

Attachment F TECHNICAL RESPONSE WORKSHEET

Offeror Name: HP Inc.

PART I

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work. In addition, please note that certain documents are required to be submitted with your Proposal (refer to the questions below for further information).

- I. Mandatory Requirements.** Per Attachment C, RFP Evaluation Plan, Offeror must indicate their compliance with the following:

Mandatory Requirements	Indicate compliance with an "x"
Are you a Manufacturer of A3 MFD's, A4 MFD's, Production Equipment, Single-function Printers, Large/Wide Format Equipment, or Scanners, as defined within this RFP?	X
Have you responded to at least one Segment within one Group?	X
Have you submitted your entire line of Newly Manufactured Equipment for each Group you responded to?	X

- II. Scope of Work.** Offeror must indicate their understanding/compliance with the following sections of **Attachment B, Scope of Work** by typing "Yes" in the column indicated. If a section is not applicable to your Proposal, please type "N/A." If you are not able to comply with a section, type "No." For all "N/A" and "No" responses, you must indicate the reason in the Comments column. In addition, if you type "Yes" and would like to expound on that response you may also do so in the Comments column. Sections of the Scope of Work not contained in the table below do NOT alleviate Offeror from complying with the requirements of those sections.

Section	Subsection	Indicate "Yes", "No" or N/A	Comments
Master Agreement Overview			
I.	A. through G.	Yes	

	H.1 through H.9	Yes	
Master Agreement Deliverables			
Primary Product and Service Offerings			
II.A.1 Group Categories	Group A through Group F	Yes	
II.A.2 Device Configurations	2.1 through 2.6	Yes	
II.A.3 Device Standards	3.1	Yes	
	3.2	Yes	
	3.3	Yes	
	3.4	Yes	
	3.5	Yes	
	3.6	Yes	
	3.7	Yes	
	3.8	Yes	
	3.9	Yes	
	3.10	Yes	
	3.11	Yes	
II.A.4 Device Exceptions	4.1	Yes	
	4.2	Yes	
	4.3	Yes	
	4.4	Yes	
II.A.5 Accessories	5.1 through 5.3	Yes	
II.A.6 Remanufactured and Refurbished Equipment	6.1	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.2	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.3	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.4	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.5	N/A	HP is not bidding Remanufactured and Refurbished Equipment.

**Request for Proposals for
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	6.6	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.7	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
	6.8	N/A	HP is not bidding Remanufactured and Refurbished Equipment.
II.A.7 Group G – Software	7.1	Yes	
	7.2	Yes	
	7.3	Yes	
	7.4	Yes	
	7.5	Yes	
	7.6.a through 7.6.g Software Subscriptions	Yes	
II.A.8 Group H – Consumable Supplies	8.1	Yes	
	8.2	Yes	
	8.3	Yes	
	8.4	Yes	
II.A.9 Service Offerings	9.1.a through 9.1.i Group I – Managed Print Services	Yes	
II.A.9 (9.2) Maintenance Agreements	9.2.a Pricing	Yes	
	9.2.b Initial Term	Yes	
	9.2.c Renewal Term	Yes	
	9.2.d Blended Rates	Yes	
	9.2.e Manual Meter Reads	Yes	
	9.2.f Customer Owned Devices	Yes	
	9.2.g Lease or Rental Devices	Yes	
	9.2.h Legacy Devices	Yes	
Ancillary Product and Service Offerings			
II.B.1 Sub-Group Categories	1.1 Sub-Group G1 – Software Related Services	Yes	

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	1.2 <i>Sub-Group C1 – Standalone Production Devices</i>	N/A	HP is not bidding Group C.
	1.3 <i>Sub-Group C2 – Industrial Print Equipment</i>	N/A	HP is not bidding Group C.
	1.4 <i>Sub-Group D1 – Specialty Printer</i>	Yes	
II.B.2	Sub-Group Category Discounts	Yes	
II.B.3 Open Market Items	3.1	Yes	
	3.2	Yes	
	3.3	Yes	
	3.4	Yes	
	3.5	Yes	
II.B.4 Emerging Technologies	4.1	Yes	
	4.2	Yes	
	4.3	Yes	
	4.4	Yes	
Purchase, Lease and Rental Programs			
III.A	Acquisition Methods	Yes	
III.B	Device Trade-In	Yes	
III.C	Lease and Rental Rates	Yes	
III.D Leasing and Rental Overview	1.	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	

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	10.	Yes	
	11.	Yes	
	12.	Yes	HP also acknowledges Yes for III.D.13 and III.D.14 added to the Scope of Work by Amendment # 1 released February 27, 2023.
III.E Leasing and Rental Options	1.1 and 1.2 <i>FMV Lease</i>	Yes	
	2.1 and 2.2 <i>Capital Lease</i>	Yes	
	3.1 and 3.2 <i>Straight Lease</i>	Yes	
	4.1 through 4.3 <i>Cancellable Rental</i>	N/A	HP is not proposing Cancellable Rental.
	5.1 through 5.3 <i>Short-Term Rental</i>	N/A	HP is not proposing Short-Term Rental.
III.F Leasing and Rental Terms and Conditions	1.1 through 1.4 <i>Possession and Return of Lease and Rental Devices</i>	Yes	
	2. <i>Payment</i>	Yes	
	3. <i>Buyout to Keep Option</i>	Yes	
	4. <i>Buyout to Return Option</i>	Yes	
	5. <i>Device Upgrade or Downgrade</i>	Yes	
	6. <i>Non-appropriation of Funds</i>	Yes	
	7. (including 7.1 and 7.2) <i>Assignment</i>	Yes	
	8.1 and 8.2 <i>Early Termination Charges</i>	Yes	
	9.1 through 9.5 <i>Default</i>	Yes	
	10. (including 10.1 and 10.2) <i>Remedies</i>	Yes	
Contractor Responsibilities and Tasks			
Service Requirements			
IV.A.1.	Technicians	Yes	
IV.A.2 Standard Service Levels	2.1.a. through 2.1.h <i>End-User Training</i>	Yes	
	2.2	Yes	

