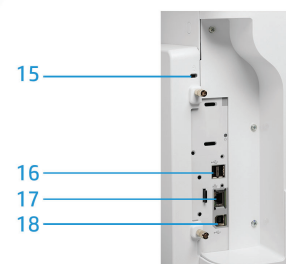
- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning. (For Z models only)

## Product walkaround

1. 250-sheet automatic document feeder supports media up to 11 x 17 inches (A3)<sup>1</sup>
2. Flatbed scanner handles sheets up to 11.7 x 17 inches (297 x 432 mm)
3. 8.0 inch (20.3 cm) color touchscreen control panel tilts up for easier viewing
4. Pull-out keyboard
5. Right door (access to the print path)
6. 100-sheet multipurpose tray 1 supports media up to 11 x 17 inches (A3)
7. Front door access to toner cartridges
8. Hardware Integration Pocket (for connecting accessory and third-party devices)<sup>2</sup>
9. Easy-access USB port<sup>3</sup>
10. 500-sheet output bin
11. Automatic two-sided printing
12. HP Secure High-Performance Hard Disk
13. 520-sheet tray 2 supports media up to letter (A4)
14. 520-sheet tray 3 supports media up to 11 x 17 (A3)
15. Slot for cable-type security lock
16. 2 Hi-Speed USB 2.0 Host ports
17. Gigabit Ethernet port
18. Hi-Speed USB 2.0 Device port



HP LaserJet Managed Flow MFP E72525z



## Series at a glance



Model	HP LaserJet Managed MFP E72525dn	HP LaserJet Managed Flow MFP E72525z
<b>Product number</b>	Z8Z06A	Z8Z07A
<b>Functions</b>	Print, copy, and scan (fax and wireless optional)	Same as E72525dn
<b>Print speed<sup>4</sup></b>	Up to 25 pages per minute (ppm), letter and A4	Same as E72525dn
<b>ADF capacity</b>	100 sheets, supports media up to 11 x 17 inches (A3)	250 sheets, supports media up to 11 x 17 inches (A3)
<b>Scan speeds (black and color)<sup>5</sup></b>	Simplex/duplex: 80 ipm/160 ipm (letter and A4)	Simplex/duplex: 120 ipm/240 ipm (letter and A4)
<b>Advanced workflow features</b>	Send to Microsoft® SharePoint®	Same as E72525dn, plus: HP EveryPage technology, pull-out keyboard, auto-tone, auto orientation, auto-page-crop, embedded OCR
<b>Optional input accessories</b>	2 x 520-sheet Paper Feeder, 2,000-sheet HCI Feeder, Printer Cabinet	Same as E72525dn
<b>Optional output accessories</b>	Stapler/Stacker, Inner Finisher, Hole Punch (2/3, 2/4, and Swedish), Booklet Maker	Same as E72525dn



## HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs.

Choose from:

### Optimized Care (optimum performance and stability):

4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Standard Care (high level of uptime):

Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Basic Care (minimum recommended support):

Next Business Day Onsite Support

### 4 hour Onsite Support:

Onsite support within four hours after a service call received within the coverage window

### Next Business Day Onsite Support:

Onsite service the next business day after the service call is received

### Maintenance Kit Replacement Service:

Onsite replacement of your printer's maintenance kit including parts, materials, and labor

### Installation with Network Configuration Service:

Assembly, network configuration, and basic administrator familiarization. For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit [hp.com/go/printservices](http://hp.com/go/printservices)



## Top Features

Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best.

Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable results day in and day out.

Only HP Enterprise printers repair themselves from attacks in real time, with built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP.<sup>1</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 180 ipm—and avoid extra steps with a Flow MFP designed for maximum productivity.

### Product

<b>Z8Z06A</b>	HP LaserJet Managed MFP E72525dn
<b>Z8Z07A</b>	HP LaserJet Managed Flow MFP E72525z

### Accessories

<b>B5L29A</b>	HP High-Performance Secure Hard Disk
<b>CC487A</b>	HP LaserJet MFP Analog Fax Accessory 500
<b>Y1F97A</b>	HP LaserJet Dual Cassette Workgroup Feeder
<b>Y1F99A</b>	HP LaserJet 2000-sheet HCI Input Tray
<b>Y1G02A</b>	HP LaserJet Inner Finisher Hole 2/3 Punch
<b>Y1G03A</b>	HP LaserJet Inner Finisher Hole 2/4 Punch
<b>Y1G04A</b>	HP LaserJet Inner Finisher Swedish Punch
<b>Y1G07A</b>	HP LaserJet Booklet Finisher
<b>Y1G12A</b>	HP LaserJet Hole Punch Swedish Accessory
<b>Y1G22A</b>	HP LaserJet Paper Tray Heaters Accessory

### Supplies

<b>W9005MC</b>	HP W9005MC Black Managed LaserJet Toner (48,000 pages)
<b>W9006MC</b>	HP W9006MC Black Managed LaserJet Imaging Drum (200,000 pages)
<b>W9007MC</b>	HP W9007MC Managed LaserJet Toner Collection Unit (100,000 pages)

### HP Care Packs

<b>U9LU4E</b>	HP 1 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU5E</b>	HP 3 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU6E</b>	HP 4 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU7E</b>	HP 5 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU8E</b>	HP 3 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU9E</b>	HP 4 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV0E</b>	HP 5 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV1E</b>	HP 1 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV2E</b>	HP 3 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV3E</b>	HP 4 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV4E</b>	HP 5 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV5PE</b>	HP 1 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV6PE</b>	HP 2 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV7PE</b>	HP 1 year Post Wty 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

### Paper

Contact HP via phone: Asia: 65 6253 8500

### Solutions

HP Web Jetadmin: [hp.com/go/wja](http://hp.com/go/wja)  
 HP Universal Print Driver: [hp.com/go/upd](http://hp.com/go/upd)  
 HP Imaging and Printing Security Center: [hp.com/go/ipsc](http://hp.com/go/ipsc)

# HP LaserJet Managed MFP E72525

Model	HP LaserJet Managed MFP E72525dn	HP LaserJet Managed Flow MFP E72525z
Product number	Z8Z06A	Z8Z07A
Functions	Print, Copy, Scan (fax and wireless optional)	
<b>Print</b>		
Duplex print options	Automatic (standard)	
Print speed <sup>7</sup>	<b>Black (A4, normal):</b> Up to 25 ppm; <b>Black (letter, normal):</b> Up to 25 ppm; <b>Black (A3, normal):</b> Up to 12 ppm; <b>Black (tabloid, normal):</b> Up to 25 ppm; <b>Black (A4, duplex):</b> Up to 18 ipm; <b>Black (letter, duplex):</b> Up to 18 ipm; <b>Black (A3, duplex):</b> Up to 9 ipm; <b>Black (tabloid, duplex):</b> Up to 9 ipm	
First page out <sup>3</sup>	<b>Black (A4, ready):</b> As fast as 8.9 sec; <b>Black (A4, sleep):</b> As fast as 23 sec; <b>Black (letter, ready):</b> As fast as 9.0 sec; <b>Black (letter, sleep):</b> As fast as 23 sec	
Print technology	Laser	
Print resolution	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed; <b>Black (normal):</b> Up to 600 x 600 dpi	
Print cartridges number	1 (1 black cartridge)	
Standard print languages	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible	
Printer management	Printer Administrator Resource Kit for HP Universal Print Driver (UPD Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCON.EXE, HPPRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers); HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager	
<b>Scan</b>		
Scan technology	<b>Type:</b> Flatbed, ADF; <b>Technology:</b> Flatbed; ADF	
Scan speed <sup>9</sup>	<b>Normal, A4:</b> Up to 80 ppm/160 ipm (b&w), up to 80 ppm/160 ipm (color)	<b>Normal, A4:</b> Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color)
Scan resolution	<b>Enhanced:</b> Up to 600 x 600 dpi; <b>Hardware:</b> Up to 600 x 600 dpi	
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescape; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page	
Scan size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF scan size:</b> 297 x 432 mm	
Scan input modes	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXF) applications	
Scan file format	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)
<b>Copy</b>		
Copy smart software features	Better remote diagnosis and repair; Higher first time fix rates; Full toner; LLC utilization; Capture un-billed pages from reconnected network devices, personal printers; On-site access to service training; A3 LaserJets are designed for fewer LLC replacements and faster repairs.	
Copy speed	<b>Black (A4, normal):</b> Up to 25 cpm; <b>Black (letter, normal):</b> Up to 25 cpm; <b>Black Duplex (A4):</b> Up to 18 cpm; <b>Black (letter, duplex):</b> Up to 18 cpm	
First copy out	<b>Black (A4):</b> As fast as 7.9 sec; <b>Black (A4, sleep):</b> As fast as 21.5 sec; <b>Black (letter):</b> As fast as 8.0 sec; <b>Black (letter, sleep):</b> As fast as 21.5 sec	
Copy resolution	<b>Black (text and graphics):</b> Up to 600 x 600 dpi	
Max. number of copies	Up to 999 copies	
Copier resize	25 to 400%	
Copier settings	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; N or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview	
<b>Fax</b>		
Fax speed	33.6 kbps	
Fax resolution	Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)	
Fax features	<b>Auto fax reduction supported:</b> Yes; <b>Auto-redialing:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Junk barrier supported:</b> Yes; <b>Maximum speed dialing numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC interface supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only)	
Fax memory	<b>Fax memory (A4):</b> Up to 500 pages; <b>Fax memory (letter):</b> Up to 500 pages	
<b>Connectivity</b>		
Standard connectivity	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port	
Mobile printing capability <sup>4</sup>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Network ready	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Wireless capability	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.	
Network Capabilities	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Memory	<b>Standard:</b> 6 GB; <b>Maximum:</b> 6 GB	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
Hard Disk	One 320 GB Standard, embedded HP High-Performance Secure Hard Disk; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.	Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
Processor speed	1.2 GHz	
Duty cycle (monthly)	Up to 300,000 pages; <b>Recommended monthly page volume:</b> Up to 50,000 pages	
<b>Paper handling</b>		
Input	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 100 sheet ADF; Optional 2000 sheet tray	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; Optional 2000 sheet tray
Output	500 sheet face-down output bin	
Media type	Plain, HP EcoFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, Mid-Weight 96-110g, Heavy 111-130g, HP Matte 150g, Extra Heavy 131-175g, HP Matte 200g, Cardstock 176-220g, Labels, Letterhead, Envelope, Preprinted, Prepunched, Colored	
Media weight	Tray 1: 60 to 175 g/m <sup>2</sup> ; Tray 2, 3: 60 to 220 g/m <sup>2</sup>	
Media sizes custom	Tray 1: 98 x 148 mm to 297 x 432 mm; Tray 2: 139.7 x 210 mm to 297 x 364 mm; Tray 3: 139.7 x 210 mm to 297 x 432 mm	
Dimensions (W x D x H)	566 x 724.3 x 829 mm	585 x 775.9 x 877.5 mm (23 x 30.5 x 34.5 in)
Weight	68.13 kg	
What's in the box <sup>1</sup>	Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers (DOES NOT INCLUDE TONER)	
Warranty features	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.	
<b>Systems</b>		
Compatible operating systems	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)	
Minimum system requirements	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see microsoft.com <b>Mac:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info	
Security management	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Fonts and Typefaces	84 scalable TrueType fonts	
Control panel	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
Display	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)	
Power	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%)	
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals	
Acoustics	<b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions bystander (active, printing):</b> 49 dB(A), printing mono simplex, A4 at 25 ppm; <b>Acoustic pressure emissions bystander (ready):</b> Inaudible	<b>Acoustic power emissions (ready):</b> 6.5 B(A), printing mono simplex, A4 at 25 ppm; <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions bystander (active, printing):</b> 50 dB(A), printing mono simplex, A4 at 25 ppm; <b>Acoustic pressure emissions bystander (ready):</b> Inaudible
Environmental ranges	<b>Operating temperature range:</b> 15 to 30°C; <b>Recommended operating temperature:</b> 15 to 30°C; <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Operating humidity range:</b> 20 to 80% RH; <b>Recommended operating humidity range:</b> 20 to 80% RH	
Safety approvals and requirements	IEC 60950-1:2005 +A1:2009 +A2:2013 (International); EN60950-1:2006 +A11:2009 +A1:2010 +A12:2011 +A2:2013 (EU); EN 60825-1:2014 / IEC 60825-1:2014 (Class 1 Laser Product); EN 62479:2010 / IEC 62479:2010 EN 62471-1:2008 / IEC 62471-1:2006; Low Voltage Directive 2014/35/EU with CE Mark (Europe); GS Certificate (Germany, Europe); UL/CUL Listed and UC CoC (US/Canada); CAN/CSA C22.2 No. 60950-1-07 2nd Ed. 2011-12. Compliance with Laser safety standards 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser notice No. 50, Dated June 24, 2007. Other safety approvals as required by individual countries	
Supported network protocols	IPv4/IPv6; Apple Bonjour Compatible (Mac OS 10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP; IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print; Other: NetWare NDS, Bindery, NDPS, ePrint; Google Cloud Print 2.0	

## Footnotes

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

<sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com>

<sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity>

<sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Product walkaround disclaimers

<sup>1</sup> The 250-sheet ADF is included on the Flow MFP E72525z only. The MFP E72525dn has a 100-sheet ADF.

<sup>2</sup> Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase.

<sup>3</sup> An administrator must enable the easy-access USB port before use.

<sup>4</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see [hp.com/go/printerclaims](http://www.hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Technical specifications disclaimers

<sup>1</sup> No, please purchase USB cable separately (EMEA, Americas; AP) (Service Technician must install units)

<sup>2</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17

<sup>3</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Optional Wireless Direct and Wireless

<sup>5</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

<sup>6</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty.

<sup>7</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>8</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

<sup>9</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

To learn more, visit [hp.com](http://hp.com)

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# HP LaserJet Managed MFP E72530



## Premium quality, maximum uptime, and the strongest security<sup>1</sup> from a smart, streamlined MFP.

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**HP LaserJet Managed MFP  
E72530dn**



**HP LaserJet Managed Flow MFP  
E72530z**

### High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

### Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 30 ppm.<sup>3</sup>

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on your MFP and in transit over the network—store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

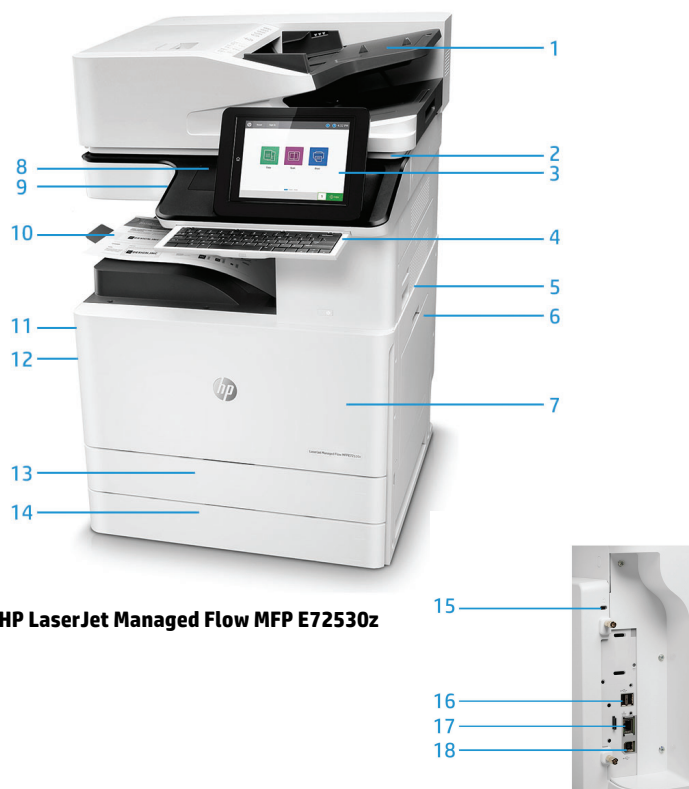
### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning. (For Z models only)

<sup>1</sup>Purchase of optional paper trays and output accessory availability varied by device

## Product walkaround

1. 250-sheet automatic document feeder supports media up to 11 x 17 inches (A3)<sup>1</sup>
2. Flatbed scanner handles sheets up to 11.7 x 17 inches (297 x 432 mm)
3. 8.0 inch (20.3 cm) color touchscreen control panel tilts up for easier viewing
4. Pull-out keyboard
5. Right door (access to the print path)
6. 100-sheet multipurpose tray 1 supports media up to 11 x 17 inches (A3)
7. Front door access to toner cartridges
8. Hardware Integration Pocket (for connecting accessory and third-party devices)<sup>2</sup>
9. Easy-access USB port<sup>3</sup>
10. 500-sheet output bin
11. Automatic two-sided printing
12. HP Secure High-Performance Hard Disk
13. 520-sheet tray 2 supports media up to letter (A4)
14. 520-sheet tray 3 supports media up to 11 x 17 (A3)
15. Slot for cable-type security lock
16. 2 Hi-Speed USB 2.0 Host ports
17. Gigabit Ethernet port
18. Hi-Speed USB 2.0 Device port



HP LaserJet Managed Flow MFP E72530z

## Series at a glance



Model	HP LaserJet Managed MFP E72530dn	HP LaserJet Managed Flow MFP E72530z
<b>Product number</b>	Z8Z08A	Z8Z09A
<b>Functions</b>	Print, copy, and scan (fax and wireless optional)	Same as E72530dn
<b>Print speed<sup>4</sup></b>	Up to 30 pages per minute (ppm), letter and A4	Same as E72530dn
<b>ADF capacity</b>	100 sheets, supports media up to 11 x 17 inches (A3)	250 sheets, supports media up to 11 x 17 inches (A3)
<b>Scan speeds (black and color)<sup>5</sup></b>	Simplex/duplex: 80 ipm/160 ipm (letter and A4)	Simplex/duplex: 120 ipm/240 ipm (letter and A4)
<b>Advanced workflow features</b>	Send to Microsoft® SharePoint®	Same as E72530dn, plus: HP EveryPage technology, pull-out keyboard, auto-tone, auto orientation, auto-page-crop, embedded OCR
<b>Optional input accessories</b>	2 x 520-sheet Paper Feeder, 2,000-sheet HCl Feeder, Printer Cabinet	Same as E72530dn
<b>Optional output accessories</b>	Stapler/Stacker, Inner Finisher, Hole Punch (2/3, 2/4, and Swedish), Booklet Maker	Same as E72530dn

## HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs.

Choose from:

### Optimized Care (optimum performance and stability):

4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Standard Care (high level of uptime):

Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Basic Care (minimum recommended support):

Next Business Day Onsite Support

### 4 hour Onsite Support:

Onsite support within four hours after a service call received within the coverage window

### Next Business Day Onsite Support:

Onsite service the next business day after the service call is received

### Maintenance Kit Replacement Service:

Onsite replacement of your printer's maintenance kit including parts, materials, and labor

### Installation with Network Configuration Service:

Assembly, network configuration, and basic administrator familiarization. For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit [hp.com/go/printservices](http://hp.com/go/printservices)



## Top Features

Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best.

Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable results day in and day out.

Only HP Enterprise printers repair themselves from attacks in real time, with built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP.<sup>1</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 180 ipm—and avoid extra steps with a Flow MFP designed for maximum productivity.