	<i>Preventative Maintenance</i>		
	2.3.a through 2.3.c <i>Device Performance</i>	Yes	
	2.4.a through 2.4.c <i>Loaner Device</i>	No	For maintenance services, HP does not offer a loaner during product repair. In an MPS Fleet environment, since we maintain a 97% uptime rate, loaner equipment is not needed. We also have the capability to use Smart technology that provides advance notification of failure prior to the system needing repair.
	2.5.a through 2.5.d <i>Repair Parts</i>	Yes	
	2.6.a through 2.6.c <i>Service Zones</i>	Yes	
	2.7.a. and 2.7.b <i>Service Logs</i>	Yes	
	2.8.a through 2.8.d <i>Device Relocation</i>	Yes	
IV.A.3 Meter Read Invoicing	3.1 through 3.4	Yes	
IV.A.4 Reporting	4.1.a and 4.1.b <i>Service Level Calculations</i>	Yes	
	4.2.a and 4.2.b <i>Periodic Reporting</i>	Yes	
Customer Service			
IV.B.1 Key Personnel	1.1 through 1.4	Yes	
IV.B.2	Single Point of Contact	Yes	
IV.B.3	Service and Support Hours	Yes	
IV.B.4	Customer Service Team	Yes	
IV.B.5	Additional Coverage	Yes	
IV.B.6	Online Access	Yes	
IV.C Authorized Dealers	1.	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	

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	7.1 and 7.2	Yes	
IV.D Device Demonstration Requirements	1.	Yes	
	2.	Yes	
	3. (including 3.1 through 3.4)	N/A	Showroom devices are not available for resale.
	4.	Yes	
IV.E Ordering and Invoicing Specifications	1.1 through 1.9	Yes	
	2.	Yes	HP, as Contractor, accepts credit card payments for product and services. Third Party Leasing Company, not the Contractor, does not offer credit card payment options.
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	Contractor, third-party leasing companies , and/or Authorized Dealers may bill property tax separately or as otherwise indicated in a Participating Addendum or an Order.
	10.	Yes	
	11.1 through 11.5	Yes	
	12. Substitutions	Yes	
IV.F Delivery Requirements	1.	Yes	
	2.	No	Responsibility and liability for loss or damage for all Orders will ~~remain with the Contractor until final inspection and Acceptance~~ , when responsibility will pass to the Purchasing Entity <u>upon delivery of the Product</u> , except the responsibility for material defects, fraud, and the warranty obligations. These changes are consistent with the current Master Agreement.
	3.	Yes	

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	4.	Yes	
	5.	Yes	HP agrees to the 5-day requirement subject to the following: 1. The Software Solution is installed, configured, tested, and deployed in production; 2. The device licenses for solution are up to date allowing for additional devices to be added; 3. Device configurations meet requirements for adding it to a solution; and 4. HP is managing the solution and able to add and remove devices to solutions, or Customer is managing the solution and able to add and remove devices to solution.
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	
	10.	Yes	
	11.	Yes	
	12.	Yes	
IV.G Device Installation Requirements	1.1 through 1.7	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
IV.H Inspection and Acceptance	1.	Yes	
	2.	Yes	
	3.	Yes	
	4. (including 4.1 through 4.4)	Yes	If a third-party leasing company is used, the third-party leasing company shall have exclusive title.

IV.I Security Requirements	1.1 through 1.3 <i>Network and Data Security</i>	Yes	
	2. <i>Sensitive Information</i>	Yes	
	3. <i>Data Breach</i>	Yes	
	4.1 through 4.4 <i>Authentication and Access</i>	Yes	
	5.1 through 5.6 Hard Drive Removal and Surrender	Yes	
IV.J Warranty Requirements	1.	Yes	
	2.	Yes	
	3.	Yes	HP agrees that Devices shall be in good working order, free from any defects in material and workmanship, and will conform to HP specifications only.
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.1 through 8.3	Yes	For details, please refer to the redlined Attachment H - Sample Master Agreement and the Attachment I - Proposed Modifications to Sample Master Agreement submitted in HP's response.
	9.	Yes	
	10.	Yes	
IV.J.11 Lemon Clause	11.1	Yes	
	11.2	Yes	
	11.3	Yes	
	11.4	Yes	
	11.5	Yes	
	11.6	Yes	
IV.K	Contractor Notices	Yes	

Attachment F TECHNICAL RESPONSE WORKSHEET

Offeror Name: HP Inc.

PART II

Instructions: Offeror must provide a detailed response to each of the questions (and their sub-questions) listed below. Responses will not be limited to a certain number of pages. Samples of reports or other documents requested need to be included in the Proposal packet and must be cross-referenced so that the response and the corresponding document can be easily located.

1) Dealer Engagement:

- a) Describe your process for selecting Dealers to provide Products and Services under a resulting Master Agreement.

Initially, the HP sales teams nominate Dealers for a specific State to be considered to represent HP in support of an awarded contract. Throughout the contract term, HP authorized Dealers may request to be added in support of a specific State-awarded Participating Addendum.

HP authorized Dealers participate in a rigorous nomination, application, and certification process. Only Public Sector Dealers that also meet the specific requirements of a particular Participating State are nominated to apply for program acceptance. Nominated Dealers apply for program participation via an extensive business plan process that selects only those partners who are most qualified to support the Participating State, based on the number of Dealers each State allows. Dealers are selected based on several factors:

- Participating State's specific requirements
- Specific line of business model
- Industry and Government expertise
- Established relationships with HP and customer base
- Detailed business plans
- Ability to identify customer needs to provide solutions with the best value for investment
- Value-added sales and services organization to support the State's Purchasing Entities

Before submittal to the Lead State and Participating State for approval, all selected Dealers are vetted to ensure that they meet all Participating State requirements including, but not limited to, the following:

- Registered with Secretary of State and other required State registrations (if applicable)
- Legally established to do business
- No history of convictions or suspensions, or any complaints on file with the State
- Listed in good standing with the State or entity
- E-verify registered
- No outstanding taxes owed to the Participating State

- Agrees to adhere to state, local and applicable laws when doing business in support of the contract
- Meets HP standard business requirements

b) Describe how your organization will on-board your Dealers.

On-boarding

Upon final approval by the Lead and Participating States, Dealers are required to complete Program agreements and participate in training specific to the requirements of the Master Agreement and State Participating Addendum. After all required Dealer employees successfully complete HP-required training, accept the terms of the Program agreement, and receive a Letter of Authorization from HP, the Dealer is provided access to the Master Agreement approved pricing, with details on how to obtain competitive volume pricing during the contract term. An overview of the process is provided below.

On-boarding Process After Approval

1. Dealer Program Agreements

- a. HP contractually binds Dealer through addenda to the Dealer's HP US Partner Agreement (Authorization).
- b. As part of HP's Partner Agreement, HP Dealers must abide our HP "Partner Code of Conduct," which includes a Standard Business Code of Conduct (Integrity at HP) relative to the State laws and statutes governed in HP Compliance training.

2. Training

- a. NASPO ValuePoint Webinar Training
- b. HP NASPO ValuePoint Regional On-site Training
- c. HP Channel Partner (Dealer) Managers
- d. HP Webinar Training

Training is complete once all identified members of the Dealer organization have successfully completed mandatory training.

3. HP Dealer Letter of Authorization by State

Once the required contractual documents are received, and all necessary Dealer sales and support team members have completed training, the Dealer receives a Letter of Authorization from HP.