### Product

<b>Z8Z08A</b>	HP LaserJet Managed MFP E72530dn
<b>Z8Z09A</b>	HP LaserJet Managed Flow MFP E72530z

### Accessories

<b>B5L29A</b>	HP High-Performance Secure Hard Disk
<b>CC487A</b>	HP LaserJet MFP Analog Fax Accessory 500
<b>Y1F97A</b>	HP LaserJet Dual Cassette Workgroup Feeder
<b>Y1F99A</b>	HP LaserJet 2000-sheet HCI Input Tray
<b>Y1G02A</b>	HP LaserJet Inner Finisher Hole 2/3 Punch
<b>Y1G03A</b>	HP LaserJet Inner Finisher Hole 2/4 Punch
<b>Y1G04A</b>	HP LaserJet Inner Finisher Swedish Punch
<b>Y1G07A</b>	HP LaserJet Booklet Finisher
<b>Y1G12A</b>	HP LaserJet Hole Punch Swedish Accessory
<b>Y1G22A</b>	HP LaserJet Paper Tray Heaters Accessory

### Supplies

<b>W9005MC</b>	HP W9005MC Black Managed LaserJet Toner (48,000 pages)
<b>W9006MC</b>	HP W9006MC Black Managed LaserJet Imaging Drum (200,000 pages)
<b>W9007MC</b>	HP W9007MC Managed LaserJet Toner Collection Unit (100,000 pages)

### HP Care Packs

<b>U9LU4E</b>	HP 1 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU5E</b>	HP 3 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU6E</b>	HP 4 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU7E</b>	HP 5 year Next Business Day Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU8E</b>	HP 3 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LU9E</b>	HP 4 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV0E</b>	HP 5 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV1E</b>	HP 1 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV2E</b>	HP 3 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV3E</b>	HP 4 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV4E</b>	HP 5 year Next Business Day Parts Exchange Svc for LaserJet E725xx MFP Managed (Channel Only)
<b>U9LV5PE</b>	HP 1 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV6PE</b>	HP 2 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E725xx MFP Managed
<b>U9LV7PE</b>	HP 1 year Post Wty 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E725xx MFP Managed

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

### Paper

Contact HP via phone: Asia: 65 6253 8500

### Solutions

HP Web Jetadmin: [hp.com/go/wja](http://hp.com/go/wja)

HP Universal Print Driver: [hp.com/go/upd](http://hp.com/go/upd)

HP Imaging and Printing Security Center: [hp.com/go/ipsc](http://hp.com/go/ipsc)

# HP LaserJet Managed MFP E72530

Model	HP LaserJet Managed MFP E72530dn	HP LaserJet Managed Flow MFP E72530z
Product number	Z8Z08A	Z8Z09A
Functions	Print, Copy, Scan (fax and wireless optional)	
<b>Print</b>		
Duplex print options	Automatic (standard)	
Print speed <sup>7</sup>	<b>Black (A4, normal):</b> Up to 30 ppm; <b>Black (letter, normal):</b> Up to 30 ppm; <b>Black (A3, normal):</b> Up to 15 ppm; <b>Black (tabloid, normal):</b> Up to 30 ppm; <b>Black (A4, duplex):</b> Up to 20 ipm; <b>Black (letter, duplex):</b> Up to 20 ipm; <b>Black (A3, duplex):</b> Up to 10 ipm; <b>Black (tabloid, duplex):</b> Up to 10 ipm	
First page out <sup>3</sup>	<b>Black (A4, ready):</b> As fast as 7.9 sec; <b>Black (A4, sleep):</b> As fast as 23 sec; <b>Black (letter, ready):</b> As fast as 8.0 sec; <b>Black (letter, sleep):</b> As fast as 23 sec	
Print technology	Laser	
Print resolution	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed; <b>Black (normal):</b> Up to 600 x 600 dpi	
Print cartridges number	1 (1 black cartridge)	
Standard print languages	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible	
Printer management	Printer Administrator Resource Kit for HP Universal Print Driver (UPD Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCON.EXE, HPPRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers); HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager	
<b>Scan</b>		
Scan technology	<b>Type:</b> Flatbed, ADF; <b>Technology:</b> Flatbed; ADF	
Scan speed <sup>9</sup>	<b>Normal, A4:</b> Up to 80 ppm/160 ipm (b&w), up to 80 ppm/160 ipm (color)	<b>Normal, A4:</b> Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color)
Scan resolution	<b>Enhanced:</b> Up to 600 x 600 dpi; <b>Hardware:</b> Up to 600 x 600 dpi	
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescale; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page	
Scan size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF scan size:</b> 297 x 432 mm	
Scan input modes	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXF) applications	
Scan file format	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)
<b>Copy</b>		
Copy smart software features	Better remote diagnosis and repair; Higher first time fix rates; Full toner; LLC utilization; Capture un-billed pages from reconnected network devices, personal printers; On-site access to service training; A3 LaserJets are designed for fewer LLC replacements and faster repairs.	
Copy speed	<b>Black (A4, normal):</b> Up to 30 cpm; <b>Black (letter, normal):</b> Up to 30 cpm; <b>Black Duplex (A4):</b> Up to 20 cpm; <b>Black (letter, duplex):</b> Up to 20 cpm	
First copy out	<b>Black (A4):</b> As fast as 7.2 sec; <b>Black (A4, sleep):</b> As fast as 21.5 sec; <b>Black (letter):</b> As fast as 7.3 sec; <b>Black (letter, sleep):</b> As fast as 21.5 sec	
Copy resolution	<b>Black (text and graphics):</b> Up to 600 x 600 dpi	
Max. number of copies	Up to 999 copies	
Copier resize	25 to 400%	
Copier settings	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; N or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview	
<b>Fax</b>		
Fax speed	33.6 kbps	
Fax resolution	Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)	
Fax features	<b>Auto fax reduction supported:</b> Yes; <b>Auto-redialing:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Junk barrier supported:</b> Yes; <b>Maximum speed dialing numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC interface supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only)	
Fax memory	<b>Fax memory (A4):</b> Up to 500 pages; <b>Fax memory (letter):</b> Up to 500 pages	
<b>Connectivity</b>		
Standard connectivity	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port	
Mobile printing capability <sup>4</sup>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Network ready	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Wireless capability	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.	
Network Capabilities	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Memory	<b>Standard:</b> 6 GB; <b>Maximum:</b> 6 GB	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
Hard Disk	One 320 GB Standard, embedded HP High-Performance Secure Hard Disk; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.	Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
Processor speed	1.2 GHz	
Duty cycle (monthly)	Up to 300,000 pages; <b>Recommended monthly page volume:</b> Up to 50,000 pages	
<b>Paper handling</b>		
Input	100-sheet input tray, 520-sheet input tray, 520-sheet input tray, 100 sheet ADF; Optional 2000 sheet tray	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; Optional 2000 sheet tray
Output	500 sheet face-down output bin	
Media type	Plain, HP EcoEICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, Mid-Weight 96-110g, Heavy 111-130g, HP Matte 150g, Extra Heavy 131-175g, HP Matte 200g, Cardstock 176-220g, Labels, Letterhead, Envelope, Preprinted, Prepunched, Colored	
Media weight	Tray 1: 60 to 175 g/m <sup>2</sup> ; Tray 2, 3: 60 to 220 g/m <sup>2</sup>	
Media sizes custom	Tray 1: 98 x 148 mm to 297 x 432 mm; Tray 2: 139.7 x 210 mm to 297 x 364 mm; Tray 3: 139.7 x 210 mm to 297 x 432 mm	
Dimensions (W x D x H)	566 x 724.3 x 829 mm	585 x 775.9 x 877.5 mm (23 x 30.5 x 34.5 in)
Weight	68.13 kg	
What's in the box <sup>1</sup>	Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers (DOES NOT INCLUDE TONER)	
Warranty features	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.	
<b>Systems</b>		
Compatible operating systems	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)	
Minimum system requirements	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see microsoft.com <b>Mac:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info	
Security management	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Fonts and Typefaces	84 scalable TrueType fonts	
Control panel	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard	
Display	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)	
Power	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%)	
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals	
Acoustics	<b>Acoustic power emissions:</b> 6.6 B(A), printing mono simplex, A4 at 30 ppm; <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions bystander (active, printing):</b> 50 dB(A), printing mono simplex, A4 at 30 ppm; <b>Acoustic pressure emissions bystander (ready):</b> Inaudible	
Environmental ranges	<b>Operating temperature range:</b> 15 to 30°C; <b>Recommended operating temperature:</b> 15 to 30°C; <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Operating humidity range:</b> 20 to 80% RH; <b>Recommended operating humidity range:</b> 20 to 80% RH	
Safety approvals and requirements	IEC 60950-1:2005 +A1:2009 +A2:2013 (International); EN60950-1:2006 +A11:2009 +A1:2010 +A12:2011 +A2:2013 (EU); EN 60825-1:2014 / IEC 60825-1:2014 (Class 1 Laser Product); EN 62479:2010 / IEC 62479:2010 EN 62471-1:2008 / IEC 62471-1:2006; Low Voltage Directive 2014/35/EU with CE Mark (Europe); GS Certificate (Germany, Europe); UL/CUL Listed and UC CoC (US/Canada); CAN/CSA C22.2 No. 60950-1-07 2nd Ed. 2011-12. Compliance with Laser safety standards 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser notice No. 50, Dated June 24, 2007. Other safety approvals as required by individual countries	
Supported network protocols	IPv4/IPv6: Apple Bonjour Compatible (Mac OS 10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLIP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print; Other: NetWare NDS, Bindery, NDPS, ePrint; Google Cloud Print 2.0	

## Footnotes

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

<sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com>

<sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity>

<sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Product walkaround disclaimers

<sup>1</sup> The 250-sheet ADF is included on the Flow MFP E72530z only. The MFP E72530dn has a 100-sheet ADF.

<sup>2</sup> Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase.

<sup>3</sup> An administrator must enable the easy-access USB port before use.

<sup>4</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see [hp.com/go/printerclaims](http://www.hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Technical specifications disclaimers

<sup>1</sup> No, please purchase USB cable separately (EMEA, Americas; AP) (Service Technician must install units)

<sup>2</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17

<sup>3</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Optional Wireless Direct and Wireless

<sup>5</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsplies>

<sup>6</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty.

<sup>7</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>8</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsplies>

<sup>9</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## To learn more, visit [hp.com](http://hp.com)

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# HP LaserJet Managed MFP E82540dn - Speed 40 ppm



Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**Print Speed:** Up to 40 ppm black; First Page Out: As fast as 7.5 sec black

**Print Resolution:** Black (best): Up to 1200 x 1200 dpi reduced speed

**Standard Connectivity:** 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port

**Standard Memory:** Standard: 7 GB; Maximum: 7 GB

**Mobile Printing Capability:** Yes

**Paper Handling:** 100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin

**Display:** 8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)

## High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

## Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 40 ppm.<sup>3</sup>

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printersecurity>

# HP LaserJet Managed MFP E82540dn - Speed 40 ppm Specifications Table

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan (fax and wireless optional) / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 40 ppm black; <b>First Page Out:</b> As fast as 7.5 sec black; <sup>2</sup>
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed
<b>Print Technology</b>	Laser
<b>Print Cartridges Number</b>	1 (1 black cartridge)
<b>Standard Print languages</b>	HP PCL 6, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible
<b>Printer Smart Software Features</b>	NBusinesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers professional quality, maximum uptime, and the strongest security. <sup>1</sup> Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best. Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable, results day in and day out. Only HP Enterprise printers repair themselves from attacks in real time, delivering built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP. Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs fast—up to 180 ipm <sup>10</sup> —and avoid extra steps with a Flow MFP designed for maximum productivity.
<b>Printer Management</b>	Printer Administrator Resource Kit for HP Universal Print Driver (UPD Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCON.EXE, HPPLRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers); HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager
<b>Scan Type / Technology</b>	Flatbed, ADF / Platen Scanner CCD Digital-CIS
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 x 600 dpi; <b>Optical:</b> Up to 600 x 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.lpm, .pcl, .cht)
<b>Scan Input Modes</b>	Front panel applications: Copy, E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXP) applications
<b>Scan Size</b>	<b>ADF:</b> 8.5 x 17 in Maximum; 4.3 x 5.5 in Minimum; <b>Flatbed:</b> 11 x 17 in
<b>Scan Speed</b>	Up to 90 ppm/180 ipm (b&w), up to 90 ppm/180 ipm (color) <sup>7</sup> <b>Duplex:</b> Up to 180 ipm (b&w), up to 180 ipm (color)
<b>Scanner Advanced Features</b>	Scan-to-E-mail; Scan-to-network folder (stand alone solution); Scan to Cloud; Scan to USB
<b>Bit depth / Grayscale levels</b>	24-bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescalr; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 40 cpm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed; Up to 1200 x 1200 dpi reduced speed; <b>Color (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed
<b>Maximum Number Of Copies</b>	Up to 999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text (picture (text, mixed, printed picture, photograph); N-Up; N or 2-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview
<b>Fax Speed</b>	<b>Up to:</b> 33.6 kbps; <b>Letter:</b> 3 sec per page <sup>1</sup>
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 203 x 98 dpi
<b>Fax Features</b>	<b>Fax Memory:</b> Up to 500 pages; <b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Redialing:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port
<b>Network Capabilities</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Network Ready</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Wireless Capability</b>	No wireless capabilities standard. There are optional accessories (common to all current Jet products) that support wireless. These are listed in the connectivity section, above.
<b>Mobile Printing Capability</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in <sup>3</sup>
<b>Memory</b>	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 300,000 pages
<b>Recommended Monthly Page Volume</b>	Up to 100,000 pages
<b>Media Types Supported</b>	Plain, HP EcoEffICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Weight Glossy 96-110g, Hvy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, XHvy Glossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored

<b>Media Weight Supported</b>	Tray 1, 2, 3: 16 to 78 lb bond
<b>Media Sizes Supported</b>	Tray 1: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 8k, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 2: Letter, Letter R, Legal, Executive, Statement, Oficio, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 3: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 8k, 16k
<b>Media Sizes Custom</b>	Tray 1: 3.86 x 5.5 to 12.59 x 18 in; Tray 2: 3.86 x 5.5 to 11.69 x 15.35 in; Tray 3: 5.5 x 7.17 to 12.59 x 18 in
<b>Paper Handling</b>	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF: 500 sheet face-down output bin; <b>Duplex Options:</b> Automatic (standard); <b>Auto Document Feeder Capacity:</b> Standard, 250 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays:</b> 3; <b>Input Capacities:</b> Up to 520 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 40 envelopes
<b>What's in the box</b>	<b>X3A69A</b> Engine, TCU, Drums, Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers. DOES NOT INCLUDE TONER <sup>10</sup>
<b>Replacement Cartridges</b>	HP Black Managed LJ Toner Cartridge (ISO Yield 69,000) W9014M <sup>4</sup>
<b>Product Dimensions</b>	<b>WxDxH:</b> 23 x 30.3 x 36.7 in. <b>Maximum:</b> 64.8 x 30.9 x 46.8 in
<b>Product Weight</b>	210.8 lb
<b>Warranty Features</b>	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Energy Efficiency Compliance</b>	ENERGY STAR® qualified; EPEAT® Silver; CEC
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket
<b>Display Description</b>	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	84 scalable TrueType fonts
<b>Compatible Operating Systems</b>	Android, Linux Bess (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (Plus Feature Pack 2 & 3) for Windows Server 2008 R2 Terminal Services, 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients <a href="http://www.novell.com/print">www.novell.com/print</a> , Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Servers <a href="http://www.novell.com/print">www.novell.com/print</a> , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2), Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 64-bit (SP1), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2), Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see <a href="http://microsoft.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://apple.com">apple.com</a> for more info
<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) Power supply; <b>Power Requirements:</b> Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%); <b>Power Consumption:</b> 867 watts (printing), 65 watts (ready), 11 watts (sleep), 0.5 watts (auto-off), 0.1 watts (off)
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.6 B(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic Pressure Emissions:</b> 50 dB(A) printing mono simplex using A4 paper at 40 ppm
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 86°F; <b>Recommended Operating Temperature:</b> 59 to 86°F; <b>Storage Temperature Range:</b> -14 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 20 to 80% RH; <b>Recommended Humidity Operating Range:</b> 20 to 80% RH
<b>Security Management</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in
<b>Accessories</b>	HP LaserJet Printer Cabinet Y1G16A; HP LaserJet Dual Cassette Department Feeder Y1F98A; HP LaserJet 2000-sheet HCl Input Tray Y1G21A; HP LaserJet 3000 Sheet HCl Dept Tray Y1G20A; HP LaserJet Inner Finisher Y1G02A; HP LaserJet Inner Finisher Hole 2/3 Punch Y1G02A; HP LaserJet Inner Finisher Hole 2/4 Punch Y1G03A; HP LaserJet Inner Finisher Swedish Punch Y1G04A; HP LaserJet Stapler/Stacker Finisher Y1G18A; HP LaserJet Stapler/Stacker Finisher Staples Y1G14A; HP LaserJet Inner/Booklet Staples Y1G13A; HP LaserJet Booklet Finisher Y1G07A; HP Punch 2/3 Hole Unit Y1G12A; HP LaserJet Hole Punch 2/4 Accessory Y1G11A; HP LaserJet Hole Punch Swedish Accessory Y1G12A; HP LaserJet Department Job Separator Y1G01A; HP SmartCard NIPRNet Solution for US Government C543B; HP SmartCard SIPRNet Solution for US Government F8B30A; HP Foreign Interface Harness B5L31A; HP Internal USB Ports B5L28A; HP High-Performance Secure Hard Disk B5L29A; HP Jetdirect 2900nw Print Server JB031A; HP Jetdirect 3000nw NFC/Wireless Accessory JB030A; HP Access Control USB Proximity Reader CZ208A; HP Universal USB Proximity Card Reader XD003A; HP LaserJet MFP Analog Fax Accessory 500 CC487A
<b>HP Service and Support Options</b>	U9LR0E - HP 1 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR1E - HP 3 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR2E - HP 4 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR3E - HP 5 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR4E - HP 3 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR5E - HP 4 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed

Learn more at [hp.com](http://hp.com)

<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17.<sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.<sup>3</sup> Optional Wireless Direct and Wireless<sup>3</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>.<sup>4</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.<sup>5</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>.<sup>7</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.<sup>8</sup> Power requirements are based on the country/region where the printer is sold. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device.<sup>9</sup> Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled.<sup>10</sup> No, please purchase USB cable separately (EMEA, Americas; AP). Service Technician must install units



# HP LaserJet Managed MFP E82540



## Premium quality, maximum uptime, and the strongest security<sup>1</sup> from a smart, streamlined MFP.

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**HP LaserJet Managed MFP  
E82540dn**



**HP LaserJet Managed Flow MFP  
E82540z**

### High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

### Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 40 ppm.<sup>3</sup>

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

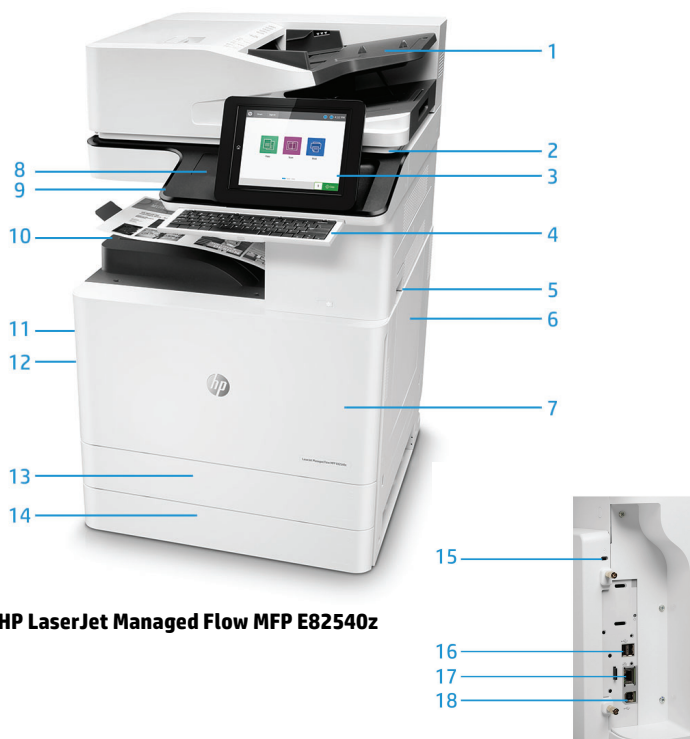
### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning.

<sup>1</sup>Purchase of optional paper trays and output accessory availability varied by device

## Product walkaround

1. 250-sheet automatic document feeder supports media up to 11 x 17 inches (A3)
2. Flatbed scanner handles sheets up to 11.7 x 17 inches (297 x 432 mm)
3. 8.0 inch (20.3 cm) color touchscreen control panel tilts up for easier viewing
4. Pull-out keyboard
5. Right door (access to the print path)
6. 100-sheet multipurpose tray 1 supports media up to 11 x 17 inches (A3)
7. Front door access to toner cartridges
8. Hardware Integration Pocket (for connecting accessory and third-party devices)<sup>1</sup>
9. Easy-access USB port<sup>2</sup>
10. 500-sheet output bin
11. Automatic two-sided printing
12. HP Secure High-Performance Hard Disk
13. 520-sheet tray 2 supports media up to letter (A4)
14. 520-sheet tray 3 supports media up to 11 x 17 (A3)
15. Slot for cable-type security lock
16. 2 Hi-Speed USB 2.0 Host ports
17. Gigabit Ethernet port
18. Hi-Speed USB 2.0 Device port



**HP LaserJet Managed Flow MFP E82540z**

## Series at a glance



Model	HP LaserJet Managed MFP E82540dn	HP LaserJet Managed Flow MFP E82540z
<b>Product number</b>	Z8Z18A	Z8Z19A
<b>Functions</b>	Print, copy, and scan (fax and wireless optional)	Same as E82540dn
<b>Print speed<sup>3</sup></b>	Up to 40 pages per minute (ppm), letter and A4	Same as E82540dn
<b>ADF capacity</b>	250 sheets, supports media up to 11 x 17 inches (A3)	Same as E82540dn
<b>Scan speeds (black and color)<sup>4</sup></b>	Simplex/duplex: 90 ipm/180 ipm (letter and A4)	Simplex/duplex: 120 ipm/240 ipm (letter and A4)
<b>Advanced workflow features</b>	Send to Microsoft® SharePoint®	Same as E82540dn, plus: HP EveryPage technology, pull-out keyboard, auto-tone, auto orientation, auto-page-crop, embedded OCR
<b>Optional input accessories</b>	2 x 520-sheet Paper Feeder, 2,000-sheet HCI Feeder, 3,000-sheet side-mount HCI Feeder, Printer Cabinet	Same as E82540dn
<b>Optional output accessories</b>	Stapler/Stacker, Inner Finisher, Hole Punch (2/3, 2/4, and Swedish), Booklet Maker	Same as E82540dn

## HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs.

Choose from:

### Optimized Care (optimum performance and stability:

4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Standard Care (high level of uptime:

Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

### Basic Care (minimum recommended support:

Next Business Day Onsite Support

### 4 hour Onsite Support:

Onsite support within four hours after a service call received within the coverage window

### Next Business Day Onsite Support:

Onsite service the next business day after the service call is received

### Maintenance Kit Replacement Service:

Onsite replacement of your printer's maintenance kit including parts, materials, and labor

### Installation with Network Configuration Service:

Assembly, network configuration, and basic administrator familiarization. For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit [hp.com/go/printservices](http://hp.com/go/printservices)



## Top Features

Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best.

Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable results day in and day out.

Only HP Enterprise printers repair themselves from attacks in real time, with built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP.<sup>1</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 180 ipm—and avoid extra steps with a Flow MFP designed for maximum productivity.

### Product

<b>Z8Z18A</b>	HP LaserJet Managed MFP E82540dn
<b>Z8Z19A</b>	HP LaserJet Managed Flow MFP E82540z

### Accessories

<b>B5L29A</b>	HP High-Performance Secure Hard Disk
<b>CC487A</b>	HP LaserJet MFP Analog Fax Accessory 500
<b>Y1F98A</b>	HP LaserJet Dual Cassette Department Feeder
<b>Y1G01A</b>	HP LaserJet Department Job Separator
<b>Y1G03A</b>	HP LaserJet Inner Finisher Hole 2/4 Punch
<b>Y1G04A</b>	HP LaserJet Inner Finisher Swedish Punch
<b>Y1G07A</b>	HP LaserJet Booklet Finisher
<b>Y1G12A</b>	HP LaserJet Hole Punch Swedish Accessory
<b>Y1G20A</b>	HP LaserJet 3000 Sheet HCI Dept Tray
<b>Y1G21A</b>	HP LaserJet 2000-sheet HCI Input Tray

### Supplies

<b>W9014MC</b>	HP W9014MC Black Managed LaserJet Toner (69,000 pages)
<b>W9015MC</b>	HP W9015MC Black Managed LaserJet Imaging Drum (396,000 pages)
<b>W9016MC</b>	HP W9016MC Managed LaserJet Toner Collection Unit (300,000 pages)

### HP Care Packs

<b>U9LR0E</b>	HP 1 year Next Business Day Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR1E</b>	HP 3 year Next Business Day Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR2E</b>	HP 4 year Next Business Day Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR3E</b>	HP 5 year Next Business Day Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR4E</b>	HP 3 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR5E</b>	HP 4 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR6E</b>	HP 5 year 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LR7E</b>	HP 1 year Next Business Day Parts Exchange Svc for LaserJet E825xx MFP Managed (Channel Only)
<b>U9LR8E</b>	HP 3 year Next Business Day Parts Exchange Svc for LaserJet E825xx MFP Managed (Channel Only)
<b>U9LR9E</b>	HP 4 year Next Business Day Parts Exchange Svc for LaserJet E825xx MFP Managed (Channel Only)
<b>U9LS0E</b>	HP 5 year Next Business Day Parts Exchange Svc for LaserJet E825xx MFP Managed (Channel Only)
<b>U9LS1PE</b>	HP 1 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LS2PE</b>	HP 2 year Post Warranty NBD Svc w/Defective Media Retention for LaserJet E825xx MFP Managed
<b>U9LS3PE</b>	HP 1 year Post Wty 4 hour 9x5 Svc w/Defective Media Retention for LaserJet E825xx MFP Managed

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

### Paper

Contact HP via phone: Asia: 65 6253 8500

### Solutions

HP Web Jetadmin: [hp.com/go/wja](http://hp.com/go/wja)  
 HP Universal Print Driver: [hp.com/go/upd](http://hp.com/go/upd)  
 HP Imaging and Printing Security Center: [hp.com/go/ipsc](http://hp.com/go/ipsc)

# HP LaserJet Managed MFP E82540

Model	HP LaserJet Managed MFP E82540dn	HP LaserJet Managed Flow MFP E82540z
Product number	Z8Z18A	Z8Z19A
Functions	Print, Copy, Scan (fax and wireless optional)	
<b>Print</b>		
Duplex print options	Automatic (standard)	
Print speed	<b>Black (A4, normal):</b> Up to 40 ppm; <b>Black (letter, normal):</b> Up to 40 ppm; <b>Black (A3, normal):</b> Up to 20 ppm; <b>Black (tabloid, normal):</b> Up to 40 ppm; <b>Black (A4, duplex):</b> Up to 40 ipm; <b>Black (letter, duplex):</b> Up to 40 ipm; <b>Black (A3, duplex):</b> Up to 20 ipm; <b>Black (tabloid, duplex):</b> Up to 20 ipm	
First page out <sup>2</sup>	<b>Black (A4, ready):</b> As fast as 7.4 sec; <b>Black (A4, sleep):</b> As fast as 20 sec; <b>Black (letter, ready):</b> As fast as 7.5 sec; <b>Black (letter, sleep):</b> As fast as 20 sec	
Print technology	Laser	
Print resolution	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed; <b>Black (normal):</b> Up to 600 x 600 dpi	
Print cartridges number	1 (1 black cartridge)	
Standard print languages	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible	
Printer management	Printer Administrator Resource Kit for HP Universal Print Driver (UPD Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCON.EXE, HPPRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers); HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager	
<b>Scan</b>		
Scan technology	<b>Type:</b> Flatbed, ADF; <b>Technology:</b> Platen Scanner CCD Digital-CIS	
Scan speed <sup>7</sup>	<b>Normal, A4:</b> Up to 90 ppm/180 ipm (b&w), up to 90 ppm/180 ipm (color)	<b>Normal, A4:</b> Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color)
Scan resolution	<b>Enhanced:</b> Up to 600 x 600 dpi; <b>Hardware:</b> Up to 600 x 600 dpi	
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescape; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page	
Scan size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF scan size:</b> 297 x 432 mm	
Scan input modes	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXF) applications	
Scan file format	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pct, .cht)
<b>Copy</b>		
Copy smart software features	Better remote diagnosis and repair; Higher first time fix rates; Full toner, LLC utilization; Capture un-billed pages from reconnected network devices, personal printers; On-site access to service training; A3 LaserJets are designed for fewer LLC replacements and faster repairs.	
Copy speed	<b>Black (A4, normal):</b> Up to 40 cpm; <b>Black (letter, normal):</b> Up to 40 cpm; <b>Black Duplex (A4):</b> Up to 40 cpm; <b>Black (letter, duplex):</b> Up to 40 cpm	
First copy out	<b>Black (A4):</b> As Fast as 6.9 sec; <b>Black (A4, sleep):</b> As fast as 20.5 sec; <b>Black (letter):</b> As fast as 7.0 sec; <b>Black (letter, sleep):</b> As fast as 20.5 sec	
Copy resolution	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed	
Max. number of copies	Up to 999 copies	
Copier resize	25 to 400%	
Copier settings	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; N or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview	
<b>Fax</b>		
Fax speed	33.6 kbps	
Fax resolution	Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)	
Fax features	<b>Auto fax reduction supported:</b> Yes; <b>Auto-redialing:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Junk barrier supported:</b> Yes; <b>Maximum speed dialing numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC interface supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only)	
Fax memory	<b>Fax memory (A4):</b> Up to 500 pages; <b>Fax memory (letter):</b> Up to 500 pages	
<b>Connectivity</b>		
Standard connectivity	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port	
Mobile printing capability <sup>3</sup>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Network ready	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Wireless capability	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.	
Network Capabilities	Standard (built-in Gigabit 10/100/1000T Ethernet)	
Memory	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB	
Hard Disk	Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.	
Processor speed	1.2 GHz	
Duty cycle (monthly)	Up to 300,000 pages; <b>Recommended monthly page volume:</b> Up to 100,000 pages	
<b>Paper handling</b>		
Input	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; Optional 2150 sheet tray; Optional 3000 sheet tray	
Output	500 sheet face-down output bin	
Media type	Plain, HP EcoEFFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Weight Glossy 96-110g, Hvy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, XHvyGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored	
Media weight	Tray 1, 2, 3: 60 to 300 g/m <sup>2</sup>	
Media sizes custom	Tray 1: 98 x 139.7 to 320 to 457.2 mm; Tray 2: 98 x 139.7 to 297 to 390 mm; Tray 3: 140 x 182 to 320 x 457.2 mm	
Dimensions (W x D x H)	585 x 771.1 x 932.2 mm	
Weight	95.6 kg	
What's in the box	Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers (DOES NOT INCLUDE TONER)	
Warranty features	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.	
<b>Systems</b>		
Compatible operating systems	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42, 1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)	
Minimum system requirements	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see microsoft.com <b>Mac:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info	
Security management	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in	
Fonts and Typefaces	84 scalable TrueType fonts	
Control panel	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
Display	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)	
Power	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%)	
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals	
Acoustics	<b>Acoustic power emissions:</b> 6.6 B(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions bystander (active, printing):</b> 50 dB(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic pressure emissions bystander (ready):</b> Inaudible	
Environmental ranges	<b>Operating temperature range:</b> 15 to 30°C; <b>Recommended operating temperature:</b> 15 to 30°C; <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Operating humidity range:</b> 20 to 80% RH; <b>Recommended operating humidity range:</b> 20 to 80% RH	
Safety approvals and requirements	IEC 60950-1:2005 +A1:2009 +A2:2013 (International); EN60950-1:2006 +A11:2009 +A1:2010 +A12:2011 +A2:2013 (EU); EN 60825-1:2014 / IEC 60825-1:2014 (Class 1 Laser Product); EN 62479:2010 / IEC 62479:2010; EN 62471-1:2008 / IEC 62471-1:2006; Low Voltage Directive 2014/35/EU with CE Mark (Europe); GS Certificate (Germany, Europe); UL/UL Listed and UL CoC (US/Canada); CAN/CSA C22.2 No. 60950-1-07 2nd Ed. 2011-12; Compliance with Laser safety standards 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser notice No. 50, Dated June 24, 2007. Other safety approvals as required by individual countries	
Supported network protocols	IPv4/IPv6; Apple Bonjour Compatible (Mac OS 10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLIP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print; Other: NetWare NDS, Bindery, NDPS, ePrint; Google Cloud Print 2.0	

## Footnotes

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims>

<sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com>

<sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity>

<sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Product walkaround disclaimers

<sup>1</sup> Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase.

<sup>2</sup> An administrator must enable the easy-access USB port before use.

<sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see [hp.com/go/printerclaims](http://www.hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>4</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

## Technical specifications disclaimers

<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17

<sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>3</sup> Optional Wireless Direct and Wireless

<sup>4</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

<sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.

<sup>6</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

<sup>7</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

To learn more, visit [hp.com](http://hp.com)

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# HP LaserJet Managed MFP E82550dn



Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**Print Speed:** Up to 50 ppm black; First Page Out: As fast as 6 sec black

**Print Resolution:** Black (best): Up to 1200 x 1200 dpi reduced speed

**Standard Connectivity:** 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port

**Standard Memory:** Standard: 7 GB; Maximum: 7 GB

**Mobile Printing Capability:** Yes

**Paper Handling:** 100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin

**Display:** 8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)

## High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

## Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 50 ppm.<sup>3</sup>

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printersecurity>



# HP LaserJet Managed MFP E82550dn Specifications Table

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan (fax and wireless optional) / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 50 ppm black; <b>First Page Out:</b> As fast as 6 sec black; <sup>2</sup>
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed
<b>Print Technology</b>	Laser
<b>Print Cartridges Number</b>	1 (1 black cartridge)
<b>Standard Print languages</b>	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible
<b>Printer Smart Software Features</b>	NBusiness that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers professional quality, maximum uptime, and the strongest security. <sup>1</sup> Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best. Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable, results day in and day out. Only HP Enterprise printers repair themselves from attacks in real time, delivering built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP. Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs fast—up to 180 ipm <sup>10</sup> —and avoid extra steps with a Flow MFP designed for maximum productivity.
<b>Printer Management</b>	Printer Administrator Resource Kit for HP Universal Print Driver (UPD) Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCONEXE, HPPRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers; HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager
<b>Scan Type / Technology</b>	Flatbed, ADF / Platen Scanner CCD Digital-CIS
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 x 600 dpi; <b>Optical:</b> Up to 600 x 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A; Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXP) applications
<b>Scan Size</b>	<b>ADF:</b> 11 x 17 in Maximum; 4.3 x 5.5 in Minimum; <b>Flatbed:</b> 11 x 17 in
<b>Scan Speed</b>	Up to 90 ppm/180 ipm (b&w), up to 90 ppm/180 ipm (color) <sup>3</sup> <b>Duplex:</b> Up to 180 ipm (b&w), up to 180 ipm (color)
<b>Scanner Advanced Features</b>	Scan-to-E-mail; Scan-to-network folder (stand alone solution); Scan to Cloud; Scan to USB
<b>Bit depth / Grayscale levels</b>	24-bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescale; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 50 cpm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed; Up to 1200 x 1200 dpi reduced speed; <b>Color (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed
<b>Maximum Number Of Copies</b>	Up to 999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; N or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview
<b>Fax Speed</b>	Up to 33.6 kbps; <b>Letter:</b> 3 sec per page <sup>1</sup>
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 203 x 98 dpi
<b>Fax Features</b>	<b>Fax Memory:</b> Up to 500 pages; <b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Redialing:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port
<b>Network Capabilities</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Network Ready</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Wireless Capability</b>	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.
<b>Mobile Printing Capability</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WIA-10 IPsec Configuration using IPsec Plug-in <sup>3</sup>
<b>Memory</b>	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 300,000 pages
<b>Recommended Monthly Page Volume</b>	Up to 100,000
<b>Media Types Supported</b>	Plain, HP EcoEFFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Weight Glossy 96-110g, Hwy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, AirWayGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored

<b>Media Weight Supported</b>	Tray 1, 2, 3: 16 to 78 lb bond (166 lb Index)
<b>Media Sizes Supported</b>	Tray 1: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 8k, 16k, envelope #9, Envelope #10, Envelope Monarch, Tray 2: Letter, Letter R, Legal, Executive, Statement, Oficio, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 3: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 8k, 16k
<b>Media Sizes Custom</b>	Tray 1: 3.86 x 5.5 to 12.59 x 18 in; Tray 2: 3.86 x 5.5 to 11.69 x 15.35 in; Tray 3: 5.5 x 7.17 to 12.59 x 18 in
<b>Paper Handling</b>	100-sheet multi-purpose tray; 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin; <b>Duplex Options:</b> Automatic (standard); <b>Auto Document Feeder Capacity:</b> Standard, 250 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays 3:</b> <b>Input Capacities:</b> Up to 520 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 40 envelopes
<b>What's in the box</b>	<b>X3A72A</b> Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers. DOES NOT INCLUDE TONER
<b>Replacement Cartridges</b>	HP Black Managed LJ Toner Cartridge (ISO Yield 69,000) W9014M <sup>C6</sup>
<b>Product Dimensions</b>	<b>W x D x H:</b> 23 x 30.3 x 36.7 in; <b>Maximum:</b> 47 x 66 x 30.5 in
<b>Product Weight</b>	210.8 lb
<b>Warranty Features</b>	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Energy Efficiency Compliance</b>	Energy Star; Blue Angel; EPEAT silver
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; Illuminated Home Button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
<b>Display Information</b>	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	84 scalable TrueType fonts
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients <a href="http://www.novell.com/print">www.novell.com/print</a> , Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Servers <a href="http://www.novell.com/iprint">www.novell.com/iprint</a> , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see <a href="http://microsoft.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://apple.com">apple.com</a> for more info
<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) power supply; <b>Power Requirements:</b> Input voltage: 110 to 127VAC (+/- 10%), 220 to 240VAC (+/- 10%), 50/60 Hz (+/- 3%)
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.6 B(A) printing mono simplex using A4 paper at 50 ppm; <b>Acoustic Pressure Emissions:</b> 50 dB(A) printing mono simplex using A4 paper at 50 ppm
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 86°F; <b>Recommended Operating Temperature Range:</b> 59 to 86°F; <b>Storage Temperature Range:</b> 14 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 20 to 80% RH; <b>Recommended Humidity Operating Range:</b> 20 to 80% RH
<b>Security Management</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WIA-10 IPsec Configuration using IPsec Plug-in
<b>Accessories</b>	HP Cabinet Department Y1G16A, Dual Cassette Feeder (2x520) Department Y1F98A, 2000 Sheet HCI Department Y1G21A, 3000 Sheet side HCI Department Y1G20A, Inner Finisher Y1G00A, Inner Finisher Hole Punch 2/3 Y1G02A, Inner Finisher Hole Punch 2/4 Y1G03A, Inner Finisher Hole Punch Swedish Y1G04A, Stapler/Stacker Finisher Y1G18A, Stapler/Stacker Finisher Staples Y1G14A, Inner Finisher & Booklet Maker Staples Y1G13A, Booklet Finisher Y1G07A, Hole Punch 2/3 Y1G10A, Hole Punch 2/4 Y1G11A, Hole Punch Swedish Y1G12A, Job Separator Department Y1G01A, DDD CAC Card Reader CC543B, SIPRnet - Classified Card Reader F8B30A, Fii USB Foreign Interface Harness B5L31A, Two internal USB ports for solutions B5L28A, HDD HP Secure High Performance Hard Disk Drive B5L29A, HP JetDirect Wireless Print Server J8031A, HP JetDirect Wireless Print Server with NFC J8030A, HPAC Card Reader - HIP1 C2Z08A, HPAC Card Reader - HIP1 X3D03A, HPAC Card Reader - HIP2 X3D03A, Analog Fax Accessory CA487A
<b>HP Service and Support Options</b>	U9LROE - HP 1 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR1E - HP 3 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR2E - HP 4 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR3E - HP 5 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR4E - HP 3 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR5E - HP 4 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed

Learn more at [hp.com](http://hp.com)

<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17.<sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.<sup>3</sup> Optional Wireless Direct and Wireless.<sup>4</sup> Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>.<sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity.<sup>6</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>.<sup>7</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.





# HP LaserJet Managed Flow MFP E82550z

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**Print Speed:** Up to 50 ppm black; First Page Out: As fast as 6 sec black

**Print Resolution:** Black (best): Up to 1200 x 1200 dpi reduced speed

**Standard Connectivity:** 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network;

1 Hardware Integration Pocket; 1 Fax modem port

**Standard Memory:** Standard: 7 GB; Maximum: 7 GB

**Mobile Printing Capability:** Yes

**Paper Handling:** 100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin

**Display:** 8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)

## High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

## Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 50 ppm.<sup>3</sup>

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

## Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning.