Once the process is completed, the HP Master Agreement Contract Sales Management Director submits the nominated Dealers for approval—first to the Lead State, then to the Participating State. Once all approvals are received, HP updates the contract e-commerce portal page and Participating State contract site found at the map on the main contract of the HP e-commerce portal page.

4. Additional Distributor Training

Distribution is advised of approved Dealers, which also triggers Additional Dealer training by the Distributors.

5. Commencement of Selling

Dealers commence selling in the State(s) where they are authorized.

- c) How will you ensure that your Authorized Dealers will offer the correct contract pricing to Purchasing Entities, and that the contract is being utilized correctly?

Dealers fulfilling products and services are provided with in-depth contract training that includes Purchase Order validation and the importance of the Purchasing Entity's Purchase Order.

Dealers are required to review the contract products listed on the Purchase Order. If a contract number is not listed, Dealers are required to confirm the Purchasing Entity's contract selection. Furthermore, we ensure Dealers understand the selection is not for a Dealer or for HP to determine; it is solely the Purchasing Entity's decision.

Dealers have multiple resources to ensure they are offering the Purchasing Entities accurate contract pricing, as outlined below.

- **Pricing Confirmation:** HP generates a pricing document that enables Dealers to sell at or below the Contract net price based on the Group Price Files awarded for Segment of product within the Group.
- **Contract E-Commerce Portal:** HP posts the NASPO ValuePoint contract link to the current, approved Group Price Files on the e-commerce site along with HP's US Commercial List price.
- **Group Price Files:** Dealers are aware that the Group Price Files are the documents to use for verification based on the approved contract net price, which is detailed at the training sessions. Group Price Files are also maintained at the HP Dealer site, providing another avenue for Dealer access to contract pricing for eligible contract products.
- **Training:** All Dealers are required to attend mandatory Master Agreement and program training that educates Dealers on all facets, including how the contract works, eligible customers and products, pricing, location of current contract pricing, and calculation of correct contract pricing. The training is facilitated several ways—webinar, in person, and recorded and available for future access by new hires.
- **Sales Support:** HP's team of State and Local Government and Education (SLED) Territory Managers are specifically assigned to support SLED Dealers and the NASPO ValuePoint Master Agreement. Additionally, Partner Business Managers are assigned to manage the HP-Dealer relationships at the local level. These teams manage the business relationship with each Dealer and conduct regular business reviews that include, without limitation, reviewing new program requirements and guidelines, and product details covered under the contract new products, end of life products, road maps on future technology, and any other Dealer programs or product updates. Through the direct support of these teams, Dealers have immediate access to the same product and program training as HP employees, which enables them to fully represent HP in all aspects of the business. All Dealers have access to multiple salespeople who help and support them with opportunities, questions and issues covering the overall contract and applicable pricing.
- **Program Team Support:** All Dealers are also supported by the HP Channel Contract Program team, who assists with all contract and pricing questions. This team is available via phone and email with a maximum 24-hour response time, typically 4-hour response time or less.

- d) In the event a Dealer becomes non-compliant with the contract and refuses to provide Products or Services to a customer, describe how your organization will handle this issue and the measures that will be put in place to ensure it doesn't happen again.

Contract compliance is a key component of our Dealer Program. All reasonable efforts are made to educate, inform, train, and communicate the Master Agreement and all States' Participating Addenda contract terms, conditions, and compliance requirements to the authorized Dealers.

The HP Channel Contract Program team regularly tracks and measures Dealers' performance and compliance to the contract, including accurate pricing, timely and accurate reporting, and fulfilling products or services.

If HP is made aware of an issue with a Dealer, HP takes the time to understand the issue and the steps to address the corrective action necessary to avoid reoccurring issues. HP will also mitigate the risk of recurrence through additional training, including bulletin notifications to other Dealers. If an issue arises and a Dealer does not correct or resolve the issue, the Dealer is removed as an authorized Dealer from supporting that State's Participating Addendum.

HP's performance process for compliance issues is briefly outlined below:

1. Review of compliance issue and actions with the state-designated Procurement Official.
2. Appropriate action to correct the compliance issue, which may include additional program training for the Dealer.
3. HP Management involvement and review with Dealer management.
4. HP compliance notification to Dealer.
5. Dealer formal warning and course of action or removal from the program, as applicable.

HP agrees to finalize a course of action that meets the Lead State's and Participating State's satisfaction based on the specific situation.

- e) What type of training do you provide to your Dealers, and how will you ensure that new staff is properly trained in the nuances of each Participating Addendum? Provide a sample training plan or information sheet that you will give to your Dealers.

HP provides mandatory Contract and Program training to all Dealers, and attendance is tracked. The training is conducted most often via webinar, though also facilitated in person both regional and locally. Training is recorded and available for replay, which allows Dealer employees to access the training content on demand as needed.

HP also creates program guides for the Master.

Please see separate file, **Technical Response Exhibit 1 - HP Sample Dealer Training Plan for Attachment F Part II Section 1e.**

- f) How does your organization plan to provide continuing education for your Dealers to ensure that they are kept up-to date on Master Agreement and Participating Addenda modifications and/or amendments?

The HP Dealer Contract Program team communicates any updates, modifications, or amendments via bulletin notifications to all approved Dealers. HP also issues updated Contract Program guidelines and

requires that each Dealer's staff, including newly hired support teams, attend mandated training to maintain their authorization status.

HP's Dealer Contract Program team believes it is always better to over communicate to ensure messages are received; therefore, in addition to email communications to all approved Dealers, the team also posts important and relevant content on a secure HP Dealer Portal only available to authorized Dealers.

- g) Describe your process for updating your Dealer channel whenever your Price Lists are updated and approved by the Lead State, or when there are Amendments to the Master Agreement.

As part of the HP Contract Dealer Program, HP updates our Dealers and Distributors whenever our Price list is updated, as approved by the Lead State. A bulletin with the approved price list update is sent to authorized Dealers, notifying them that the updated and approved price file will also be available on the publicly available Master Agreement e-commerce site.

2) Useful Life of a Device and Legacy Equipment:

- a) Describe your process for determining Useful Life on a Device, with the understanding that it is not always based on passage of time alone.

- i) Do you factor in down-time, parts replacement, and number of Service Calls etc.?

HP factors in the following measures to determine the "useful life of a device."