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity> <sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

# HP LaserJet Managed Flow MFP E82550z Specifications Table

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan (fax and wireless optional) / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 50 ppm black; <b>First Page Out:</b> As fast as 6 sec black; <sup>2</sup>
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed
<b>Print Technology</b>	Laser
<b>Print Cartridges Number</b>	1 (1 black cartridge)
<b>Standard Print languages</b>	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v.1.7), AirPrint™ compatible
<b>Printer Smart Software Features</b>	NBusinesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers professional quality, maximum uptime, and the strongest security. <sup>1</sup> Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best. Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable, results day in and day out. Only HP Enterprise printers repair themselves from attacks in real time, delivering built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP. Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs fast—up to 180 ipm <sup>10</sup> —and avoid extra steps with a Flow MFP designed for maximum productivity.
<b>Printer Management</b>	Printer Administrator Resource Kit for HP Universal Print Driver (UPD) Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCONEXE, HP PRRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers; HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager
<b>Scan Type / Technology</b>	Flatbed, ADF / Platen Scanner CCD Digital-CIS
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 x 600 dpi; <b>Optical:</b> Up to 600 x 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXP) applications
<b>Scan Size</b>	<b>ADF:</b> 11 x 17 in Maximum; 4.3 x 5.5 in Minimum; <b>Flatbed:</b> 11 x 17 in
<b>Scan Speed</b>	Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color) <sup>7</sup> <b>Duplex:</b> Up to 240 ipm (b&w), up to 240 ipm (color)
<b>Scanner Advanced Features</b>	Scan-to-E-mail; Scan-to-network folder (stand alone solution); Scan to Cloud; Scan to USB
<b>Bit depth / Grayscale levels</b>	24-bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescalp; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 50 cpm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed; Up to 1200 x 1200 dpi reduced speed; <b>Color (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed
<b>Maximum Number Of Copies</b>	Up to 999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; No or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview
<b>Fax Speed</b>	<b>Up to:</b> 33.6 kbps; <b>Letter:</b> 3 sec per page <sup>1</sup>
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 203 x 98 dpi
<b>Fax Features</b>	<b>Fax Memory:</b> Up to 500 pages; <b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Retrieving:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port
<b>Network Capabilities</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Network Ready</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Wireless Capability</b>	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.
<b>Mobile Printing Capability</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in <sup>3</sup>
<b>Memory</b>	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 300,000 pages
<b>Recommended Monthly Page Volume</b>	Up to 100,000
<b>Media Types Supported</b>	Plain, HP EcoFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 110g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Weight Glossy 96-110g, Hvy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, XHvyGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored

<b>Media Weight Supported</b>	Tray 1, 2, 3: 16 to 78 lb bond (166 lb Index)
<b>Media Sizes Supported</b>	Tray 1: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 8k, 16k, envelope #9, Envelope #10, Envelope Monarch, Tray 2: Letter, Letter R, Legal, Executive, Statement, Oficio, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 3: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 8k, 16k
<b>Media Sizes Custom</b>	Tray 1: 3.86 x 5.5 to 12.59 x 18 in; Tray 2: 3.86 x 5.5 to 11.69 x 15.35 in; Tray 3: 5.5 x 7.17 to 12.59 x 18 in
<b>Paper Handling</b>	100-sheet multi-purpose tray; 2 x 520-sheet input tray; 520-sheet input tray; 250 sheet ADF; 500 sheet face-down output bin; <b>Duplex Options:</b> Automatic (standard); <b>Auto Document Feeder Capacity:</b> Standard, 250 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays:</b> 3; <b>Input Capacities:</b> Up to 520 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 40 envelopes
<b>What's in the box</b>	<b>X3A71A</b> Engine; TCU; Drivers; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers. DOES NOT INCLUDE TONER
<b>Replacement Cartridges</b>	HP Black Managed LJ Toner Cartridge (ISO Yield 69,000) W9014M <sup>C</sup>
<b>Product Dimensions</b>	<b>W x D x H:</b> 23 x 30.3 x 36.7 in; <b>Maximum:</b> 47 x 66 x 30.5 in
<b>Product Weight</b>	210.8 lb
<b>Warranty Features</b>	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Energy Efficiency Compliance</b>	Energy Star; Blue Angel; EPEAT silver
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
<b>Display Description</b>	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	84 scalable TrueType fonts
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients <a href="http://www.novell.com/print">www.novell.com/print</a> , Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, iPrint Servers <a href="http://www.novell.com/iPrint">www.novell.com/iPrint</a> , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see <a href="http://microsoft.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://apple.com">apple.com</a> for more info
<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) power supply; <b>Power Requirements:</b> Input voltage: 110 to 127VAC (+/- 10%), 220 to 240VAC (+/- 10%), 50/60 Hz (+/- 3%)
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.6 dB(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic Pressure Emissions:</b> 50 dB(A) printing mono simplex using A4 paper at 40 ppm
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 86°F; <b>Recommended Operating Temperature:</b> 59 to 86°F; <b>Storage Temperature Range:</b> -14 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 20 to 80% RH; <b>Recommended Humidity Operating Range:</b> 20 to 80% RH
<b>Security Management</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in
<b>Accessories</b>	HP Cabinet Department Y1G16A, Dual Cassette Feeder (2x520) Department Y1F98A, 2000 Sheet HCI Department Y1G21A, 3000 Sheet side HCI Department Y1G20A, Inner Finisher Y1G00A, Inner Finisher Hole Punch 2/3 Y1G02A, Inner Finisher Hole Punch 2/4 Y1G03A, Inner Finisher Hole Punch Swedish Y1G04A, Stapler/Stacker Finisher Y1G18A, Stapler/Stacker Finisher Staples Y1G14A, Inner Finisher & Booklet Maker Staples Y1G13A, Booklet Finisher Y1G07A, Hole Punch 2/3 Y1G10A, Hole Punch 2/4 Y1G11A, Hole Punch Swedish Y1G12A, Job Separator Department Y1G01A, DDC Card Reader CC543B, SIPRNet - Classified Card Reader F8B30A, FII USB Foreign Interface Harness B5L31A, Two Internal USB ports for solutions B5L28A, HDD HP Secure High Performance Hard Disk Drive B5L29A, HP JetDirect USB Wireless Print Server J8031A, HP JetDirect Wireless Print Server with NFC J8030A, HPAC Card Reader - HIP1 CC2208A, HPAC Card Reader - HIP1 X3D003A, HPAC Card Reader - HIP2 X3D003A, Analog Fax Accessory CC487A
<b>HP Service and Support Options</b>	U9LR0E - HP 1 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR1E - HP 3 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR2E - HP 4 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR3E - HP 5 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR4E - HP 3 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR5E - HP 4 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed

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<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP Fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17. <sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>3</sup> Optional Wireless Direct and Wireless 4 Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>6</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>7</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

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# HP LaserJet Managed Flow MFP E82550z

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



**Print Speed:** Up to 50 ppm black; First Page Out: As fast as 6 sec black

**Print Resolution:** Black (best): Up to 1200 x 1200 dpi reduced speed

**Standard Connectivity:** 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network;

1 Hardware Integration Pocket; 1 Fax modem port

**Standard Memory:** Standard: 7 GB; Maximum: 7 GB

**Mobile Printing Capability:** Yes

**Paper Handling:** 100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin

**Display:** 8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)

## High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

## Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 50 ppm.<sup>3</sup>

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

## Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning.



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printersecurity> <sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

# HP LaserJet Managed Flow MFP E82550z Specifications Table

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan (fax and wireless optional) / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 50 ppm black; <b>First Page Out:</b> As fast as 6 sec black; <sup>2</sup>
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed
<b>Print Technology</b>	Laser
<b>Print Cartridges Number</b>	1 (1 black cartridge)
<b>Standard Print languages</b>	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v.1.7), AirPrint™ compatible
<b>Printer Smart Software Features</b>	NBusinesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers professional quality, maximum uptime, and the strongest security. <sup>1</sup> Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best. Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable, results day in and day out. Only HP Enterprise printers repair themselves from attacks in real time, delivering built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP. Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs fast—up to 180 ipm <sup>10</sup> —and avoid extra steps with a Flow MFP designed for maximum productivity.
<b>Printer Management</b>	Printer Administrator Resource Kit for HP Universal Print Driver (UPD) Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCONEXE, HPPRLOG, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers; HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager
<b>Scan Type / Technology</b>	Flatbed, ADF / Platen Scanner CCD Digital-CIS
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 x 600 dpi; <b>Optical:</b> Up to 600 x 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (OXP) applications
<b>Scan Size</b>	<b>ADF:</b> 11 x 17 in Maximum; 4.3 x 5.5 in Minimum; <b>Flatbed:</b> 11 x 17 in
<b>Scan Speed</b>	Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color) <sup>7</sup> ; <b>Duplex:</b> Up to 240 ipm (b&w), up to 240 ipm (color)
<b>Scanner Advanced Features</b>	Scan-to-E-mail; Scan-to-network folder (stand alone solution); Scan to Cloud; Scan to USB
<b>Bit depth / Grayscale levels</b>	24-bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescape; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 50 cpm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed; Up to 1200 x 1200 dpi reduced speed; <b>Color (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed
<b>Maximum Number Of Copies</b>	Up to 999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; No or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview
<b>Fax Speed</b>	<b>Up to:</b> 33.6 kbps; <b>Letter:</b> 3 sec per page <sup>1</sup>
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 203 x 98 dpi
<b>Fax Features</b>	<b>Fax Memory:</b> Up to 500 pages; <b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Retrieving:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port
<b>Network Capabilities</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Network Ready</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Wireless Capability</b>	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.
<b>Mobile Printing Capability</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in <sup>3</sup>
<b>Memory</b>	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 300,000 pages
<b>Recommended Monthly Page Volume</b>	Up to 100,000
<b>Media Types Supported</b>	Plain, HP EcoFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Weight Glossy 96-110g, Hvy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-157g, XHvyGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored

<b>Media Weight Supported</b>	Tray 1, 2, 3: 16 to 78 lb bond (166 lb Index)
<b>Media Sizes Supported</b>	Tray 1: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 8k, 16k, envelope #9, Envelope #10, Envelope Monarch, Tray 2: Letter, Letter R, Legal, Executive, Statement, Oficio, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 3: Letter, Letter R, Legal, Executive, Statement, Oficio, 11 x 17, 12 x 18, 8k, 16k
<b>Media Sizes Custom</b>	Tray 1: 3.86 x 5.5 to 12.59 x 18 in; Tray 2: 3.86 x 5.5 to 11.69 x 15.35 in; Tray 3: 5.5 x 7.17 to 12.59 x 18 in
<b>Paper Handling</b>	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet input tray, 250 sheet ADF; 500 sheet face-down output bin; <b>Duplex Options:</b> Automatic (standard); <b>Auto Document Feeder Capacity:</b> Standard, 250 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays:</b> 3; <b>Input Capacities:</b> Up to 520 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 40 envelopes
<b>What's in the box</b>	Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers. DOES NOT INCLUDE TONER
<b>Replacement Cartridges</b>	HP Black Managed LJ Toner Cartridge (ISO Yield 69,000) W9014M6 <sup>5</sup>
<b>Product Dimensions</b>	<b>W x D x H:</b> 23 x 30.3 x 36.7 in; <b>Maximum:</b> 47 x 66 x 30.5 in
<b>Product Weight</b>	210.8 lb
<b>Warranty Features</b>	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Energy Efficiency Compliance</b>	Energy Star; Blue Angel; EPEAT silver
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
<b>Display Description</b>	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	84 scalable TrueType fonts
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 5.6/7.0/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients <a href="http://www.novell.com/print">www.novell.com/print</a> , Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, iPrint Servers <a href="http://www.novell.com/iPrint">www.novell.com/iPrint</a> , Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datcenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 32-/64-bit (SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datcenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datcenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datcenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see <a href="http://microsoft.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://apple.com">apple.com</a> for more info
<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) power supply; <b>Power Requirements:</b> Input voltage: 110 to 127VAC (+/- 10%), 220 to 240VAC (+/- 10%), 50/60 Hz (+/- 3%)
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.6 B(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic Pressure Emissions:</b> 50 dB(A) printing mono simplex using A4 paper at 40 ppm
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 86°F; <b>Recommended Operating Temperature:</b> 59 to 86°F; <b>Storage Temperature Range:</b> 14 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 20 to 80% RH; <b>Recommended Humidity Operating Range:</b> 20 to 80% RH
<b>Security Management</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in
<b>Accessories</b>	HP Cabinet Department Y1G16A, Dual Cassette Feeder (Zx520) Department Y1F98A, 2000 Sheet HCI Department Y1G21A, 3000 Sheet side HCI Department Y1G20A, Inner Finisher Y1G00A, Inner Finisher Hole Punch 2/3 Y1G02A, Inner Finisher Hole Punch 2/4 Y1G03A, Inner Finisher Hole Punch Swedish Y1G04A, Stapler/Stacker Finisher Y1G18A, Stapler/Stacker Finisher Staples Y1G14A, Inner Finisher & Booklet Maker Staples Y1G13A, Booklet Finisher Y1G07A, Hole Punch 2/3 Y1G10A, Hole Punch 2/4 Y1G11A, Hole Punch Swedish Y1G12A, Job Separator Department Y1G10A, DDC Card Reader CC543B, SIPRNet - Classified Card Reader F8B30A, FIH USB Foreign Interface Harness B5L31A, Two Internal USB ports for solutions B5L28A, HDD HP Secure High Performance Hard Disk Drive B5L29A, HP JetDirect USB wireless Print Server J8031A, HP JetDirect Wireless Print Server with NFC J8030A, HPAC Card Reader - HIP1 CC220A, HPAC Card Reader - HIP1 X3D03A, HPAC Card Reader - HIP2 X3D03A, Analog Fax Accessory CC487A
<b>HP Service and Support Options</b>	U9LROE - HP 1 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR1E - HP 3 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR2E - HP 4 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR3E - HP 5 year Next Business Day Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR4E - HP 3 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed; U9LR5E - HP 4 year 4 hour 9x5 Service w/Defective Media Retention for LaserJet E825xx MFP Managed

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<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17. <sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>3</sup> Optional Wireless Direct and Wireless 4 Declared yield value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>4</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>5</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>6</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

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# HP LaserJet Managed Flow MFP E82560z

Businesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers premium quality, maximum uptime, and the strongest security.<sup>1</sup>



## High quality, low cost

- Print premium, professional-quality documents with sharp text and crisp graphics for a low cost.
- Get consistent, professional quality and performance you count on with Original HP toner cartridges and drums.
- Choose from a range of modular accessories designed to adapt to the needs of workgroups of all sizes.

## Minimal interruptions. Maximum uptime.

- Avoid interruptions with an HP LaserJet Managed MFP designed to be streamlined for maximum productivity.
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>2</sup>
- Grab pages and go, without waiting. This HP LaserJet wakes up quickly and prints fast—up to 60 ppm.<sup>3</sup>

## The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Help protect information on the MFP and in transit over the network. Store data on the encrypted hard disk.<sup>4</sup>
- Continually monitor to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

## Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 250 pages into the automatic document feeder for fast, unattended scanning.



Mac



<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>3</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity> <sup>5</sup> Scan speed measured from ADF at default 300 dpi (black-and-white, grayscale, and color). Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

# HP LaserJet Managed Flow MFP E82560z

<b>Functions / Multitasking Supported</b>	Print, Copy, Scan (fax and wireless optional) / Yes
<b>Print Speed</b>	<b>Letter:</b> Up to 60 ppm black; <b>First Page Out:</b> As fast as 6.4 sec black; <sup>2</sup>
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 dpi reduced speed
<b>Print Technology</b>	Laser
<b>Print Cartridges Number</b>	1 (1 black cartridge)
<b>Standard Print languages</b>	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, PDF (v. 1.7), AirPrint™ compatible
<b>Printer Smart Software Features</b>	NBusinesses that stay ahead don't slow down. It's why HP built the next generation of HP LaserJet MFPs—to power productivity with a streamlined design that delivers professional quality, maximum uptime, and the strongest security. <sup>1</sup> Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with an HP LaserJet MFP built to make your work—and your business—look its best. Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP LaserJet MFP designed for maximum uptime, so you can count on reliable, results day in and day out. Only HP Enterprise printers repair themselves from attacks in real time, delivering built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP. Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs fast—up to 180 ipm <sup>10</sup> —and avoid extra steps with a Flow MFP designed for maximum productivity.
<b>Printer Management</b>	Printer Administrator Resource Kit for HP Universal Print Driver (UPD Active Directory Administrator Template, Add Print Model to Comments, AutoUpgradeUPD, Driver Configuration Utility, Driver Deployment Utility, HP Managed Printing Administration, PRNCON.EXE, HPPRLGL, Migrate-Server-Tools, UpdateNow, Remove Plug and Play Drivers); HP Web Jetadmin Software; Resource Kit for HP Web Jetadmin (HP SNMP Proxy Agent, HP WS Pro Proxy Agent); HP JetAdvantage Security Manager
<b>Scan Type / Technology</b>	Flatbed, ADF / Platen Scanner CCD Digital-CIS
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 x 600 dpi; <b>Optical:</b> Up to 600 x 600 dpi
<b>Scan File Format</b>	Digital Send: PDF, Hi-Compression PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .dcl)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Open Extensibility Platform (EXP) applications
<b>Scan Size</b>	<b>ADF:</b> 8.5 x 17 in Maximum; 4.3 x 5.5 in Minimum; <b>Flatbed:</b> 11 x 17 in
<b>Scan Speed</b>	Up to 120 ppm/240 ipm (b&w), up to 120 ppm/240 ipm (color) <sup>7</sup> <b>Duplex:</b> Up to 240 ipm (b&w), up to 240 ipm (color)
<b>Scanner Advanced Features</b>	Scan-to-E-mail; Scan-to-network folder (stand alone solution); Scan to Cloud; Scan to USB
<b>Bit depth / Grayscale levels</b>	24-bit / 256
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to Sharepoint; Send to FTP; Send to sFTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF; Auto Tonescale; Auto Orientation; Multi-Pick Detect; Auto Straighten; Auto Crop To Page
<b>Copy Speed</b>	<b>Black (letter):</b> Up to 60 ppm
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed; Up to 1200 x 1200 dpi reduced speed; <b>Color (text and graphics):</b> Up to 1200 x 1200 dpi reduced speed
<b>Maximum Number Of Copies</b>	Up to 999 copies
<b>Copier Resize</b>	25 to 400%
<b>Copier Settings</b>	Two-sided copying; scalability; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (text, mixed, printed picture, photograph); N-Up; N or Z-ordering; content orientation; collation; booklet; ID Scan; job build; job Storage; watermark; stamps; book mode scans; erase edges; automatically detect color/mono; image Preview
<b>Fax Speed</b>	Up to 33.6 kbps; <b>Letter:</b> 3 sec per page <sup>1</sup>
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 203 x 98 dpi
<b>Fax Features</b>	<b>Fax Memory:</b> Up to 500 pages; <b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Redialing:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket; 1 Fax modem port
<b>Network Capabilities</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Network Ready</b>	Standard (built-in Gigabit 10/100/1000T Ethernet)
<b>Wireless Capability</b>	No wireless capabilities standard. There are optional accessories (common to all current Jedi products) that support wireless. These are listed in the connectivity section, above.
<b>Mobile Printing Capability</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in <sup>3</sup>
<b>Memory</b>	<b>Standard:</b> 7 GB; <b>Maximum:</b> 7 GB
<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> Two 320 GB Standard, embedded HP High-Performance Secure Hard Disk, Total 640 GB; AES 256 hardware encryption or greater; Secure erase capabilities (Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk). Note: U.S. government SKU uses 500GB FIPS 140-2 validated hard disk instead.
<b>Duty Cycle</b>	<b>Monthly, letter:</b> Up to 300,000 pages
<b>Recommended Monthly Page Volume</b>	Up to 100,000
<b>Media Types Supported</b>	Plain, HP EcoEICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, Mid-Wt/Glossy 96-110g, Hvy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, XHvyGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Carstock 176-220g, Card Glossy 176-220g, Light Paperboard 221-255g, Paperboard 256-300g, Heavy Paperboard, Color Transparency, Labels, Letterhead, Envelope, Heavy Envelope, Preprinted, Prepunched, Colored