- **Useful Live of Device.** Period from product introduction to the end of sales and service life.
- **Number of Service Calls.** If a device continues to have issues after parts have been replaced, HP will determine if there are any other available solutions; if none, HP may determine the device is end-of-life (EOL). An EOL product is a product at the end of the product lifecycle, which prevents users from receiving updates, indicating that the product is at the end of its useful life.
- **Print Volume.** HP devices are made to print based on the device's technical specification; if the device prints above the recommended volume and utilization ratio, and the device starts to fail and parts are no longer resolving the issue, HP may EOL the device.
- **End of Support Life.** End of Support is approximately five (5) years following the date the product is no longer offered for sale, and when spare parts and/or supplies are no longer available. When applicable, HP may continue providing support based upon reasonable efforts only, until parts are discontinued.
- **End of Service Life.** End of Service Life is when the number of pages printed exceeds the life expectancy of the device.

- b) Describe your ability to perform maintenance on Legacy Equipment.

- i) Are you able to provide service on customer owned Equipment that was acquired from another Manufacturer? If so, how?

Yes. HP has the ability to support devices from over 30 print OEM brands and over 3,000 unique models, including printers, MFD and copiers.

- ii) Are your Technicians cross-trained in multiple Manufacturer Devices?

Yes, HP authorized technicians are cross-trained.

3) Performance Standards:

- a) Describe the methodology used to develop your organization's performance standards and the processes and tools used to monitor and measure performance against those standards.

HP's methodology tracks our service performance against a set of world-class metrics including non-reporting devices (NRD), DCA Uptime: Supplies Delivery; Installation/Move/Add/Change/Delete (IMACD) task completion; On-time Billing: Response Time Met (RTM) and First time Fix (FTF); Onboarding of new accounts; Call Entry Response.

Figure 1. World Class Metrics Summary example.

World Class Metrics Summary (Rolling 4 Week Average)

Metric	World class target	Current Performance	Next Steps/ Notes
NRD	3%	2.6%	New round started on Nov. 1st, quarterly rounds in place
DCA Uptime	99%	97% FMA 97% UDA	48 FMA accounts down - 19 COVID impacted, 12 related to Enzo Clinics Lab - 13 verge mobile (closed) 10 UDA accounts last week with servers down
Supplies	98%	TBC	- Data is outdated (HC issues creating inability to collect data) - Everything possible is being pushed to S4, but not seeing enough product so having to divert to SN - Spot checked a few accounts to validate current performance - found nothing concerning - Zach performs this activity, is on FTO and will start up again in a few weeks
IMACD	99% TAT (48 hr SLA) 99% Quality	97% TAT (48 hr SLA) 100% Quality	- OT was on hold, but were seeing a backlog so began to allow OT again - All requests completed within 34 hours - Staffing is challenged, 1 req currently open
Billing	99% TAT (30 days) 99% Quality	99% TAT 99% Quality	100% of available dollars were invoiced by Oct 31st
Field Support	95% RTM 85% FTF	91% RTM 80% FTF	- Focusing on improving FTF for DBD - Attention on FTF outliers - showing material improvement - Continue to struggle with data integrity issues
Onboarding	A3 21 Days to Entitle A4 3 Days to Entitle	22 Days 2 Days	Undergoing an E2E redesign of A3 process with the intent to streamline and eliminate/reduce manual work
Call Entry	90% Response Time (<3 min)	91%	- Technical training is 73% complete and is currently stopped 16 agents onboard and taking calls

- b) Provide a sample report which contains the following data: Uptime percentage (%) per fleet of Devices, number of Service Calls placed, Response Time per Device, dates that Preventative Maintenance was performed, hours of end-user training performed, and estimated end of Useful Life per Device based on current usage.

Please see separate file, **Technical Response Exhibit 2 - Sample Report for Attachment F Part II Section 3b.**

- i) Can customers obtain this reporting information online? If so, how do they access it? Is a log-in required?

Yes. Customers can obtain this reporting information online through HP Device Control Center, or Express Decision Portal, which is a web-based interface included in the HP offering. Both are secured websites accessible by a customer with a login and password provided by HP.

With 24/7 access via log-in, customers can view various reports, download reports, obtain their own ad-hoc reports, and export information.

- ii) Can the information be exported?

Yes.

iii) Can customers obtain their own Ad-hoc reports?

Yes.

iv) What additional tools or features does your reporting system offer?

HP has a wide range of additional tools and features available through secure portal access, including tools that provide Purchasing Entities access to perform the following:

- View account information, including a listing of devices, device location addresses, and consumables information
- View page count tracking and utilization information (provided Data Collection Agent is installed)
- Order replacement consumables and view shipping status of the orders
- Request technical support service for applicable technical support service levels
- Export maintenance services contract information, device data, and usage data

c) Provide a copy of your organization's standard SLA. This SLA must, at a minimum, adhere to the requirements outlined in the Scope of Work.

Please see separate file, **Technical Response Exhibit 3 - HP Standard SLA for Attachment F Part II Section 3c.** HP's SLA offerings meet the requirements outlined in Attachment B Section IV.A.2 Standard Service Levels.

d) Describe your organization's ability to meet or exceed the Service Response Times as outlined in the Scope of Work.

As to Service Response Times, HP's structure relies on both remote and onsite support services to resolve technical issues. For MPS, the use of HP tools such as Device Control Center with proactive service notifications helps HP meet or exceed Service Response Times. Remote problem diagnosis takes place whenever the customer places a service request. Prior to providing onsite assistance, HP initiates and performs remote 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.

Sixty-Five percent (65%) of services calls can be resolved by remote problem diagnosis without a technician going onsite. Service event reporting and review verifies that HP is meeting or exceeding agreed upon service levels and customer expectations.

e) How does your organization measure Technician performance?

i) Are they evaluated based on the number of Service Calls completed, or the amount of time at a Service Call?

HP's technician performance is based on the number of service calls completed within the applicable service level. Service support is measured from the time the service ticket is logged to the time the ticket is closed out by the service technician.

f) Describe your end-user training process for Equipment. How do you allocate resources to conduct the training?

i) How long are your training sessions?

A combination of off-site operational training (Web-based) and onsite training (Device Familiarization) during hardware installation lasts approximately one (1) hour. The length of onsite training sessions is customized to fit the training required. Additionally, Purchasing Entities can request onsite custom training sessions for a flat rate fee.

End-User Training Process

Since HP recognizes that each user may benefit from a different learning approach, we can structure training to be delivered through a variety of methods described below.

- Self-Paced Training: Job aids and videos
- Web-Based Training: Basic Webinar
- Onsite Training: Basic Device Familiarization

Self-Paced Training

Self-paced training includes job aids and videos, hosted on a website, that are focused on a specific task and typically delivered as .pdf documents. Job aids, which are typically 1-2 pages, can be printed, shared, and emailed for unlimited use by the Purchasing Entity.

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>.

Purchasing Entities will receive 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
- Authentication at the device (if applicable)

Web-Based Training: Basic Webinar

HP can provide interactive and engaging training to geographically dispersed audiences.