<b>Media Weight Supported</b>	Tray 1, 2, 3: 16 to 78 lb bond (166 lb Index)
<b>Media Sizes Supported</b>	Tray 1: Letter, Letter R, Legal, Executive, Statement, Office, 11 x 17, 12 x 18, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 8k, 16k, envelope #9, Envelope #10, Envelope Monarch, Tray 2: Letter, Letter R, Legal, Executive, Statement, Office, 4 x 6, 5 x 7, 5 x 8, 10 x 15, 16k, envelope #9, Envelope #10, Envelope Monarch; Tray 3: Letter, Letter R, Legal, Executive, Statement, Office, 11 x 17, 12 x 18, 8k, 16k
<b>Media Sizes Custom</b>	Tray 1: 3.86 x 5.5 to 12.59 x 18 in; Tray 2: 3.86 x 5.5 to 11.69 x 15.35 in; Tray 3: 5.5 x 7.17 to 12.59 x 18 in
<b>Paper Handling</b>	100-sheet multi-purpose tray, 2 x 520-sheet input tray, 520-sheet output tray, 250 sheet ADF; 500 sheet face-down purpose bin; <b>Duplex Options:</b> Automatic (standard); <b>Auto Input Tray Capacity:</b> Standard, 250 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays:</b> 3; <b>Input Capacities:</b> Up to 520 sheets; <b>Output Capacities:</b> Up to 500 sheets; Up to 40 envelopes
<b>What's in the box</b>	<b>Z8223A</b> Engine; TCU; Drums; Assy-Color WG Nameplate and Label; Power Cords; Assembly-CD WW; Hardware install and setup documentation; Support flyers. <b>DOES NOT INCLUDE TONER</b> <sup>10</sup>
<b>Replacement Cartridges</b>	HP Black Managed LJ Toner Cartridge (ISO Yield 69,000) W9014MCS <sup>5</sup>
<b>Product Dimensions</b>	<b>W x D x H:</b> 23 x 30.3 x 36.7 in; <b>Maximum:</b> 64.8 x 30.9 x 46.8 in
<b>Product Weight</b>	210.8 lb
<b>Warranty Features</b>	90 day parts only. Extended Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Energy Efficiency Compliance</b>	Energy Star; Blue Angel; EPEAT silver
<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; Illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket; Extended Keyboard
<b>Display Description</b>	8.0-in (20.3 cm) touchscreen, SVGA Color Graphic Display (CGD)
<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Fonts and Typefaces</b>	84 scalable TrueType fonts
<b>Compatible Operating Systems</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS mac OS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Compatible Network Operating Systems</b>	Citrix MetaFrame Presentation Server 3.0, Citrix MetaFrame XP Presentation Server (Feature Release 1, 2, and 3), Citrix on Windows Server 2003/2003R2, Citrix on Windows Server 2008/2008R2/2008 R2 SP1, Citrix on Windows Server 2012/2012R2, Citrix Presentation Server 4.0/4.5, Citrix XenApp 5.0 (Plus Feature Pack 2 & 3) for Windows Server 2008 Terminal Services 32- and 64-bit, Citrix XenApp 6.0/6.5 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenApp 6.0/6.5/7.5 (for Windows Server 2008 R2 SP1 Terminal Services, 32- and 64-bit), Citrix XenApp 7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Citrix XenDesktop 5.6 (for Windows Server 2008 R2 Terminal Services, 32- and 64-bit), Citrix XenDesktop 7.0/7.5 (for Windows Server 2012 and 2012 R2 Terminal Services, 64-bit), Novell NetWare 6.5/SP8 Novell Clients www.novell.com/print, Novell iPrint Appliance v1.0, Novell Open Enterprise Server 11/SP1, Novell Open Enterprise Server 2 for Linux, Novell Services www.novell.com/print, Windows Server 2003/2003 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2003/2003 R2 32-bit (SP1/SP2), Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 (SP2) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008 R2 64-bit (SP1) Standard/Enterprise (+ Cluster & Terminal Services), Windows Server 2008/2008 R2 32-/64-bit (SP1/SP2) Standard/Enterprise/Datacenter (+ Cluster & Terminal Services), Windows Server 2012/2012 R2 64-bit Standard/Foundation/Essentials/Datacenter (+ Cluster & Terminal Services), Windows Server 2016/64-bit Standard/Essential/Datacenter (+ Cluster & Terminal Services)
<b>Minimum System Requirements</b>	<b>PC:</b> 2 GB available hard disk space; OS hardware requirements see microsoft.com; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info
<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) power supply; <b>Power Requirements:</b> Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%); <b>Power Consumption:</b> 1090 watts (printing), 65 watts (ready), 11 watts (sleep), 0.5 watts (auto-off), 0.1 watts (off)
<b>Acoustics</b>	<b>Acoustic Power Emissions:</b> 6.6 B(A) printing mono simplex using A4 paper at 40 ppm; <b>Acoustic Pressure Emissions:</b> 51 dB(A) printing mono simplex using A4 paper at 60 ppm
<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 59 to 86°F; <b>Recommended Operating Temperature:</b> 59 to 86°F; <b>Storage Temperature Range:</b> 14 to 104°F; <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 20 to 80% RH; <b>Recommended Humidity Operating Range:</b> 20 to 80% RH
<b>Security Management</b>	Management security: SNMPv3, SSL/TLS, WPA2-Enterprise, 802.1X authentication (EAP-PEAP, EAP-TLS), IPP over TLS, IPsec/Firewall with Certificate, Pre-Shared Key Authentication, and Kerberos Authentication; Support for WJA-10 IPsec Configuration using IPsec Plug-in
<b>Accessories</b>	HP Cabinet Department Y1G16A, Dual Cassette Feeder (2x520) Department Y1F98A, 2000 Sheet HCI Department Y1G21A, 3000 Sheet side HCI Department Y1G20A, Inner Finisher Y1G00A, Inner Finisher Hole Punch 2/3 Y1G02A, Inner Finisher Hole Punch 2/4 Y1G03A, Inner Finisher Hole Punch Swedish Y1G04A, Stapler/Stacker Finisher Y1G18A, Stapler/Stacker Finisher Staples Y1G104A, Inner Finisher & Booklet Maker Staples Y1G13A, Booklet Finisher Y1G07A, Hole Punch 2/3 Y1G104A, Hole Punch 2/4 Y1G11A, Hole Punch Swedish Y1G12A, Job Separator Department Y1G01A, DDD CAC Card Reader CC543B, SIPRNet - Classified Card Reader F8B30A, FIH USB Foreign Interface Harness B5L31A, Two internal USB ports for solutions B5L28A, HDD HP Secure High Performance Hard Disk Drive B5L29A, HP JetDirect USB Wireless Print Server J8031A, HP JetDirect Wireless Print Server with NFC J8030A, HPAC Card Reader - HIP1 C2208A, HPAC Card Reader - HIP1 X3D03A, HPAC Card Reader - HIP2 X3D03A, Analog Fax Accessory CC487A
<b>HP Service and Support Options</b>	HP 1, 3, 4, 5 Year Next business day onsite contract or carepack-delivery specialists only; HP 1, 3, 4, 5 Year Next business day parts only contract or carepack-hp; HP 1, 3, 4, 5 Year 4 hour same business day onsite contract or carepack-hp; note same day available in AMS, APJ -tbd, EMEA-not available Per event carepack offerings - installation and Maintenance replacement service

## Learn more at [hp.com](http://hp.com)

<sup>1</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17. <sup>2</sup> Measured using ISO/IEC 17629. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>3</sup> Optional Wireless Direct and Wireless. <sup>4</sup> Declared retail value in accordance with ISO/IEC 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. Actual yields vary considerably based on images printed and other factors. For more information, visit <http://www.hp.com/go/learnaboutsupplies>. <sup>5</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>6</sup> Average color composite black declared yields based on ISO/IEC 19798 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>7</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software. <sup>8</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device. <sup>9</sup> Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled. <sup>10</sup> No, please purchase USB cable separately (EMEA, Americas; AP). Service Technician must install units.





# HP PageWide Managed Color MFP E77650 Series

HP PageWide delivers a breakthrough low colour cost, maximum uptime, and the strongest security.<sup>1</sup>

HP Managed MFPs and printers are optimized for managed environments. Offering increased monthly page volumes and fewer interventions, this portfolio of products can help reduce printing and copying costs. See your HP Authorized Reseller for details.



HP PageWide Managed  
Color MFP E77650dn



HP PageWide Managed  
Color MFP E77650dns

### Affordable colour printing for every office

- Depend on lasting value. Get the results you expect for a game-changing low cost per colour page.
- Print more pages and replace cartridges less often with optional high-yield cartridges.<sup>2</sup>
- Print even faster—and save even more per page—by setting this printer to General Office mode.<sup>3</sup>
- Help keep energy costs down with the most efficient printer in its class.<sup>4</sup>

### Minimal interruptions. Maximum uptime

- Minimize interruptions with an HP PageWide Managed MFP designed for the least maintenance in its class.<sup>5</sup>
- Print speeds up to 50% faster than competitors—as fast as 70 ppm in colour and black-and-white.<sup>6</sup>
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>7</sup>

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Protect information on the MFP and in transit over the network, and store data on the encrypted hard disk.<sup>8</sup>
- Monitor activity to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 200 pages into the automatic document feeder for fast, unattended scanning.

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims) <sup>2</sup> High-yield cartridges are not included in printer purchase; purchase separately. Comparison is based on ISO 24711 cartridge yields for HP 982X series High-Yield Original PageWide Cartridges compared with HP 982A series Original PageWide Cartridges. Learn more at [hp.com/go/learnaboutequipment](http://hp.com/go/learnaboutequipment) <sup>3</sup> Comparison based on printing in Professional Mode. <sup>4</sup> Energy claim based on TEC data reported on [energystar.gov](http://energystar.gov) as of March 2017. Data normalized to determine energy efficiency of in-class A3 colour laser printers (\$1500-\$2999) and MFPs (\$3000-\$7499) as of February 2017, excluding other HP PageWide products. Subject to device settings. Actual results may vary. <sup>5</sup> Fewer service parts claim based on BLI analysis of leading in-class A3 MFPs as of August 2016; calculations use publicly available and/or published manufacturer rated yields for long-life consumables and assume 600,000 pages printed (using a 60% black/40% colour ratio). Learn more at [hp.com/go/pagewideclaims](http://hp.com/go/pagewideclaims) <sup>6</sup> Comparison of HP PageWide A3 devices with the majority of in-class colour ink/laser MFPs (\$3000-\$7499), and colour ink/laser single function printers (\$1500-\$2999) as of April 2017; market share as reported by IDC as of Q4 2016, excluding other HP PageWide products. HP PageWide speeds based on General Office mode and exclude first page. Learn more at [hp.com/go/printerspeeds](http://hp.com/go/printerspeeds) <sup>7</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see [hpconnected.com](http://hpconnected.com) <sup>8</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at [hp.com/go/printsecurity](http://hp.com/go/printsecurity)



## Product walkaround

HP PageWide Managed Color MFP E77650dn shown



## Series at a glance



### HP PageWide Managed Color MFP E77650dn (J7Z13A)

- Print, scan, copy
- Print speeds: Up to 50/70 ppm, Professional/General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®



### HP PageWide Managed Color MFP E77650dns (Z5G79A)

- Print, scan, copy
- Print speeds: Up to 50/70 ppm, Professional/General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®
- 350-sheet inner finisher with stapler

## Optional paper-handling accessories



### 550-sheet paper tray (P1V16A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 550-sheet paper tray and cabinet (P1V17A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 3x550-sheet paper tray and stand (P1V18A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 4,000-sheet HCI paper tray and stand (P1V19A)

Two 2,000-sheet trays that support up to letter (A4)

Optional	Add up to one	Add up to one	Add up to one	Add up to one
<b>Maximum input capacity<sup>3</sup></b>	Up to 1,200 sheets	Up to 1,200 sheets	Up to 2,300 sheets	Up to 4,650 sheets

<sup>1</sup> Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase. <sup>2</sup> An administrator must enable the easy-access USB port before use. <sup>3</sup> Purchase of optional paper tray required to reach maximum input capacity.

## Top Features

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs. Choose from:

**Optimized Care (optimum performance and stability):** 4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

**Standard Care (high level of uptime):** Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

**Basic Care (minimum recommended support):** Next Business Day Onsite Support

**4 hr Onsite Support:** Onsite support within four hours after a service call received within the coverage window

**Next Business Day Onsite Support:** Onsite service the next business day after the service call is received

**Maintenance Kit Replacement Service:** Onsite replacement of your printer's maintenance kit including parts, materials, and labor

**Installation with Network Configuration Service:** Assembly, network configuration, and basic administrator familiarization

For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit [hp.com/go/printservices](http://hp.com/go/printservices)



## Top Features

Colour printing is within every business' budget with HP PageWide Technology. Print professional-quality colour for a breakthrough low cost—results you expect from HP for an exceptional value you can rely on.

Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP PageWide device designed for maximum uptime—so you can count on reliable results day in and day out.

Only HP Enterprise printers repair themselves from attacks in real time, with built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP.<sup>1</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 240 ipm<sup>2</sup>—and avoid extra steps with a Flow MFP designed for maximum productivity.

### Product

J7Z13A	HP PageWide Managed Color MFP E77650dn
Z5G79A	HP PageWide Managed Color MFP E77650dns

### Accessories

P1V16A	HP PageWide Managed 550-sheet Paper Tray
P1V17A	HP PageWide Managed 550-sheet Paper Tray and Stand
P1V18A	HP PageWide Managed 3x550-sheet Paper Tray and Stand
P1V19A	HP PageWide Managed 4000-sheet HCI Paper Tray and Stand
B5L29A	HP High-Performance Secure Hard Disk (FIPS Drive) (300GB)
B5L28A	HP Internal USB Ports
B5L31A	HP Foreign Interface Harness
E5K48A	HP 1 GB x32 144-pin (800 MHz) DDR3 SODIMM
J8031A	HP Jetdirect 2900nw Print Server
J8030A	HP Jetdirect 3000w NFC/Wireless Accessory
CC487A	HP LaserJet MFP Analog Fax Accessory 500
J8J96A	Staple Cartridge Kit (dns or zs model only)

### Replacement Cartridges and LLC's<sup>3</sup>

MOK31XC	HP 993XC Black Contract PageWide Cartridge (22,000)
MOK08XC	HP 993XC Cyan Contract PageWide Cartridge (16,000)
MOK12XC	HP 993XC Magenta Contract PageWide Cartridge (16,000)
MOK27XC	HP 993XC Yellow Contract PageWide Cartridge (16,000)
W1B44A	HP PageWide Service Fluid Container (~150,000 pages)
W1B43A	HP PageWide Printhead Wiper Kit (~150,000 pages)
W1B45A	HP PageWide Roller Kit (~150,000 pages)

### HP Care Packs

U9RL1E	HP 1-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL2E	HP 3-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL4E	HP 5-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL5E	HP 3-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9RL7E	HP 5-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9JT2E	HP Installation Service w Network Workgroup Printer

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

### Recommended Papers<sup>4</sup>

Z7S68A	HP PageWide Bro GL A3 100 sheets FSC Paper
Z7S67A	HP PageWide Bro GL A4 200 sheets FSC Paper

Please visit [hp.com/apac/paper](http://hp.com/apac/paper) for more details.

### Solutions

HP Web Jetadmin: [hp.com/go/wja](http://hp.com/go/wja)

HP Universal Print Driver: [hp.com/go/upd](http://hp.com/go/upd)

HP JetAdvantage Security Manager: [hp.com/go/securitymanager](http://hp.com/go/securitymanager)

To learn more about available infrastructure, management, and workflow solutions, visit [hp.com/go/gsc](http://hp.com/go/gsc)

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims)

<sup>2</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

<sup>3</sup> Future firmware updates may support 4608 MB by adding DIMM memory module. <sup>4</sup> Available in selected countries only.

# HP PageWide Managed Color MFP E77650 Series

Technical specifications	HP PageWide Managed Color MFP E77650dn (J7Z13A)	HP PageWide Managed Color MFP E77650dtn (Z5G79A)
<b>Functions</b>	Print, copy, scan, fax (optional)	
<b>Print</b>		
Duplex print options	Automatic (standard)	
Technology	HP PageWide Technology	
Speed <sup>1</sup>	<b>Black:</b> Up to 70 ppm (General office mode, A4); Up to 50 ppm (Professional mode, A4); <b>Colour:</b> Up to 70 ppm (General Office mode, A4); Up to 50 ppm (Professional mode, A4); <b>Duplex printing:</b> Black/Colour (Professional mode): Up to 35 ppm	
First page out <sup>2</sup>	<b>Black (A4, ready):</b> As fast as 7.1 seconds; <b>Colour (A4, ready):</b> As fast as 7.1 seconds	
Resolution	<b>Black (best):</b> Up to 1200 x 1200 optimised dpi from 600 x 600 input dpi (on Unspecified, Plain, HP Premium Presentation Matte, and HP Brochure Matte); <b>Colour (best):</b> Up to 2400 x 1200 optimised dpi from 600 x 600 input dpi (on HP Advanced Photo Papers)	
Languages	HP PCL 6; HP PCL 5c; HP postscript level 3 emulation; PDF 1.7	
HP ePrint capability	Yes	
Print cartridges	4 (1 each black, cyan, magenta, yellow)	
Printer management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver	
Printer smart software features	HP SureStart; Run-time Intrusion detection; Whitelisting; HP Trusted Platform Module; HP JetAdvantage Security Manager; HP Web Jetadmin; Open Extensibility Platform, FutureSmart Firmware, HP ePrint, Apple AirPrint™, HP Auto-On/Auto-Off technology, HP Color Access Control, HP EasyColor, Front-facing USB printing, store print jobs, HP EasyColor, print preview, automatic two-sided printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, booklet printing, cover pages, tray selection, scaling, Portrait/Landscape orientation, High Quality Grayscale and Black Ink Only, General Office/Professional/Presentation dpi print modes, Optional: HP and third party extensibility solutions; wireless	
<b>Scan</b>		
Type	Flatbed, ADF	
Technology	Charge Coupled Device (CCD) & Contact Image Sensor (CIS)	
Speed	<b>Single-sided (A4):</b> Up to 90 ipm (black and colour); <b>Two-sided (A4):</b> Up to 180 ipm (black and colour)	
Bit depth	24-bit	
Resolution	<b>Hardware:</b> Up to 600 ppi; <b>Optical:</b> Up to 600 dpi; <b>Enhanced:</b> Up to 600 ppi	
Max scanning size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF:</b> 297 x 432 mm; Up to 297 x 864 mm when "long scan size" selected	
Grayscale levels	256	
Input modes	Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXP) applications	
File format	JPEG, TIFF, MTIFF, XPS, PDF/A	
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Colour Sense; Auto Crop To Content; Compact PDF	
<b>Copy</b>		
Speed <sup>3</sup>	<b>Black:</b> Up to 70 cpm (General office mode, A4); Up to 50 cpm (Professional mode, A4); <b>Colour:</b> Up to 70 cpm (General office mode, A4); Up to 50 cpm (Professional mode, A4)	
First copy out <sup>3</sup>	<b>Black (letter):</b> As fast as 9.0 seconds; <b>Colour (letter):</b> As fast as 9.0 seconds	
Resolution	<b>Black (text and Graphics):</b> Up to 600 x 600 dpi; <b>Colour (text and graphics):</b> Up to 600 x 600 dpi	
Max copies	Up to 9,999 copies	
Copier reduce/enlarge	25 to 400%	
Copier setting	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, ID Scan, job build, edge-to-edge, job storage	
Copier smart software features	Auto scale; Reduce/enlarge from scanner glass (25 to 400 percent); Collate; Auto colour detection; Two-sided copying; Image adjustments (darkness, background cleanup, sharpness); Job build	
<b>Fax (Optional)</b>		
Resolution	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Colour (fine):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)	
Transmission speed <sup>4</sup>	Up to 33.6 kbps; 3 sec per page	
Fax features	<b>Faxing:</b> Optional; <b>Faxing options (ADF):</b> Simultaneous Two-Sided; <b>Auto-Redialling:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only); <b>Auto fax reduction supported:</b> Yes; <b>Fax telephone mode supported:</b> No; <b>Junk barrier supported:</b> Yes; <b>PC interface supported:</b> Yes; <b>Fax broadcasting, max locations:</b> 210; <b>Telephone handset supported:</b> No	
Display	20.3 cm (8.0 in) touchscreen, XVA Colour Graphic Display (CGD)	
Duty cycle (monthly, A4) <sup>5</sup>	Up to 200,000 pages	
Recommended monthly page volume <sup>6</sup>	2,500 to 50,000 pages	
<b>Media</b>		
Custom sizes	<b>Tray 1:</b> 99.1 x 127 to 304.8 x 457.2 mm; <b>Tray 2-5:</b> 210.1 x 148.1 to 297.2 x 431.8 mm; <b>HCI Trays 3 &amp; 4:</b> A4 & Letter Only	
Recommended weights	60 to 220 g/m <sup>2</sup> , 300 g/m <sup>2</sup> Photo Paper Only	
Types	Paper (Plain, Inkjet, Inkjet Brochure/Glossy), Photo Paper, Envelopes, Labels, Cards	
Paper handling	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin; 350-sheet stapler stacker
<b>Memory<sup>9</sup></b>	<b>Standard/Maximum:</b> 3584 MB	
<b>Processor speed</b>	1.2 GHz	
<b>Operating system compatibility</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)	
<b>Minimum system requirements</b>	<b>PC:</b> Windows® 10, 8.1, 8, 7: 1 GHz 32-bit or 64-bit processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer. Windows Vista®: 800 MHz processor (32-bit only), 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8. Windows® XP SP3 or higher (32-bit only): any Intel® Pentium® II, Celeron® or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8; <b>Mac:</b> Apple® OS X v10.12 Sierra, OS X v10.11 El Capitan, OS X v10.10 Yosemite, minimum 1.3 GB available HD space; Internet required; USB port	
<b>Connectivity</b>		
Connectivity (Standard)	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket	
Wireless capability	Optional, enabled with purchase of HP Jetdirect 3000w NFC/Wireless Accessory	
Mobile printing capability	HP ePrint, Apple AirPrint™, Google Cloud Print	
Network capabilities	Via HP Jetdirect Ethernet embedded print server (standard) supports: 10Base-T, 100Base-Tx, 1000Base-T; 802.3az (EEE) support on Fast Ethernet and Gigabit Ethernet; IPsec (standard)	
Supported network protocols	IPv4/IPv6: Apple Bonjour Compatible (Mac OS v10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print	
<b>Dimensions (W x D x H)</b>	<b>Operating:</b> 813 x 616 x 680 mm (32 x 24.25 x 26.75 in); <b>Maximum:</b> 896 x 718 x 680 mm (35.25 x 28.25 x 26.75 in)	<b>Operating:</b> 813 x 616 x 791 mm (32 x 24.25 x 31.125 in); <b>Maximum:</b> 896 x 718 x 791 mm (35.25 x 28.25 x 31.125 in)
<b>Weight</b>	69 kg (153 lb)	
<b>Environmental</b>		