Basic Webinar Training includes live slides, screen sharing, audio conferencing via phone or Voice over IP (VOIP), chat-based Q&A and direct interaction with a live instructor.

Onsite Training: Basic Device Familiarization

As new devices are installed and configured, HP installation technicians can provide brief, informal device orientation for local 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.

- g)** Describe how your organization provides proactive Preventative Maintenance to address technical issues before they become operational problems.

Preventative maintenance is included in HP's Maintenance services offer. Upon receipt of maintenance cycle alerts, HP evaluates service or part needs based on device usage. The frequency of preventative maintenance varies by device model and depends on device utilization.

Service technicians perform preventative maintenance and cleanings at each visit. This approach enables devices to have fewer service calls and longer useful life.

HP may also leverage technologies such as Remote Management and proactive management tools that provides a combination of skilled personnel secure remote access for the customer's HP-managed fleet. When maintenance or repair services are needed, a remotely located engineer can perform diagnostic services on a device and either repair it remotely, when feasible through configuration, reset, or upgrade options, or provide the most current diagnostic information to a repair technician, before dispatch, to enable successful service of the device on the first visit. Non-reporting devices can also be identified, and a resolution put in place promptly providing for accurate reporting and timely supplies delivery and reducing potential downtime.

- i)** What type of Preventative Maintenance is done at the time of a Service Call?

At the time of a service call, the HP-authorized technician performs several preventative maintenance activities:

- Installs available engineering improvements to ensure proper operation of the device, maintain compatibility with the replacement parts or maintain supportability by HP.
- May update device firmware if needed to maintain operational performance of the device.
- Provides support services not associated with a customer-initiated repair case in order to maintain device operability and functionality.

Utilizing HP Tools, HP will provide ongoing remote monitoring and management, and may order maintenance kits. HP will dispatch an HP authorized technician to install all applicable replacement parts from a maintenance kit. The service is completed when the HP authorized technician replaces any needed parts from the maintenance kit and successfully prints a test page.

- ii)** How is a Purchasing Entity notified that Preventative Maintenance is needed?

At every service visit, HP authorized technicians are accessing and replacing worn parts as needed. In addition, each HP device prompts for routine maintenance. The device control panel will display the message "Perform Printer Maintenance" when a new maintenance kit needs to be installed, so the user is aware. Under an HP MPS agreement, HP receives automatic notification through the collection agent that preventative maintenance is required. A service visit will be automatically scheduled and a service technician will be dispatched.

- h)** Describe your process for communicating with customers regarding inoperable Equipment, including updates for resolution timeframe, and any parts, Accessories, or Devices that are on back-order.

The HP Account Manager, Client Success Manager, or Services Delivery Manager will communicate with customers regarding inoperable equipment, including updates for resolution timeframe and any backordered parts, accessories, or devices.

To support the agreement, HP does the following:

- Establishes an account-management structure that provides Purchasing Entity with a single point of contact for ongoing deliverables and support.
- Proactively monitors devices and supplies, provides access to priority technical support, both onsite and/or remote, and provides options for supplies replenishment to help maximize device uptime and availability.
- Monitors the fleet and leverages online reporting to obtain valuable device usage information, enabling Purchasing Entity to assess, adjust, and optimized hardware usage as needed.

HP works closely with the Purchasing Entity to facilitate ongoing effective management of the imaging and printing environment, allowing the Purchasing Entity to focus on core business issues.

4) How do you ensure that software patches and updates are communicated to the customer?

HP ensures that software patches and updates for HP-branded Software are communicated through HP Support Alert emails sent to customers and/or through the HP Customer Success Manager (CSM). As Software Products are updated, registered customers receive email alerts with a link to the Software Updates and Licensing portal. E-mail alerts are sent from HP [alerts@alerts.hp.com].

HP ensures that firmware updates are communicated through the HP CSM. HP firmware updates are performed no more than twice annually, unless otherwise requested by HP. The Purchasing Entity has the responsibility to verify and ensure that the new version will not provide compatibility issues within the customer environment.

5) Customer Service:

- a) Describe how your organization responds to customer complaints. Identify your escalation process and the personnel that will handle these issues.**

The HP Account Manager, CSM, or Service Delivery Manager assigned to a Purchasing Entity's purchase is the first point of contact to respond to customer complaints and has overall responsibility for escalations, working with the Purchasing Entity to gain agreement on the definition, action and success criteria associated with escalations arising during the engagement and to ensure customer satisfaction.

HP Escalation Process and Personnel

Following a documented and proven escalation process, HP will engage the necessary contacts, including HP's Escalation Manager, and be the focal point for ongoing, regular communication with NASPO ValuePoint until issues are resolved in the most time-effective and efficient manner possible. This accountability directly ties to SLA measurement, customer satisfaction, and product quality.

The escalation management process ensures the appropriate level of management focus and resources to resolve persistent, difficult, or high business-impact customer issues. It also serves to check that the communication level with Purchasing Entities is consistent with the severity of the issue. Complementing HP's general standard process framework, escalation management provides ground rules for meeting the demands of any exceptional situation.



HP Customer Engineers have many avenues of support beyond their own technical experience, product documentation, and product training. If it is determined that additional technical expertise is required, Customer Engineers will contact Tech Assist and leverage HP's defined internal "elevation process" for engaging peer and higher-level technical resources, Level 2 and then Level 3, if needed. Contact with these more experienced engineering resources is made via phone or e-mail and provides further troubleshooting analysis and alternatives for better diagnosis, part and product replacement recommendations, and full case documentation.

Most problems are readily resolved through the HP order management, services, or sales team escalation process. One benefit of the NASPO ValuePoint contract is that Purchasing Entities can contact the assigned HP Master Agreement Contract Sales Management Director directly at any time for immediate escalation, avoiding the frustration that can come with waiting for resolution through normal channels.

HP has assigned Debra Lee to be the HP Master Agreement Contract Sales Management Director to support this contract and provide escalation at the highest level when needed. Purchasing Entities can reach out regarding any issue, big or small, with any part of their contract experience—including quotes, purchase order processing, billing/invoicing, returns, delivery, and any part of the warranty, maintenance or MPS services. This single point of contact managing the contract has a goal to achieve 100% customer satisfaction throughout the term of the Master Agreement and has successfully provided complaint resolutions, with the exception of matters impacted by the pandemic.

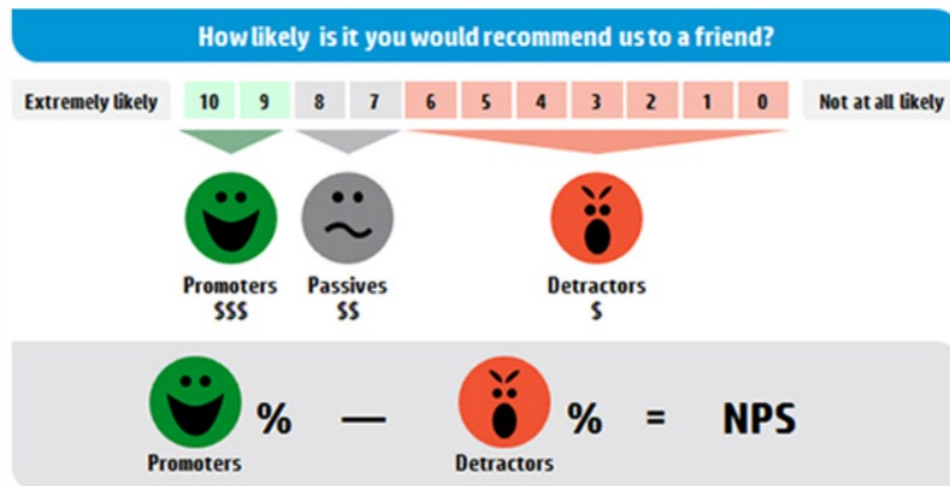
Debra reports to the Head of US Public Sector Sales and has been with HP for 27 years. She interacts daily with numerous internal HP teams, including General Sales Managers, Inside Sales General Managers, Territory and Inside Sales Account Managers, Services Sales Managers, Partner Program and Channel Managers, Business Unit VPs and Product/Category Managers, Executive VP of Service Delivery and MPS Managers and Management, Technical Teams, and Order Management and Management teams in each area. Debra's assignment to manage all aspects of the Master Agreement is the result of her extensive industry knowledge, leadership and problem-solving skills.

- b) Describe how you assess customer satisfaction. Do you send out user surveys, call customers directly, or schedule routine on-site visits?**

HP Sales, Services, and Client Success Managers contact customers directly and conduct regularly scheduled on-site visits with customers to verify their experiences with HP. HP's Quality Policy, with its focus on exceptional customer experience, is embedded in everything we do. Each one of us continuously strives to meet your requirements with undivided focus and make a positive impact on your HP experience. We are an advocate through the Voice of the Customer.

HP also measures customer experience through the Net Promoter System (NPS), an industry standard metric that allows HP to compare itself against competitors, evaluate and improve. The Net Promoter Score measures the willingness of clients to recommend a brand by calculating the percentage of brand promoters subtracting the percentage of brand detractors.

Figure 2. Measuring Customer Experience using the Net Promoter System



c) What are your quality assurance measures and how are they handled in your organization?

HP has a comprehensive Quality Assurance framework in place to ensure it provides high quality products. The framework covers key aspects of the design, supplier, new product introduction, and production and customer experience aspects of the product lifecycle. Critical to Quality parameters of the products are identified and tracked throughout this lifecycle via new product qualification gates, product test and audit strategies, workmanship standards, and the ongoing monitoring of product performance.

The same process, components, and testing methods are used worldwide to ensure all HP products are consistent and meet with the high quality standards set. Only high-quality components that meet with HP's specifications are used, which HP's Supply Chain regularly audits and inspects to ensure the standards expected by HP are met.

One-hundred percent (100%) of HP products undergo a full functionality test during manufacturing, as well as a detailed cosmetic inspection. During product assembly and testing, component information and test results are stored in a database for traceability. This data is used for continuous improvement and can also be used for better managing any class issues should they arise. Before units leave the factory to be delivered, a sample is taken, and these items undergo another full functional, completeness, correctness, and cosmetic inspection, which is also known as an "Out of Box Audit."

Quality Management System

HP operates a Quality Management System that complies with the requirements of BS EN ISO 9001:2015. The HP Quality Management System is a framework for process-based business management and is our company's registered and documented quality management system. It defines the key processes that create value for HP customers. The process architecture is designed to meet customer expectations and provide leadership and support. Key business processes are documented, with special emphasis placed on simplicity, clarity, and disclosure of mandatory information, such as links to other processes, responsibilities, and performance metrics. In line with the overall HP strategy, HP evaluates internal and external processes and uses these findings to drive continuous improvements in the system.

The HP management team empowers management representatives within each business function to lead the deployment of the quality strategy and to administer the Quality Management System to best meet HP customers' changing business needs.

6) Ordering Process:

- a) Describe the ordering process, including steps to expedite Orders.

Step 1: Quote or Proposal

Prior to the ordering process, the Purchasing Entity obtains a quote or proposal.

- For drop ship products, a Purchasing Entity can generate a quote on the Master Agreement website portal or on its Participating State contract website. The Purchasing Entity can also obtain a quote from the HP Inside Account Manager or one of the authorized Dealers.
- If requesting maintenance services or MPS, the Purchasing Entity can contact any local sales team member or authorized Dealer for an assessment, quote, proposal or Statement of Work on the desired product and services.

The Purchasing Entity should note any urgent need or specific timeframe at the time of the quote request so that HP can review product availability and the services timeline with the Purchasing Entity. HP can then outline the different product options to meet the Purchasing Entity's needs based on the timeline and product specifications.

Step 2: Purchase Order

The Purchasing Entity submits a Purchase Order with the quote (or reference to the quote or SOW) through fax, email, online order or punch out site. HP maintains a fax option to accommodate all Purchasing Entities, though orders are mostly submitted via email or the online website or portal, or provided to the HP Services or Dealer team when services are included under a SOW. At this time, Purchasing Entities can outline any specific timeframes to ensure the team is aware of any urgent needs.

All Purchase Orders need to be made out to HP Inc. or HP with the ordering address referenced below. The Purchase Order needs to include the Contract Number in the body of the Purchase Order. We request a copy of the quote, email address, ship to location or drop ship locations, delivery date requirements and any other special information, if applicable. Orders can either be faxed to 800-825-2329, emailed to PSorderprocessing@hp.com, or placed via the State site reached by clicking on the map at (URL to be determined upon award).

HP Inc.
Attn: Public Sector Sales
3800 Quick Hill Road, Building 2, Suite 100
Austin, TX 78728
Ordering email box: PSorderprocessing@hp.com

If faxing an order to HP, please include your email address on the Purchase Order or fax cover page so you can receive an order confirmation within 48 hours of receipt of the fax. If you do not receive the order confirmation within 48 hours, this may indicate an issue with your Purchase Order (for example, fax was not received or Purchase Order is not readable). To ensure your order is processed, please send inquiries to PSorderprocessing@hp.com if your order confirmation has not been received.