## HP PageWide Managed Color MFP E77650 Series

Technical specifications	HP PageWide Managed Color MFP E77650dn (J7Z13A)	HP PageWide Managed Color MFP E77650dns (Z5G79A)
Operating environment	<b>Operating humidity range:</b> 10 to 80% RH; <b>Recommended operating humidity range:</b> 30 to 70% RH; <b>Operating temperature range:</b> 15 to 30° C (59 to 86° F); <b>Recommended operating temperature range:</b> 17 to 25° C (63 to 77° F); <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Storage before initial setup (Non-Purged):</b> -40 to 60° C (-40 to 140° F); <b>Storage after initial setup (Purged):</b> 0 to 60° C (32 to 140° F)	
Acoustic	<b>Acoustic power emissions:</b> 6.7 B(A); <b>Acoustic power emissions (active copy):</b> 6.9 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 53 dB(A) (printing at 51 ppm); <b>Acoustic pressure emissions Bystander (ready):</b> Inaudible	
Power specifications	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 100 to 240 VAC, 50/60 Hz; <b>Power consumption<sup>1</sup>:</b> 660 watts (print/copy), 42 watts (ready), 1.6 watts (sleep), 0.2 watts (auto-off), 0.2 watts (off); <b>Typical Electricity Consumption (TEC)<sup>2</sup>:</b> BA: 1.97 kWh/Week; ES: 2.03 kWh/Week; <b>Blue Angel (Sleep mode):</b> Test 2 (Blue Angel); <b>Blue Angel (Normal mode):</b> Test 3 (Blue Angel); <b>Energy-saving features:</b> HP Auto-On/Auto-Off Technology	
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to <a href="http://123.HP.com">123.HP.com</a> or OS App Source for printer software), Online user manuals	
Warranty	90 days parts only warranty. Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://hp.com/support">hp.com/support</a> to learn about HP award winning service and support options in your region.	
What's in the box	HP PageWide Managed Color MFP E77650dn; HP Setup Ink Cartridges (yield after setup ~8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord	HP PageWide Managed Color MFP E77650dns; HP Setup Ink Cartridges (yield after setup ~8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord
Safety and regulatory compliance	EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013; IEC 60950-1:2005 + A1:2009 + A2:2013; EN 62471:2008; IEC 62471:2010; EN 62479:2010; IEC 62479:2010; China CCC; GS; UL Listed	
Electromagnetic emission standard	CISPR 22:2008 Class A, CISPR 32:2012 Class A, EN 55032:2012 Class A, FCC CFR 47 Part 15 Class A, ICES-003 Issue 6 Class A, EN 61000-3-3:2013, EN 61000-3-2:2014	

<sup>1</sup> ISO speeds measured using ISO/IEC 24734. Excludes first page or first set of ISO test pages. For details see [hp.com/go/printerclaims](http://hp.com/go/printerclaims) <sup>2</sup> Exact speed varies depending on the system configuration, software application, driver and document complexity. <sup>3</sup> First Copy Out and Copy Speed measured using ISO/IEC 29183, excludes first set of test documents. For more information see [hp.com/go/printerclaims](http://hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17 <sup>5</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP Pagewide devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups. <sup>6</sup> HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period. <sup>7</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Power consumption values typically based on measurement of 115V device. <sup>8</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device. <sup>9</sup> Future firmware updates may support 4608 MB (dn/dns only), 6656 MB (z, zs only) by adding DIMM memory module

### To learn more, visit [hp.com](http://hp.com)

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# HP PageWide Managed Color MFP E77660 Series

**HP PageWide delivers a breakthrough low colour cost, maximum uptime, and the strongest security.<sup>1</sup>**

HP Managed MFPs and printers are optimized for managed environments. Offering increased monthly page volumes and fewer interventions, this portfolio of products can help reduce printing and copying costs. See your HP Authorized Reseller for details.



**HP PageWide Managed  
Color MFP E77660dn**

### Affordable colour printing for every office

- Depend on lasting value. Get the results you expect for a game-changing low cost per colour page.
- Print more pages and replace cartridges less often with optional high-yield cartridges.<sup>2</sup>
- Print even faster—and save even more per page—by setting this printer to General Office mode.<sup>3</sup>
- Help keep energy costs down with the most efficient printer in its class.<sup>4</sup>



**HP PageWide Managed  
Color MFP E77660dns**

### Minimal interruptions. Maximum uptime

- Minimize interruptions with an HP PageWide Managed MFP designed for the least maintenance in its class.<sup>5</sup>
- Print speeds up to 50% faster than competitors—as fast as 80 ppm in colour and black-and-white.<sup>6</sup>
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>7</sup>



**HP PageWide Managed  
Color Flow MFP E77660z**

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Protect information on the MFP and in transit over the network, and store data on the encrypted hard disk.<sup>8</sup>
- Monitor activity to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.



**HP PageWide Managed  
Color Flow MFP E77660zs**

### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 200 pages into the automatic document feeder for fast, unattended scanning

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims) <sup>2</sup> High-yield cartridges are not included in printer purchase; purchase separately. Comparison is based on ISO 24711 cartridge yields for HP 982X series High-Yield Original PageWide Cartridges compared with HP 982A series Original PageWide Cartridges. Learn more at [hp.com/go/learnaboutsupplies](http://hp.com/go/learnaboutsupplies) <sup>3</sup> Comparison based on printing in Professional Mode. <sup>4</sup> Energy claim based on TEC data reported on [energystar.gov](http://energystar.gov) as of March 2017. Data normalized to determine energy efficiency of in-class A3 colour laser printers (\$1500-\$2999) and MFPs (\$3000-\$7499) as of February 2017, excluding other HP PageWide products. Subject to device settings. Actual results may vary. <sup>5</sup> Fewer service parts claim based on BLI analysis of leading in-class A3 MFPs as of August 2016; calculations use publicly available and/or published manufacturer rated yields for long-life consumables and assume 600,000 pages printed (using a 60% black/40% colour ratio). Learn more at [hp.com/go/pagewideclaims](http://hp.com/go/pagewideclaims) <sup>6</sup> Comparison of HP PageWide A3 devices with the majority of in-class colour ink/laser MFPs (\$3000-\$7499), and colour ink/laser single function printers (\$1500-\$2999) as of April 2017; market share as reported by IDC as of Q4 2016, excluding other HP PageWide products. HP PageWide speeds based on General Office mode and exclude first page. Learn more at [hp.com/go/printerspeeds](http://hp.com/go/printerspeeds) <sup>7</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see [hpconnected.com](http://hpconnected.com) <sup>8</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at [hp.com/go/printsecurity](http://hp.com/go/printsecurity)

## Product walkaround

HP PageWide Managed Color MFP E77660dn shown



## Series at a glance



### HP PageWide Managed Color MFP E77660dn (Z5G77A)

- Print, scan, copy
- Print speeds: Up to 60/80 ppm, Professional General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®



### HP PageWide Managed Color MFP E77660dns (2LF96A)

- Print, scan, copy
- Print speeds: Up to 60/80 ppm, Professional General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®
- 350-sheet inner finisher with stapler (staples up to 50 sheets)



### HP PageWide Managed Color Flow MFP E77660z (J7Z03A)

- Print, scan, copy
- Print speeds: Up to 60/80 ppm, Professional/General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®
- Retractable keyboard
- HP EveryPage with ultrasonic detection, embedded OCR
- Automatic page orientation, cropping, and tone adjustment



### HP PageWide Managed Color Flow MFP E77660zs (J7Z07A)

- Print, scan, copy
- Print speeds: Up to 60/80 ppm, Professional General Office mode
- 20.3 cm (8.0 inch) pivoting colour touchscreen
- 200-sheet ADF with single-pass, two-sided scanning and copying up to 11 x 17 inches (A3)
- Scan to email, USB drive, network folders, and Microsoft® SharePoint®
- Retractable keyboard
- HP EveryPage with ultrasonic detection, embedded OCR
- Automatic page orientation, cropping, and tone adjustment
- 350-sheet inner finisher with stapler

## Optional paper-handling accessories



### 550-sheet paper tray (P1V16A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 550-sheet paper tray and cabinet (P1V17A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 3x550-sheet paper tray and stand (P1V18A)

Supports up to 297 x 432 mm (11.7 x 17 inches)



### 4,000-sheet HCl paper tray and stand (P1V19A)

Two 2,000-sheet trays that support up to letter (A4)

<b>Optional</b>	Add up to one	Add up to one	Add up to one	Add up to one
<b>Maximum input capacity<sup>3</sup></b>	Up to 1,200 sheets	Up to 1,200 sheets	Up to 2,300 sheets	Up to 4,650 sheets

<sup>1</sup> Solutions deployed through the Hardware Integration Pocket (HIP) may require additional purchase. <sup>2</sup> An administrator must enable the easy-access USB port before use. <sup>3</sup> Purchase of optional paper tray required to reach maximum input capacity.

## Top Features

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs. Choose from:

**Optimized Care (optimum performance and stability):** 4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

**Standard Care (high level of uptime):** Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configuration Service

**Basic Care (minimum recommended support):** Next Business Day Onsite Support

**4 hr Onsite Support:** Onsite support within four hours after a service call received within the coverage window

**Next Business Day Onsite Support:** Onsite service the next business day after the service call is received

**Maintenance Kit Replacement Service:** Onsite replacement of your printer's maintenance kit including parts, materials, and labor

**Installation with Network Configuration Service:** Assembly, network configuration, and basic administrator familiarization

For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit [hp.com/go/printservices](http://hp.com/go/printservices)



## Top Features

Colour printing is within every business' budget with HP PageWide Technology. Print professional-quality colour for a breakthrough low cost—results you expect from HP for an exceptional value you can rely on.

Annoying interruptions and complex maintenance can slow down printing, and ultimately, the pace of business. Avoid pauses in productivity with an HP PageWide device designed for maximum uptime—so you can count on reliable results day in and day out.

Only HP Enterprise printers repair themselves from attacks in real time, with built-in security to help keep your network safe. Automatically monitor threats, detect intrusions, and validate operating software with security offered only by HP.<sup>1</sup>

Accelerate workflow, improve accuracy, and easily connect people throughout your organization. Complete high-volume scan jobs super-fast—up to 240 ipm<sup>2</sup>—and avoid extra steps with a Flow MFP designed for maximum productivity.

### Product

Z5G77A	HP PageWide Managed Color MFP E77660dn
ZLF96A	HP PageWide Managed Color MFP E77660dns
J7Z03A	HP PageWide Managed Color Flow MFP E77660z
J7Z07A	HP PageWide Managed Color Flow MFP E77660zs

### Accessories

P1V16A	HP PageWide Managed 550-sheet Paper Tray
P1V17A	HP PageWide Managed 550-sheet Paper Tray and Stand
P1V18A	HP PageWide Managed 3x550-sheet Paper Tray and Stand
P1V19A	HP PageWide Managed 4000-sheet HCI Paper Tray and Stand
B5L29A	HP High-Performance Secure Hard Disk (FIPS Drive) (300GB)
B5L28A	HP Internal USB Ports
B5L31A	HP Foreign Interface Harness
E5K48A	HP 1 GB x32 144-pin (800 MHz) DDR3 SODIMM
J8031A	HP Jetdirect 2900nw Print Server
J8030A	HP Jetdirect 3000w NFC/Wireless Accessory
CC487A	HP LaserJet MFP Analog Fax Accessory 500
J8J96A	Staple Cartridge Kit (dns or zs model only)

### Replacement Cartridges and LLC's<sup>3</sup>

M0K31XC	HP 993XC Black Contract PageWide Cartridge (22,000)
M0K08XC	HP 993XC Cyan Contract PageWide Cartridge (16,000)
M0K12XC	HP 993XC Magenta Contract PageWide Cartridge (16,000)
M0K27XC	HP 993XC Yellow Contract PageWide Cartridge (16,000)
W1B44A	HP PageWide Service Fluid Container (~150,000 pages)
W1B43A	HP PageWide Printhead Wiper Kit (~150,000 pages)
W1B45A	HP PageWide Roller Kit (~150,000 pages)

### HP Care Packs

U9RL1E	HP 1-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL2E	HP 3-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL4E	HP 5-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL5E	HP 3-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9RL7E	HP 5-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9JT2E	HP Installation Service w Network Workgroup Printer

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

### Recommended Papers<sup>4</sup>

Z7S68A	HP PageWide Bro GL A3 100 sheets FSC Paper
Z7S67A	HP PageWide Bro GL A4 200 sheets FSC Paper

Please visit [hp.com/apac/paper](http://hp.com/apac/paper) for more details.

### Solutions

HP Web Jetadmin: [hp.com/go/wja](http://hp.com/go/wja)

HP Universal Print Driver: [hp.com/go/upd](http://hp.com/go/upd)

HP JetAdvantage Security Manager: [hp.com/go/securitymanager](http://hp.com/go/securitymanager)

To learn more about available infrastructure, management, and workflow solutions, visit [hp.com/go/gsc](http://hp.com/go/gsc)

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims)

<sup>2</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

<sup>3</sup> Future firmware updates may support 4608 MB by adding DIMM memory module. <sup>4</sup> Available in selected countries only.

# HP PageWide Managed Color MFP E77660 Series

Technical specifications	HP PageWide Managed Color MFP E77660dn (Z5G77A)	HP PageWide Managed Color MFP E77660dms (ZL9F96A)	HP PageWide Managed Color Flow MFP E77660z (J7Z03A)	HP PageWide Managed Color Flow MFP E77660zs (J7Z07A)
Functions	Print, copy, scan, fax (optional)			
<b>Print</b>				
Duplex print options	Automatic (standard)			
Technology	HP PageWide Technology			
Speed <sup>1</sup>	<b>Black:</b> Up to 80 ppm (General office mode, A4); Up to 60 ppm (Professional mode, A4); <b>Colour:</b> Up to 80 ppm (General Office mode, A4); Up to 60 ppm (Professional mode, A4); <b>Duplex printing:</b> Black/Colour (Professional mode): Up to 40 ppm			
First page out <sup>2</sup>	<b>Black (A4, ready):</b> As fast as 7.1 seconds; <b>Colour (A4, ready):</b> As fast as 7.1 seconds			
Resolution	<b>Black (best):</b> Up to 1200 x 1200 optimised dpi from 600 x 600 input dpi (on Unspecified, Plain, HP Premium Presentation Matte, and HP Brochure Matte); <b>Colour (best):</b> Up to 2400 x 1200 optimised dpi from 600 x 600 input dpi (on HP Advanced Photo Papers)			
Languages	HP PCL 6; HP PCL 5c; HP postscript level 3 emulation; PDF 1.7			
HP ePrint capability	Yes			
Print cartridges	4 (1 each black, cyan, magenta, yellow)			
Printer management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver			
Printer smart software features	HP SureStart; Run-time Intrusion detection; Whitelisting; HP Trusted Platform Module; HP JetAdvantage Security Manager; HP Web Jetadmin; Open Extensibility Platform, FutureSmart Firmware, HP ePrint, Apple AirPrint™, HP Auto-On/Auto-Off technology, HP Color Access Control, HP EasyColor, Front-facing USB printing, store print jobs, HP EasyColor, print preview, automatic two-sided printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, booklet printing, cover pages, tray selection, scaling, Portrait/Landscape orientation, High Quality Grayscale and Black Ink Only, General Office/Professional/Presentation dpi print modes, Optional: HP and third party extensibility solutions; wireless			
<b>Scan</b>				
Type	Flatbed, ADF			
Technology	Charge Coupled Device (CCD) & Contact Image Sensor (CIS)			
Speed	<b>Single-sided (A4):</b> Up to 90 ipm (black and colour); <b>Two-sided (A4):</b> Up to 180 ipm (black and colour)		<b>Single-sided (A4):</b> Up to 120 ipm (black and colour); <b>Two-sided (A4):</b> Up to 240 ipm (black and colour)	
Bit depth	24-bit			
Resolution	<b>Hardware:</b> Up to 600 ppi; <b>Optical:</b> Up to 600 dpi; <b>Enhanced:</b> Up to 600 ppi			
Max scanning size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF:</b> 297 x 432 mm; Up to 297 x 864 mm when "long scan size" selected			
Grayscale levels	256			
Input modes	Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXP) applications			
File format	PDF, JPEG, TIFF, MTIFF, XPS, PDF/A		Digital Send: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .cht)	
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Colour Sense; Auto Crop To Content; Compact PDF			
<b>Copy</b>				
Speed <sup>3</sup>	<b>Black:</b> Up to 80 cpm (General office mode, A4); Up to 60 cpm (Professional mode, A4); <b>Colour:</b> Up to 80 cpm (General office mode, A4); Up to 60 cpm (Professional mode, A4)			
First copy out <sup>3</sup>	<b>Black (letter):</b> As fast as 7.9 seconds; <b>Colour (letter):</b> As fast as 7.9 seconds		<b>Black (letter):</b> As fast as 7.9 seconds; <b>Colour (letter):</b> As fast as 7.9 seconds	
Resolution	<b>Black (text and Graphics):</b> Up to 600 x 600 dpi; <b>Colour (text and graphics):</b> Up to 600 x 600 dpi			
Max copies	Up to 9,999 copies			
Copier reduce/enlarge	25 to 400%			
Copier setting	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, ID Scan, job build, edge-to-edge, job storage			
Copier smart software features	Auto scale; Reduce/enlarge from scanner glass (25 to 400 percent); Collate; Auto colour detection; Two-sided copying; Image adjustments (darkness, background cleanup, sharpness); Job build			
<b>Fax (Optional)</b>				
Resolution	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Colour (fine):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)			
Transmission speed <sup>4</sup>	Up to 33.6 kbps; 3 sec per page			
Fax features	<b>Faxing:</b> Optional; <b>Faxing options (ADF):</b> Simultaneous Two-Sided; <b>Auto-Redialling:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only); <b>Auto fax reduction supported:</b> Yes; <b>Fax telephone mode supported:</b> No; <b>Junk barrier supported:</b> Yes; <b>PC interface supported:</b> Yes; <b>Fax broadcasting, max locations:</b> 210; <b>Telephone handset supported:</b> No			
<b>Display</b>				
Duty cycle (monthly, A4) <sup>5</sup>	Up to 250,000 pages			
Recommended monthly page volume <sup>6</sup>	2,500 to 50,000 pages			
<b>Media</b>				
Custom sizes	<b>Tray 1:</b> 99.1 x 127 to 304.8 x 457.2 mm; <b>Tray 2-5:</b> 210.1 x 148.1 to 297.2 x 431.8 mm; <b>HCI Trays 3 &amp; 4:</b> A4 & Letter Only			
Recommended Weights	60 to 220 g/m <sup>2</sup> ; 300 g/m <sup>2</sup> Photo Paper Only			
Types	Paper (Plain, Inkjet, Inkjet Brochure/Glossy), Photo Paper, Envelopes, Labels, Cards			
Paper handling	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin; 350-sheet stapler stacker	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin; 350-sheet stapler stacker
<b>Processor speed</b>				
	1.2 GHz			
<b>Memory<sup>9</sup></b>				
	Standard/Maximum: 3584 MB		Standard/Maximum: 5632 MB	
<b>Operating system compatibility</b>				
	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)			
<b>Minimum system requirements</b>				
	<b>PC:</b> Windows® 10, 8.1, 8, 7: 1 GHz 32-bit or 64-bit processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer. Windows Vista®: 800 MHz processor (32-bit only), 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8. Windows® XP SP3 or higher (32-bit only); any Intel® Pentium® II, Celeron® or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8; <b>Mac:</b> Apple® OS X v10.12 Sierra, OS X v10.11 El Capitan, OS X v10.10 Yosemite, minimum 1.3 GB available HD space; Internet required; USB port			
<b>Connectivity</b>				
Connectivity (Standard)	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket			
Wireless capability	Optional, enabled with purchase of HP Jetdirect 3000w NFC/Wireless Accessory			
Mobile printing capability	HP ePrint, Apple AirPrint™, Google Cloud Print			
Network capabilities	Via HP Jetdirect Ethernet embedded print server (standard) supports: 10Base-T, 100Base-Tx, 1000Base-T; 802.3az (EEE) support on Fast Ethernet and Gigabit Ethernet; IPsec (standard)			
Supported network protocols	IPv4/IPv6: Apple Bonjour Compatible (Mac OS v10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLIP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print			