Purchasing Entity Purchase Orders that include maintenance or MPS services can be submitted as noted above or provided to the Services team for processing. For product purchased or financed utilizing MPS

services, an HP Client Success Manager (CSM) is assigned for the duration of the Statement of Work agreement. When the SOW is accepted, the customer can submit the Purchase Order to the HP CSM, either with the executed SOW or with the SOW number noted on the PO as a form of acceptance. The CSM will track the order and communicate with the Purchasing Entity on the delivery timeline until the order is delivered. The HP Client Manager will expedite orders, as needed, on behalf of the Purchasing Entity.

Step 3: Order Processing and Escalation

For drop ship orders, the Purchasing Entity will receive an order confirmation that outlines the specific product order and estimated ship date. If the Purchasing Entity needs the product sooner than the standard contract delivery time or what is available for the product, the Purchasing Entity can escalate to the Order Management Customer Service Representative (CSR), sales team, or HP Master Agreement Contract Sales Management Director to work with Order Management and supply chain to escalate an urgent order.

If escalated, the HP contact will prioritize the order and work with the Purchasing Entity to meet its specific needs. HP has two (2) potential options based on Purchasing Entity preference and as allowed under the contract: 1) Provide available alternate product options that meet or exceed current product specifications at the same or lower price, based on approval as allowed under the Participating State Agreement; or 2) review product availability in Distribution through one of the authorized dealers.

For HP orders that include product, HP sends a shipment confirmation to notify the Purchasing Entity that the product is scheduled with the transportation company. This notification informs the Purchasing Entity that the product is on its way to the designated ship to address on the Purchase Order, so they can prepare for receipt. Shipment confirmations include the same information as order confirmations, with additional details such as serial numbers, carrier name and air bill number, and delivery timeframe.

For MPS, the HP CSM notifies the Purchasing Entity and schedules the services based on the dates and times requested by the Purchasing Entity.

For order inquiries such as changes, status, estimated delivery times or expedites, invoicing or billing questions, contact an HP Order Management Customer Service Representative (CSR) at one of the toll-free numbers below and follow the prompts (Option 2, Option 2).

- 1.888.202.4682
- 1.800.888.3224
- 1.800.727.2472

If a Purchasing Entity is not sure who to call or needs escalation on an order, the Purchasing Entity may always call the assigned HP Master Agreement Contract Sales Management Director. Having a “single point of contact” on this contract provides every Purchasing Entity one number to call to handle every facet of its experience with the HP organization to ensure an order is processed and each experience is a positive one.

b) Describe your organization’s process for resolving disputed invoices, including escalation procedures.

For hardware purchases, HP’s standard process for resolving invoice disputes is to direct the issue to the Order Management Customer Service Representative (CSR), who will research the dispute details. Once details are confirmed, HP applies a credit against the open invoice. For invoices already paid, HP generates a credit memo invoice for the customer to use towards other invoices. Credits on

procurement cards are seen within 3-5 business days. For customers that prefer a check, HP sends a check release form for confirmation of their request.

Escalations of unresolved invoice disputes are sent to the assigned HP Master Agreement Contract Sales Management Director, who ensures that unresolved disputes are handled to the Purchasing Entity's satisfaction. Having a single point of contact for escalations, or any other concern big or small, at any time, provides comfort that a Purchasing Entity will not have to call numerous people to get an issue resolved.

Maintenance or MPS disputed invoices are handled directly by the HP Account Manager or Client Success Manager assigned to the Purchasing Entity disputing the invoice. As the services contact, HP has overall responsibility for escalations and will work with the HP Master Agreement Contract Sales Management Director and the Purchasing Entity to gain agreement on the definition, action and success criteria associated with any escalations that arise during the services engagement.

- c) Describe your organization's process for issuing refunds or credits to customers due to invoicing errors, over-payments and Product returns.**

HP generates a credit memo for refunds, errors, or over-payments, which confirms the credit was applied for any credits due to invoicing errors, overpayments and product returns. If the customer has already paid the invoice, HP generates a credit memo that that can be used against other invoices. If a credit was generated under a procurement card (credit card), the Purchasing Entity will receive that confirmation in a credit memo that notes a credit was applied to a credit card transaction for the Purchasing Entity's records. Credits on procurement cards are seen within 3-5 business days. For customers that prefer a check, HP sends a check release form for confirmation of their request. The check is generated and mailed to the designated contact and address. For product returns, credits are applied to the open invoice after receipt of the returned product. Escalations regarding refunds, credits, invoicing errors, overpayments or product returns can be emailed directly to the HP Master Agreement Contract Sales Management Director assigned to manage the HP awarded contract, who ensures unresolved issues are resolved to the Purchasing Entity's satisfaction.

For MPS, or if selected for Maintenance Services Agreements, the HP Account Manager or Client Success Manager is the single point of contact regarding invoicing. Credits or refunds due to the customer from invoicing errors or overpayments will appear on the invoice issued on the following month's regular billing cycle. For MPS, and as applicable for Maintenance Services Agreements, devices need to be connected to the network to properly report usage, in order to maintain accurate invoicing and prevent errors.

- d) Describe the steps your organization takes to mitigate supply-chain issues and how you ensure that Products are available to Purchasing Entities with minimal delays.**

As we continue to navigate the impact of supply chain disruptions during these unprecedented times, HP remains steadfastly focused on our customers as we rigorously address and mitigate evolving challenges. As part of our component-level supply chain, HP relies on multiple suppliers and components on a worldwide basis, while adhering to the highest quality standards, to assure supply chain stability while not sacrificing product quality. HP has been working to grow our supplier base, negotiate long-term supply commitments, and we've been working with our freight/transportation partners to increase capacity and speed delivery during these times of high demand.

HP will continue to work closely with each Purchasing Entity to identify products that have better lead times to meet its needs and keep the Purchasing Entity updated on its orders.

7) Organizational Security:

- a) Provide a copy of your organization's Data Breach plan.

The HP organization's Data Breach plan can be found in the separate file, **Technical Response Exhibit 4 - Data Breach Plan for Attachment F Part II Section 7a.**

- b) Describe, in detail, how it adheres to NIST standards. Your response must include your policies regarding breach detection, notification, and response time.

Modeled after the NIST Computer Security Incident Handling protocols, HP follows a developed Cyber Incident Management (CIM) Process. The Process addresses purpose, scope, roles, responsibilities, management commitment, organizational coordination, implementation procedures, and compliance checking. HP reviews and updates the CIM Process annually.

A Cyber Incident Response Team (CIM Team), which includes HP Cybersecurity personnel trained in incident response and crisis management, is regularly assembled for table-top reviews of process and any incident or event. The CIM Team includes the following specific roles: Event Identifier, CIM Manager, Technical CIM Lead, Technical CIM Team, Crisis Management Lead, Event Manager, and, as needed, subject matter experts, business unit representatives, members of legal, or system/database/network administrators. The CIM Team will maintain CIM logs as detailed in the CIM Process, as well as any other documentation related to an information security incident. Incident information is labelled 'Confidential' and stored appropriately, with summaries of ongoing investigations and remediation activities. The CIM Manager will lead the after-action reporting, which documents the incident.