# HP PageWide Managed Color MFP E77660 Series

Technical specifications	HP PageWide Managed Color MFP E77660dn (Z5G77A)	HP PageWide Managed Color MFP E77660dms (2LF96A)	HP PageWide Managed Color Flow MFP E77660z (J7Z03A)	HP PageWide Managed Color Flow MFP E77660zs (J7Z07A)
Dimensions (W x D x H)	<b>Operating:</b> 813 x 616 x 680 mm (32 x 24.25 x 26.75 in); <b>Maximum:</b> 896 x 718 x 680 mm (35.25 x 28.25 x 26.75 in)	<b>Operating:</b> 813 x 616 x 791 mm (32 x 24.25 x 31.125 in); <b>Maximum:</b> 896 x 718 x 791 mm (35.25 x 28.25 x 31.125 in)	<b>Operating:</b> 813 x 616 x 680 mm (32 x 24.25 x 26.75 in); <b>Maximum:</b> 896 x 718 x 680 mm (35.25 x 28.25 x 26.75 in)	<b>Operating:</b> 813 x 616 x 791 mm (32 x 24.25 x 31.125 in); <b>Maximum:</b> 896 x 718 x 791 mm (35.25 x 28.25 x 31.125 in)
Weight	69 kg (153 lb)	82 kg (181 lb)	69 kg (153 lb)	82 kg (181 lb)
<b>Environmental</b>				
Operating environment	<b>Operating humidity range:</b> 10 to 80% RH; <b>Recommended operating humidity range:</b> 30 to 70% RH; <b>Operating temperature range:</b> 15 to 30° C (59 to 86° F); <b>Recommended operating temperature range:</b> 17 to 25° C (63 to 77° F); <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Storage before initial setup (Non-Purged):</b> -40 to 60° C (-40 to 140° F); <b>Storage after initial setup (Purged):</b> 0 to 60° C (32 to 140° F)			
Acoustic	<b>Acoustic power emissions:</b> 6.8 B(A); <b>Acoustic power emissions (active copy):</b> 6.9 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 54 dB(A) (printing at 61 ppm); <b>Acoustic pressure emissions Bystander (ready):</b> Inaudible	<b>Acoustic power emissions (active copy):</b> 6.9 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 51 dB(A) (printing at 61 ppm); <b>Acoustic pressure emissions Bystander (ready):</b> Inaudible	<b>Acoustic power emissions:</b> 6.8 B(A); <b>Acoustic power emissions (active copy):</b> 7.0 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 55 dB(A) (printing at 61 ppm); <b>Acoustic pressure emissions Bystander (ready):</b> Inaudible; <b>Acoustic power emissions (active scan):</b> 7.2 B(A) (scanning at 129 ppm with ADF running); <b>Acoustic pressure emissions bystander (active scan):</b> 57 dB(A) (scanning at 129 ppm with ADF running)	<b>Acoustic power emissions:</b> 6.6 B(A); <b>Acoustic power emissions (active copy):</b> 6.9 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 51 dB(A) (printing at 61 ppm); <b>Acoustic pressure emissions Bystander (ready):</b> Inaudible; <b>Acoustic power emissions (active scan):</b> 7.3 B(A) (scanning at 129 ppm with ADF running); <b>Acoustic pressure emissions bystander (active scan):</b> 58 dB(A) (scanning at 129 ppm with ADF running)
Power specifications	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 100 to 240 VAC, 50/60 Hz; <b>Power consumption<sup>2</sup>:</b> 660 watts (print/copy), 42 watts (ready), 1.6 watts (sleep), 0.2 watts (auto-off), 0.2 watts (off); <b>Typical Electricity Consumption (TEC)<sup>3</sup>:</b> 1.42 kWh/Week; <b>Blue Angel (Sleep mode):</b> Test 2 (Blue Angel); <b>Blue Angel (Normal mode):</b> Test 3 (Blue Angel); <b>Energy-saving features:</b> HP Auto-On/Auto-Off Technology			
Software included	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to <a href="http://123.HP.com">123.HP.com</a> or OS App Source for printer software), Online user manuals			
Warranty	90 days parts only warranty. Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://hp.com/support">hp.com/support</a> to learn about HP award winning service and support options in your region.			
What's in the box	HP PageWide Managed Color MFP E77660dn; HP Setup Ink Cartridges (yield after setup ~8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord	HP PageWide Managed Color MFP E77660dms; HP Setup Ink Cartridges (yield after setup ~8000 pages CMY and 10000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord	HP PageWide Managed Color MFP E77660z; HP Setup Ink Cartridges (yield after setup ~8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord	HP PageWide Managed Color MFP E77660zs; HP Setup Ink Cartridges (yield after setup ~8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord
Safety and regulatory compliance	EN 60950-1:2006 + A11:2009 +A1:2010 +A12:2011 +A2:2013; IEC 60950-1:2005 +A1:2009 +A2:2013; EN 62471:2008; IEC 62471:2010; EN 62479:2010; IEC 62479:2010; China CCC; GS; UL Listed			
Electromagnetic emission standard	CISPR 22:2008 Class A, CISPR 32:2012 Class A, EN 55032:2012 Class A, FCC CFR 47 Part 15 Class A, ICES-003 Issue 6 Class A, EN 61000-3-3:2013, EN 61000-3-2:2014			

<sup>1</sup> ISO speeds measured using ISO/IEC 24734. Excludes first page or first set of ISO test pages. For details see [hp.com/go/printerclaims](http://hp.com/go/printerclaims) <sup>2</sup> Exact speed varies depending on the system configuration, software application, driver and document complexity. <sup>3</sup> First Copy Out and Copy Speed measured using ISO/IEC 29183, excludes first set of test documents. For more information see [hp.com/go/printerclaims](http://hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity. <sup>4</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17 <sup>5</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP PageWide devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups. <sup>6</sup> HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period. Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Power consumption values typically based on measurement of 115V device. <sup>7</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device. <sup>8</sup> Future firmware updates may support 4608 MB (dn/dns only), 6656 MB (z, zs only) by adding DIMM memory module.

To learn more, visit [hp.com](http://hp.com)

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Datasheet

# HP PageWide Managed Color Flow



## MFP E77660z+

HP Managed MFPs and printers are optimized for managed environments. Offering increased monthly page volumes and fewer interventions, this portfolio of products can help reduce printing and copying costs. See your HP Authorized Reseller for details.



### Affordable color printing for every office

- Depend on lasting value. Get the results you expect for a game-changing low cost per color page.
- Print more pages and replace cartridges less often with optional high-yield cartridges.<sup>2</sup>
- Print even faster—and save even more per page—by setting this printer to General Office mode.<sup>3</sup>
- Help keep energy costs down with the most efficient MFP in its class.<sup>4</sup>

### Minimal interruptions. Maximum uptime.

- Minimize interruptions with an HP PageWide Managed MFP designed for the least maintenance in its class.<sup>5</sup>
- Print speeds up to 50% faster than competitors—as fast as 80 ppm in color and black-and-white.<sup>6</sup>
- Organize, staple, collate, and hole-punch with advanced external finishing that helps you ramp up production.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>7</sup>

### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Protect information on the MFP and in transit over the network, and store data on the encrypted hard disk.<sup>8</sup>
- Monitor activity to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.

### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimized.
- Load up to 200 pages into the automatic document feeder for fast, unattended scanning.

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit <http://www.hp.com/go/PrintersThatProtect>. For more information: <http://www.hp.com/go/printersecurityclaims> <sup>2</sup> High-yield cartridges are not included in printer purchase; purchase separately. Learn more at <http://www.hp.com/go/learnaboutsupplies> <sup>3</sup> Comparison based on printing in Professional Mode. <sup>4</sup> Energy claim based on TEC data reported on energystar.gov as of February 2018. Data normalized to determine energy efficiency of in-class A3 color laser printers and MFPs with published speeds of 20 to 80 ppm, excluding other HP PageWide products. Subject to device settings. Actual results may vary. <sup>5</sup> Fewer service parts claim based on HP analysis of leading in-class A3 color laser printers and MFPs as of February 2018; calculations use publicly available and/or published manufacturer rated yields for long-life consumables and assume 600,000 pages printed (using a 60% black/40% color ratio). Learn more at <http://www.hp.com/go/pagewideclaims> <sup>6</sup> Comparison of HP PageWide A3 devices with leading in-class color ink/laser MFPs (\$3000–\$11299 and €2820–€11199), and color ink/laser single function printers (\$1500–\$4799 and €1410–€4599) as of February 2018; market share as reported by IDC as of Q3 2017, excluding other HP PageWide products. HP PageWide speeds based on General Office mode and exclude first page. Learn more at <http://www.hp.com/go/printerspeeds> <sup>7</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see <http://www.hpconnected.com> <sup>8</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at <http://www.hp.com/go/printsecurity> <sup>9</sup> Scan speeds measured from ADF. Actual processing speeds may vary depending on scan resolution, network conditions, computer performance, and application software.

# HP PageWide Managed Color Flow MFP E77660z+ - Bundle Product 60 ppm Specifications Table

<b>Functions / Multitasking Supported</b>	Print, copy, scan, fax (optional) / Yes	<b>Memory</b>	<b>Standard:</b> 5632 MB; <b>Maximum:</b> 5632 MB
<b>Print Speed</b>	<b>First Page Out:</b> As fast as 7.1 sec black; As fast as 7.1 sec color <sup>6</sup>	<b>Processor Speed</b>	1.2 GHz / <b>Hard disk:</b> 320 GB High-Performance Secure Hard Disk (AES 256 hardware encryption or greater; Secure erase capabilities: Secure File Erase-Temporary Job Files, Secure Erase-Job Data, Secure ATA Erase-Disk)
<b>Print Resolution</b>	<b>Black (best):</b> Up to 1200 x 1200 optimized dpi from 600 x 600 input dpi (on Unspecified, Plain, HP Premium Presentation Matte, and HP Brochure Matte); <b>Color (best):</b> Up to 2400 x 1200 optimized dpi from 600 x 600 input dpi (on HP Advanced Photo Papers)	<b>Duty Cycle</b>	<b>Monthly, A4:</b> Up to 200,000 pages
<b>Print Technology</b>	HP PageWide Technology	<b>Recommended Monthly Page Volume</b>	2500 to 50,000 pages
<b>Print Resolution Technologies</b>	HP PageWide Technology up to 1200 x 1200 optimized dpi from 600 x 600 input dpi	<b>Media Types Supported</b>	Paper (Plain, Inkjet, Inkjet Brochure/Glossy), Photo Paper, Envelopes, Labels, Cards
<b>Print Cartridges Number</b>	4 (1 each black, cyan, magenta, yellow)	<b>Media Weight Supported</b>	Tray 1: 60-220 g/m <sup>2</sup> ; 300 g/m <sup>2</sup> Photo Paper Only Trays 2-5: 60-220 g/m <sup>2</sup> HCl trays 3 & 4: 60-220 g/m <sup>2</sup>
<b>Standard Print Languages</b>	HP PCL 6; HP PCL 5c; HP Postscript level 3 emulation; PDF 1.7	<b>Media Sizes Supported</b>	A3; A4; A4-R; A5; A5-R; A6; RA3; RA4; SRA4; B4; B5 (JIS); 8k (270x390mm); 16k (1195x270mm); 8k (260x368mm); 16k (184x260mm); 8k (273x394mm); 16k (197x273mm); Oficio 216x340mm;
<b>Printer Smart Software Features</b>	HP SureStart; Run-time intrusion detection; Whitelisting; HP Trusted Platform Module; HP JetAdvantage Security Manager; HP Web Jetadmin; Open Extensibility Platform, FutureSmart Firmware, HP ePrint, Apple AirPrint™, HP Auto-On/Off technology, HP Color Access Control, HP EasyColor, Front-facing USB printing, store print jobs, HP EasyColor, print preview, automatic two-sided printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, booklet printing, cover pages, tray selection, scaling, Portrait/Landscape orientation, High Quality Grayscale and Black Ink Only, General, Office/Professional/Presentation dpi print modes, Optional: HP and third party extensibility solutions; wireless	<b>Media Sizes Custom</b>	Tray 1: 99.1 x 127 to 304.8 x 457.2mm; Tray 2-5: 210.1 x 148.1 to 297.2 x 431.8mm; HCl Trays 3 & 4: A4 & Letter Only;
<b>Printer Management</b>	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver	<b>Paper Handling</b>	100-sheet multipurpose tray, 550-sheet input tray, 500-sheet output bin; <b>Duplex Options:</b> Automatic (standard) Manual (driver support provided); <b>Auto Document Feeder Capacity:</b> Standard, 200 sheets; <b>Envelope Feeder:</b> No; <b>Standard Paper Trays:</b> 2 (additional required purchase of the HP PageWide 550-sheet Paper Tray and Stand W1B50A, HP PageWide 3x550-sheet Paper Tray and Stand W1B51A or HP PageWide 4000-sheet HCl Paper Tray and Stand W1B52A); <b>Input Capacities:</b> Up to 650 sheets (MP: up to 100 sheets, Tray 2: up to 550 sheets) standard; Up to 10 envelopes; Up to 240 cards; Up to 1,840 sheets labels; Up to 650 sheets Legal; <b>Output Capacities:</b> Up to 3000 sheets (80 g/m <sup>2</sup> ) standard; Up to 50 envelopes; Up to 200 labels labels
<b>Scan Type / Technology</b>	Flatbed, ADF / Charge Coupled Device (CCD) & Contact Image Sensor (CIS)	<b>What's in the box</b>	<b>Z5G78A</b> HP PageWide Managed Color Flow MFP E77660z+; HP Setup Ink Cartridges (yield after setup ~8000 pages CMY and 10000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord
<b>Scan Resolution</b>	<b>Hardware:</b> Up to 600 ppi; <b>Optical:</b> Up to 600 ppi	<b>Replacement Cartridges</b>	HP 992XC Black Contract PageWide Cartridge (22,000) M0K30XC; HP 992XC Cyan Contract PageWide Cartridge (16,000) M0K11XC; HP 992XC Magenta Contract PageWide Cartridge (16,000) M0K26XC; HP 992XC Yellow Contract PageWide Cartridge (16,000) M0K30XC
<b>Scan File Format</b>	Digital Send: PDF, JPEG, TIFF, MIF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MIF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready Files (.prn, .pcl, .rht)	<b>Product Dimensions</b>	<b>W x D x H:</b> 1245 x 693 x 1222 mm; 49.0 x 27.3 x 48.1 in; <b>Maximum:</b> 2495 x 1175 x 1535 mm (with all doors and trays open, and document feeder lifted); 98.2 x 46.3 x 60.4 in (with all doors and trays open, and document feeder lifted)
<b>Scan Input Modes</b>	Front panel applications: Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXF) applications	<b>Product Weight</b>	171 kg; 376.3 lb
<b>Scan Size</b>	<b>ADF:</b> 297 x 432 mm; Up to 297 x 864 mm when "long scan size" selected; 11.7 x 17 in; Up to 11.7 x 34 in when "long scan size" selected; <b>Maximum:</b> 68 x 148 mm, 2.7 x 5.8 in; <b>Minimum:</b> Flatbed: 11.7 x 17 in; 297 x 432 mm	<b>Warranty Features</b>	90 days parts only warranty. Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>Scanner Advanced Features</b>	Optimize text/picture; Image adjustments; Job build; Output quality setting; Selectable scan resolution 75 to 600 dpi; Auto detect color; Edge Erase; Job notification; Blank page suppression; HP Quick Sets; HP EveryPage; Auto orientation; Embedded Optical Character Recognition (OCR), Auto crop to page; Auto-tone	<b>Control Panel</b>	8.0-in (20.3 cm) Color Graphics Display (CGD) with touchscreen; rotating (adjustable angle) display; illuminated Home button (for quick return to the Home menu); USB High-speed 2.0 port; Hardware Integration Pocket
<b>Bit Depth / Grayscale levels</b>	24-bit / 256	<b>Display Description</b>	8.0 in (20.3 cm) touchscreen, XVA Color Graphic Display (CGD)
<b>Digital Sending Standard Features</b>	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Color Sense; Auto Crop To Content; Compact PDF	<b>Software Included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals
<b>Copy Speed</b>	<b>Black (ISO):</b> Up to 60 cpm; <b>Color (ISO):</b> Up to 60 cpm	<b>Fonts and Typefaces</b>	105 internal TrueType fonts scalable in HP PCL, 92 internal scalable fonts in HP Postscript level 3 emulation (Euro symbol built-in); 1 internal Unicode Fonts (Andale Mono WorldType); 2 Internal Windows Vista 8 Fonts (Calibri, Cambria); additional font solutions available via third-party flash memory cards; HP LaserJet Fonts and IPDS Emulation available at <a href="http://www.hp.com/go/laserjetfonts">http://www.hp.com/go/laserjetfonts</a>
<b>Copy Resolution</b>	<b>Black (text and graphics):</b> Up to 600 x 600 dpi; Up to 600 x 600 dpi; <b>Color (text and graphics):</b> Up to 600 x 600 dpi	<b>Minimum System Requirements</b>	<b>PC:</b> 2GB available hard disk space, OS hardware requirements see <a href="http://www.hp.com">microsoft.com</a> ; <b>MAC:</b> 1.3 GB available hard drive space; Internet; OS hardware requirements see <a href="http://www.apple.com">Apple.com</a> for more info
<b>Maximum Number Of Copies</b>	Up to 9999 copies	<b>Power</b>	<b>Power Supply Type:</b> Internal (Built-in) power supply; <b>Power Requirements:</b> Input voltage: 100 to 240 VAC, 50/60 Hz; <b>Power Consumption:</b> 660 watts (print/copy), 42 watts (ready), 1.6 watts (sleep), 0.2 watts (auto-off), 0.2 watts (off) <sup>1</sup>
<b>Copier Resize</b>	25 to 400%	<b>Operating Environment</b>	<b>Operating Temperature Range:</b> 15 to 30°C; <b>Recommended Operating Temperature:</b> 17 to 25°C; <b>Storage Temperature Range:</b> Before initial setup (Non-Purged): -40 to 60°C; After initial setup (Purged): 0 to 60°C. If stored below the lowest specified operating temperature, unit must slowly warm up to an approved operating temperature (HP recommends waiting 24 hours at approved operating temperature prior to using the printer); <b>Non-Operating Humidity Range:</b> 10 to 80% RH; <b>Operating Humidity Range:</b> 10 to 80% RH; <b>Recommended Humidity Operating Range:</b> 30 to 70% RH
<b>Copier Settings</b>	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, ID Scan, job build, edge-to-edge, job storage	<b>Security Management</b>	Identity Management: Kerberos authentication, LDAP authentication, 1000 user PIN codes, optional HP and third-party advanced authentication solutions (e.g., badge readers); Network: IPsec/firewall with Certificate, Pre-Shared Key, and Kerberos authentication, Supports WPA-10 IPsec configuration Plug-in, 802.1X authentication (EAP-PEAP EAP-TLS), SNMPv3, HTTPS, Certificates, Access Control List, HP Trusted Platform Module (TPM) comes standard; Data: Storage Encryption, Encrypted PDF & Email (uses PIPS 140 validated cryptographic libraries from Microsoft), Secure Erase: SSL/TLS (HTTPS), Encrypted Credentials; Device: Security lock slot, USB port disablement, Hardware Integration Pocket for security solutions, 18 Intrusion Detection with Red Balloon Security Technology (Constant in-device monitoring for attacks), HP Sure Start Secure Boot (BIOS integrity checking with self-healing capability), Whitelisting (loads only known good code (DLLs, EXEs, etc.); Security Management: Compatible with HP JetAdvantage Security Manager; 21 Device Security Syslog Messages processed and accessible in ArcSight and Splunk SIEMs; For more security settings go to <a href="http://h10032.www1.hp.com/ctg/Manual/c03602120">http://h10032.www1.hp.com/ctg/Manual/c03602120</a>
<b>Fax Speed</b>	Up to: 33.6 kbps <sup>4</sup>	<b>Accessories</b>	HP PageWide Managed 550-sheet Paper Tray P1V16A, HP PageWide Managed 550-sheet Paper Tray and Stand P1V17A, HP PageWide Managed 3x550-sheet Paper Tray and Stand P1V18A, HP PageWide Managed 4000-sheet HCl Paper Tray and Stand P1V19A, HP PageWide 550-sheet Paper Tray A7W99A, HP PageWide 550-sheet Paper Tray and Stand W1B50A, HP PageWide 3x550-sheet Paper Tray and Stand W1B51A, HP PageWide 4000-sheet HCl Paper Tray and Stand W1B52A, HP High-Performance Secure Hard Disk B5L29A, HP Internal USB Ports B5L28A, HP Foreign Interface Harness B5L31A, HP 1 GB x3 144-pin (800 MHz) DDR3 SODIMM E5K48A, HP Jetdirect 2900nw Print Server J8031A, HP Jetdirect 3000w NFC/Wireless Accessory J8030A, HP LaserJet MFP Analog Fax Accessory 500 CC487A, HP LaserJet MFP Analog Fax Accessory 500 CC487A, HP LaserJet MFP Analog Fax Accessory 500 CC487A, HP LaserJet Hole Punch 2/3 Accessory (for Z4L04A) Y1G10A, HP LaserJet Hole Punch 2/4 Accessory (for Z4L04A) Y1G11A, HP LaserJet Hole Punch Swedish Accessory (for Z4L04A) Y1G12A, HP LaserJet Stapler/Stacker Finisher Staples (for Z4L04A) Y1G14A, HP 110V Heated Pressure Roller 3MM39A, HP 220V Heated Pressure Roller 3MM276A
<b>Fax Resolution</b>	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Color (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Black (standard):</b> 204 x 98 dpi	<b>HP Service and Support Options</b>	U9JTZE - HP Installation Service with Network Workgroup Printer; U9NP3E - HP 3 year NBD Service w/ Defective Media Retention for Color LaserJet Enterprise MFP M68x; U9NP4E - HP 4 year NBD Service w/ Defective Media Retention for Color LaserJet Enterprise MFP M68x; U9NP5E - HP 5 year NBD Service w/ Defective Media Retention for Color LaserJet Enterprise MFP M68x
<b>Fax Smart Software Features</b>	Stored faxes; Fax archiving; Fax forwarding; Scale to fit; Fax address book; LAN/Internet fax; Fax number confirmation; Holiday fax schedule	<b>Learn more at</b>	<a href="http://hp.com">hp.com</a>
<b>Fax Features</b>	<b>Auto Fax Reduction Supported:</b> Yes; <b>Auto-Redialing:</b> Yes; <b>Fax Delayed Sending:</b> No; <b>Distinctive Ring Detection Supported:</b> No; <b>Fax Forwarding Supported:</b> Yes; <b>Fax Phone TAM Interface Supported:</b> No; <b>Fax Polling Supported:</b> Yes (poll to receive only); <b>Fax Telephone Mode Supported:</b> No; <b>Junk Barrier Supported:</b> Yes; <b>Maximum Speed Dialing Numbers:</b> Up to 1000 numbers (each with 210 destinations); <b>PC Interface Supported:</b> Yes; <b>Remote Retrieval Capability Supported:</b> No; <b>Telephone Handset Supported:</b> No		
<b>Standard Connectivity</b>	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket		
<b>Network Capabilities</b>	Via HP Jetdirect Ethernet embedded print server (standard) supports: 10Base-T, 100Base-Tx, 1000Base-T, 802.3az (EEE) support on Fast Ethernet and Gigabit Ethernet, IPsec (standard)		
<b>Wireless Capability</b>	Optional, enabled with purchase of a hardware accessory		
<b>Mobile Printing Capability</b>	HP ePrint, Apple AirPrint™, Google Cloud Print		

<sup>1</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will manage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device. <sup>2</sup> Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled. <sup>3</sup> Average color composite (C/M/Y) and black declared yields based on ISO/IEC 24711 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>. <sup>4</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17. <sup>5</sup> ISO speeds measured using ISO/IEC 24734. Excludes first page or first set of ISO test pages. For details see <http://www.hp.com/go/printerclaims> <sup>6</sup> Exact speed varies depending on the system configuration, software application, driver and document complexity.



Print, copy, scan, fax (optional)

# HP PageWide Managed Color Flow MFP E77660zs



HP Managed MFPs and printers are optimised for managed environments. Offering increased monthly page volumes and fewer interventions, this portfolio of products can help reduce printing and copying costs. See your HP Authorized Reseller for details.



#### Affordable colour printing for every office

- Depend on lasting value. Get the results you expect for a game-changing low cost per colour page.
- Print more pages and replace cartridges less often with optional high-yield cartridges.<sup>2</sup>
- Print even faster—and save even more per page—by setting this printer to General Office mode.<sup>3</sup>
- Help keep energy costs down with the most efficient printer in its class.<sup>4</sup>



#### Minimal interruptions. Maximum uptime.

- Minimize interruptions with an HP PageWide Managed MFP designed for the least maintenance in its class.<sup>5</sup>
- Print speeds up to 50% faster than competitors—as fast as 80 ppm in colour and black-and-white.<sup>6</sup>
- Tailor this MFP to the needs of your business with a wide range of paper-handling accessories.
- Scan files directly to Microsoft® Office 365 and SharePoint, plus email, USB, and network folders.<sup>7</sup>



#### The world's most secure printing<sup>1</sup>

- With HP Sure Start, each printer regularly checks its operating code and repairs itself from attempted hacks.
- Protect information on the MFP and in transit over the network, and store data on the encrypted hard disk.<sup>8</sup>
- Monitor activity to detect and stop attacks, then automatically reboot with run-time intrusion detection.
- Whitelisting checks firmware during startup to help ensure it's authentic, good code—digitally signed by HP.



#### Give workgroups the speed they need

- Help workgroups capture every page easily and detect potential errors or missed pages—every time.
- Enter data more quickly and accurately using the pull-out keyboard.
- Help ensure every scanned document is properly oriented, cropped to size, and grayscale-optimised.
- Load up to 200 pages into the automatic document feeder for fast, unattended scanning.

\* The image shown above is with a 5 tray stand accessory and may vary based on the choice of accessory ordered by customer.

<sup>1</sup> Based on HP review of 2016 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims)

<sup>2</sup> High-yield cartridges are not included in printer purchase; purchase separately. Comparison is based on ISO 24711 cartridge yields for HP 982X series High-Yield Original PageWide Cartridges compared with HP 982A series Original PageWide Cartridges. Learn more at [hp.com/go/learnaboutsupplies](http://hp.com/go/learnaboutsupplies)

<sup>3</sup> Comparison based on printing in Professional Mode.

<sup>4</sup> Energy claim based on TEC data reported on energystar.gov as of March 2017. Data normalized to determine energy efficiency of in-class A3 colour laser printers (\$1500-\$2999) and MFPs (\$3000-\$7499) as of February 2017, excluding other HP PageWide products. Subject to device settings. Actual results may vary.

<sup>5</sup> Fewer service parts claim based on BLI analysis of leading in-class A3 MFPs as of August 2016; calculations use publicly available and/or published manufacturer rated yields for long-life consumables and assume 600,000 pages printed (using a 60% black/40% colour ratio). Learn more at [hp.com/go/pagewideclaims](http://hp.com/go/pagewideclaims)

<sup>6</sup> Comparison of HP PageWide A3 devices with the majority of in-class colour ink/laser MFPs (\$3000-\$7499), and colour ink/laser single function printers (\$1500-\$2999) as of April 2017; market share as reported by IDC as of Q4 2016, excluding other HP PageWide products. HP PageWide speeds based on General Office mode and exclude first page. Learn more at [hp.com/go/printerspeeds](http://hp.com/go/printerspeeds)

<sup>7</sup> Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see [hpconnected.com](http://hpconnected.com)

<sup>8</sup> Some features require additional purchase. A FutureSmart service pack update may be required to activate security features. Learn more at [hp.com/go/printsecurity](http://hp.com/go/printsecurity)

## Technical specifications

<b>Functions</b>	Print, copy, scan, fax (optional)
<b>Print</b>	
Duplex print options	Automatic (standard)
Technology	HP PageWide Technology
Speed <sup>1</sup>	<b>Black:</b> Up to 80 ppm (General office mode, A4); Up to 60 ppm (Professional mode, A4); <b>Colour:</b> Up to 80 ppm (General Office mode, A4); Up to 60 ppm (Professional mode, A4); <b>Duplex printing:</b> Black/Colour (Professional mode): Up to 40 ppm
First page out <sup>2</sup>	<b>Black (A4, ready):</b> As fast as 7.1 seconds; <b>Colour (A4, ready):</b> As fast as 7.1 seconds
Resolution	<b>Black (best):</b> Up to 1200 x 1200 optimised dpi from 600 x 600 input dpi (on Unspecified, Plain, HP Premium Presentation Matte, and HP Brochure Matte); <b>Colour (best):</b> Up to 2400 x 1200 optimised dpi from 600 x 600 input dpi (on HP Advanced Photo Papers)
Languages	HP PCL 6; HP PCL 5c; HP Postscript level 3 emulation; PDF 1.7
HP ePrint capability	Yes
Print cartridges	4 (1 each black, cyan, magenta, yellow)
Printer management	HP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver
Printer smart software features	HP SureStart; Run-time intrusion detection; Whitelisting; HP Trusted Platform Module; HP JetAdvantage Security Manager; HP Web JetAdmin; Open Extensibility Platform, FutureSmart Firmware, HP ePrint, Apple AirPrint™, HP Auto-On/Off technology, HP Color Access Control, HP EasyColor, Front-facing USB printing, store print jobs, HP EasyColor, print preview, automatic two-sided printing, print multiple pages per sheet (2, 4, 6, 9, 16), collation, booklet printing, cover pages, tray selection, scaling, Portrait/Landscape orientation, High Quality Grayscale and Black Ink Only, General Office/Professional/Presentation dpi print modes, Optional: HP and third party extensibility solutions; wireless
<b>Scan</b>	
Type	Flatbed, ADF
Technology	Charge Coupled Device (CCD) & Contact Image Sensor (CIS)
Speed	<b>Single-sided (A4):</b> Up to 120 ipm (black and colour); <b>Two-sided (A4):</b> Up to 240 ipm (black and colour)
Bit depth	24-bit
Resolution	<b>Hardware:</b> Up to 600 ppi; <b>Optical:</b> Up to 600 dpi; <b>Enhanced:</b> Up to 600 ppi
Max scanning size	<b>Flatbed:</b> 297 x 432 mm; <b>ADF:</b> 297 x 432 mm; Up to 297 x 864 mm when "long scan size" selected
Grayscale levels	256
Input modes	Copy; E-mail; Fax; Save to Network Folder; Save to USB; Save to Device Memory; Save to SharePoint; Open Extensibility Platform (OXF) applications
File format	Digital Send: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Scan to easy access USB: PDF, JPEG, TIFF, MTIFF, XPS, PDF/A, TEXT (OCR), Unicode TEXT (OCR), RTF (OCR), Searchable PDF (OCR), Searchable PDF/A (OCR), HTML (OCR), CSV (OCR); Print from easy access USB: PDF, PS, Print Ready files (.prn, .pcl, .dch)
Digital sending standard features	Scan to E-mail; Save-to-Network Folder; Save-to-USB drive; Send to FTP; Send to LAN Fax; Send to Internet Fax; Local Address Book; SMTP over SSL; Blank Page Removal; Edge Erase; Auto Colour Sense; Auto Crop To Content; Compact PDF
<b>Copy</b>	
Speed <sup>1</sup>	<b>Black:</b> Up to 80 cpm (General office mode, A4); Up to 60 cpm (Professional mode, A4); <b>Colour:</b> Up to 80 cpm (General office mode, A4); Up to 60 cpm (Professional mode, A4)
First copy out <sup>2</sup>	<b>Black (letter):</b> As fast as 7.9 seconds; <b>Colour (letter):</b> As fast as 7.9 seconds
Resolution	<b>Black (text and Graphics):</b> Up to 600 x 600 dpi; <b>Colour (text and graphics):</b> Up to 600 x 600 dpi
Max copies	Up to 9,999 copies
Copier reduce/enlarge	25 to 400%
Copier settings	Two-sided copying, scalability, image adjustments (darkness, contrast, background cleanup, sharpness), N-up, N or Z-ordering, content orientation, collation, booklet, ID Scan, job build, edge-to-edge, job storage
Copier smart software features	Auto scale; Reduce/enlarge from scanner glass (25 to 400 percent); Collate; Auto colour detection; Two-sided copying; Image adjustments (darkness, background cleanup, sharpness); Job build
<b>Fax (Optional)</b>	
Resolution	<b>Black (best):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only); <b>Colour (fine):</b> Up to 300 x 300 dpi (400 x 400 dpi for received faxes only)
Transmission speed <sup>4</sup>	Up to 33.6 kbps; 3 sec per page
Fax features	<b>Faxing:</b> Optional; <b>Faxing options (ADF):</b> Simultaneous Two-Sided; <b>Auto-Redialling:</b> Yes; <b>Fax delayed sending:</b> No; <b>Distinctive ring detection supported:</b> No; <b>Fax forwarding supported:</b> Yes; <b>Fax polling supported:</b> Yes (poll to receive only); <b>Auto fax reduction supported:</b> Yes; <b>Fax telephone mode supported:</b> No; <b>Junk barrier supported:</b> Yes; <b>PC interface supported:</b> Yes; <b>Fax broadcasting, max locations:</b> 210; <b>Telephone handset supported:</b> No
<b>Display</b>	20.3 cm (8.0 in) touchscreen, XVA Colour Graphic Display (CGD)
Duty cycle (monthly, A4) <sup>3</sup>	Up to 250,000 pages
Recommended monthly page volume <sup>4</sup>	2,500 to 50,000 pages
<b>Media</b>	
Custom sizes	<b>Tray 1:</b> 99.1 x 127 to 304.8 x 457.2 mm; <b>Tray 2-5:</b> 210.1 x 148.1 to 297.2 x 431.8 mm; <b>HCI Trays 3 &amp; 4:</b> A4 & Letter Only
Recommended Weights	60 to 220 g/m <sup>2</sup> ; 300 g/m <sup>2</sup> Photo Paper Only
Types	Paper (Plain, Inkjet, Inkjet Brochure/Glossy), Photo Paper, Envelopes, Labels, Cards
Paper handling	<b>Input (standard):</b> 100-sheet multipurpose tray, 550-sheet input tray; <b>Input (optional):</b> 1x550/tray (A3/A4), 1x550/stand (A3/A4), 3x550/stand (A3/A4), HCI (2x2000 sheet A4); <b>Output (standard):</b> 500-sheet output bin; 350-sheet stapler stacker
Processor speed	1.2 GHz
<b>Operating system compatibility</b>	Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
<b>Minimum system requirements</b>	<b>PC:</b> Windows® 10, 8.1, 8, 7: 1 GHz 32-bit or 64-bit processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer, Windows Vista®: 800 MHz processor (32-bit only), 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8, Windows® XP SP3 or higher (32-bit only); any Intel® Pentium® II, Celeron® or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Microsoft® Internet Explorer 8; <b>Mac:</b> Apple® OS X v10.12 Sierra, OS X v10.11 El Capitan, OS X v10.10 Yosemite, minimum 1.3 GB available HD space; Internet required; USB port
<b>Connectivity</b>	
Connectivity (Standard)	2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket
Wireless capability	Optional, enabled with purchase of HP Jetdirect 3000w NFC/Wireless Accessory
Mobile printing capability	HP ePrint, Apple AirPrint™, Google Cloud Print
Network capabilities	Via HP Jetdirect Ethernet embedded print server (standard) supports: 10Base-T, 100Base-Tx, 1000Base-T, 802.3az (EEE) support on Fast Ethernet and Gigabit Ethernet; IPsec (standard)
Supported network protocols	IPv4/IPv6; Apple Bonjour Compatible (Mac OS v10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print
<b>Dimensions (W x D x H)</b>	<b>Operating:</b> 813 x 616 x 791 mm (32 x 24.25 x 31.125 in); <b>Maximum:</b> 896 x 718 x 791 mm (35.25 x 28.25 x 31.125 in)
<b>Weight</b>	82 kg (181 lb)
<b>Environmental</b>	
Operating environment	<b>Operating humidity range:</b> 10 to 80% RH; <b>Recommended operating humidity range:</b> 30 to 70% RH; <b>Operating temperature range:</b> 15 to 30° C (59 to 86° F); <b>Recommended operating temperature range:</b> 17 to 25° C (63 to 77° F); <b>Non-operating humidity range:</b> 10 to 80% RH; <b>Storage before initial setup (Non-Purged):</b> -40 to 60° C (-40 to 140° F); <b>Storage after initial setup (Purged):</b> 0 to 60° C (32 to 140° F)
Acoustics	<b>Acoustic power emissions:</b> 6.6 B(A); <b>Acoustic power emissions (active copy):</b> 6.9 B(A); <b>Acoustic power emissions (ready):</b> Inaudible; <b>Acoustic pressure emissions:</b> 51 dB(A) (printing at 61 ppm); <b>Acoustic pressure emissions bystander (ready):</b> Inaudible; <b>Acoustic power emissions (active scan):</b> 7.2 B(A) (scanning at 129 ppm with ADF running); <b>Acoustic pressure emissions bystander (active scan):</b> 57 dB(A) (scanning at 129 ppm with ADF running)
<b>Power specifications</b>	<b>Power supply type:</b> Internal (Built-in) power supply; <b>Power supply required:</b> Input voltage: 100 to 240 VAC, 50/60 Hz; <b>Power consumption:</b> 660 watts (print/copy), 42 watts (ready), 1.6 watts (sleep), 0.2 watts (auto-off), 0.2 watts (off); <b>Typical Electricity Consumption (TEC):</b> 1.42 kWh/Week; <b>Blue Angel (Sleep mode):</b> Test 2 (Blue Angel); <b>Blue Angel (Normal mode):</b> Test 3 (Blue Angel); <b>Energy-saving features:</b> HP Auto-On/Off Technology
<b>Software included</b>	HP Connected, HP Device Experience (DXP), HP PCL 6 Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Store for printer software), Online user manuals
<b>Warranty</b>	90 days parts only warranty. Warranty and support options vary by product, country and local legal requirements. Go to <a href="http://hp.com/support">hp.com/support</a> to learn about HP award winning service and support options in your region.
<b>What's in the box</b>	HP PageWide Managed Color MFP E77660zs; HP Setup Ink Cartridges (yield after setup - 8,000 pages CMY and 10,000 K); Installation guide, Support flyer; documentation on CD-ROM; Power cord
<b>Safety and regulatory compliance</b>	EN 60950-1:2006 + A1:1:2009 + A1:2010 + A1:2011 + A2:2013; IEC 60950-1:2005 + A1:2009 + A2:2013; EN 62471:2008; IEC 62471:2010; EN 62479:2010; IEC 62479:2010; China CCC; GS; UL Listed
<b>Electromagnetic emission standard</b>	CISPR 22:2008 Class A, CISPR 32:2012 Class A, EN 55032:2012 Class A, FCC CFR 47 Part 15 Class A, ICES-003 Issue 6 Class A, EN 61000-3-3:2013, EN 61000-3-2:2014

## Ordering information

Number	Description
J7Z07A	HP PageWide Managed Color Flow MFP E77660zs
<b>Accessories (Optional)</b>	
Number	Description
P1V16A	HP PageWide Managed 550-sheet Paper Tray
P1V17A	HP PageWide Managed 550-sheet Paper Tray and Stand
P1V18A	HP PageWide Managed 3x550-sheet Paper Tray and Stand
P1V19A	HP PageWide Managed 4000-sheet HCl Paper Tray and Stand
A7W99A	HP PageWide 550-sheet Paper Tray
W1B50A	HP PageWide 550-sheet Paper Tray and Stand
W1B51A	HP PageWide 3x550-sheet Paper Tray and Stand
W1B52A	HP PageWide 4000-sheet HCl Paper Tray and Stand
B5L29A	HP High-Performance Secure Hard Disk
B5L28A	HP Internal USB Ports
B5L31A	HP Foreign Interface Harness
ESK48A	HP 1 GB x32 144-pin (800 MHz) DDR3 SODIMM
J8031A	HP Jetdirect 2900w Print Server
J8030A	HP Jetdirect 3000w NFC/Wireless Accessory
CC487A	HP LaserJet MFP Analog Fax Accessory 500

<b>Replacement Cartridges and LLCs<sup>5</sup></b>	
Number	Description
MOK31XC	HP 993XC Black Contract PageWide Cartridge (22,000)
MOK08XC	HP 993XC Cyan Contract PageWide Cartridge (16,000)
MOK12XC	HP 993XC Magenta Contract PageWide Cartridge (16,000)
MOK27XC	HP 993XC Yellow Contract PageWide Cartridge (16,000)
W1B44A	HP PageWide Service Fluid Container (~150,000 pages)
W1B43A	HP PageWide Printhead Wiper Kit (~150,000 pages)
W1B45A	HP PageWide Roller Kit (~150,000 pages)

<b>Recommended Papers<sup>6</sup></b>	
Number	Description
Z7568A	HP PageWide Bro GL A3 100 sheets FSC Paper
Z7567A	HP PageWide Bro GL A4 200 sheets FSC Paper

Please visit [hp.com/apac/paper](http://hp.com/apac/paper) for more details.

<b>HP Care Packs</b>	
Number	Description
U9RL1E	HP 1-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL2E	HP 3-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL4E	HP 5-year Next Business Day w/DMR PageWide Color 776xx Managed SVC
U9RL5E	HP 3-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9RL7E	HP 5-year 4h9x5w/DMR PageWide Color 776xx Managed SVC
U9JT2E	HP Installation Service w Network Workgroup Printer

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to [hp.com/go/cpc](http://hp.com/go/cpc)

<b>HP Inc offices</b>		
Australia	(613) 8833 5000	<a href="http://hp.com.au">hp.com.au</a>
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<sup>1</sup> ISO speeds measured using ISO/IEC 24734. Excludes first page or first set of 150 test pages. For details see [hp.com/go/printerclaims](http://hp.com/go/printerclaims)  
<sup>2</sup> Exact speed varies depending on the system configuration, software application, driver and document complexity.  
<sup>3</sup> First Copy Out and Copy Speed measured using ISO/IEC 29183, excludes first set of test documents. For more information see [hp.com/go/printerclaims](http://hp.com/go/printerclaims). Exact speed varies depending on the system configuration, software application, driver, and document complexity.  
<sup>4</sup> Based on standard ITU-T test image #1 at standard resolution and MMR encoding, the HP Fax device can transmit at 3 sec/page for V.34 and 6 sec/page for V.17.  
<sup>5</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP PageWide devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups.  
<sup>6</sup> HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.  
<sup>7</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Power consumption values typically based on measurement of 115V device.  
<sup>8</sup> Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. Energy Star value typically based on measurement of 115V device.  
<sup>9</sup> Average colour composite (C/M/Y) and black declared yields based on ISO/IEC 24711 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see [hp.com/go/learnaboutsupplies](http://hp.com/go/learnaboutsupplies)  
<sup>10</sup> Available in selected countries only.

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