All HP workers, contingent workers, and business partners are required to report all security events that are in violation of HP policies, standards, business practices, or relevant regulatory requirements and laws. Security events, including instances of data breach, are reported to the Security Operations Center (SOC) through a 24 x 7 online process. Please contact: SOC@hp.com.

Fleet Security

HP was the first company to have a NIST approved security checklist for print devices. Five years ago, HP took print fleet security to the next level by introducing HP Security Manager (HP SM). HP SM continually monitors all (250+) security settings on the entire HP fleet; if any settings are found out of compliance, they will be immediately remediated (set to conform with the policy). The base security policy included with HP SM is based on the HP NIST Security Checklist, but most clients modify the base policy to meet their specific security requirements.

HP SM includes a feature called Instant-On Security, where devices will be assessed and remediated automatically as soon as they are added to the network. This eliminates the lengthy security exposure between the time when a device is first added (or serviced) and when the security settings are applied.

HP SM also provides comprehensive compliance reporting, so Purchasing Entities can easily prove compliance of the entire HP fleet with the corporate printer security policy at any time.

HP SM provides unique features not available from any of our competitors and has received recognition from industry groups, including the BLI award for Outstanding Achievement in Security Solutions.

- c) Has there been a data breach that has affected a Purchasing Entity within the last three (3) years? If so, how did you resolve the issue?

HP has not had a data breach, to our knowledge, that has affected any Purchasing Entity within the last three (3) years.

8) Hard Drive Protocols:

- a) Describe, in detail, the protocols that are followed for hard drive sanitation and removal.

The HP devices comply with current U.S. Government requirements for Clear and Purge when clearing confidential data from a hard disk as specified in Updated DSS Clearing and Sanitization Matrix as of June 28, 2007, and NIST Special Publication 800-88, Guidelines for Media Sanitation (R1 December 2014) that supersedes the US DOD 5220-2.M (1997 edition) specification.

HP Custom Hardware Recycling and On-Site Data Destruction

HP provides a secure and responsible way for customers to retire their IT assets. Purchasing Entities can work with HP to develop solutions that meet their security and sustainability needs.

Services that HP provides include:

- Complete destruction and recycling at state-of-the-art recycling facilities
- Onsite data destruction (degaussing or shredding)
- Asset tracking, auditing, and certificates of destruction
- Complete transportation and logistics coordination

Reliable Security

NASPO ValuePoint can be confident that HP handles private information correctly and securely, and that HP's recycling processes are environmentally responsible. All data that remains on storage devices is irrevocably destroyed during recycling. Plus, the recycling process itself complies with U.S. Environmental Protection Agency standards and all applicable environmental regulations.

HP offers a certificate of destruction on request, signifying that we have properly destroyed the products and that the data cannot be accessed. HP also offers specialized reports that include additional details that may be needed, such as serial numbers of the recycled items. HP can also provide documentation to show device chain of custody.

Customized and Compliant

HP works with NASPO ValuePoint and Purchasing Entities to create a customized solution that ensures hardware is destroyed and recycled in a way that meets even the most stringent requirements. HP's secure and certified data destruction complies with Department of Defense standard 5220.22-M, the Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley, and other privacy protection laws. HP can destroy data on all types of media, including hard drives, servers, DVDs, CDs, floppy disks, magnetic tape, USB memory sticks, and Secure Digital cards.

HP Large-Format Media Recycling

HP offers recycling for certain commercial and industrial signage media, as well as HP graphics and technical media from banner and sign material to films and backlit materials. State-of-the-art processes ensure the plastics used in these printing materials are recycled in a way that conserves resources.

Defective Media Retention

If Defective Media Retention (DMR) was added to the Purchasing Entity's Device or MPS contract, the service will be delivered and scheduled at the time a Device is removed from the customer site by HP or an HP Authorized Dealer. With DMR, the Purchasing Entity retains all defective hard disks or SSD/Flash drive components (Disk). All Disks on all Devices must participate in the Defective Media Retention service. HP waives the right to take possession and title of a defective Disk covered by the Defective

Media Retention service in the event a replacement product is delivered by HP to the Purchasing Entity. The Purchasing Entity will retain all defective Disks supported by HP, and the Purchasing Entity remains fully responsible for the protection and privacy of the data residing on the defective Disk.

- b) How will your organization ensure that your Authorized Dealers conform to these requirements?

HP Dealers that are HP-authorized for hard drive removal are contractually-required to strictly adhere to the HP Defective Media Retention guidelines. If a Purchasing Entity adds DMR to its Device or MPS contract, the service will be delivered and scheduled at the time a Device is removed from the customer site by HP or an HP Authorized Dealer.

- c) What is your process for ensuring that other Manufacturers don't remove hard drives in your Equipment?

As the Manufacturer of HP branded products, HP only allows HP Dealers that are HP-authorized for hard drive removal to remove hard drives from HP branded Devices. Other Manufacturers are not authorized to remove the hard drives from HP branded Devices. This restriction is industry standard and, to our knowledge, each Manufacturer respects and adheres to these guidelines. Accordingly, this is the process to ensure that other Manufacturers do not attempt to remove hard drives from HP branded products.

9) Warranties:

- a) Describe any additional warranties you offer on your Products.

Group A, A3:

HP A3 Copier Managed Devices included are tied to maintenance services or MPS, providing Purchasing Entities the ability to select up to five (5) years of warranty break-fix services.

Group B, A4 MFD and Group D, Single Function Printers:

HP standard One-Year Limited Warranty is tied to the product. Upon award, for Devices included under maintenance services or MPS, Purchasing Entities have the option to select up to five (5) years of warranty break-fix services.

Group E, Large/Wide Format Printers:

Group E, Large/Wide Format Printers include a one-year limited warranty. Additional Full Service extended warranties (Care Packs) are also available for purchase, from 3 years up to 5 years and for future purchases on a 1-year or 2-year basis until the end of usable product life. Extended Care Pack warranties do not include Consumable supplies (Ink/Paper). The available extended warranty Care Packs are included in the Service-Supplies Pricing tab of Attachment G-5 - Group E Price List.

Group F, Scanners:

Beyond the standard warranty, HP offers Care Packs (extended warranties) that are available to cover products for up to five (5) years and can include product exchange or on-site service.

- b) Have you ever encountered a situation in which a customer exercised the Lemon Clause? If so, please describe the situation in detail, and include the type(s) of Devices this affected and your resolution in ensuring customer satisfaction.

Occasionally, HP has had customers encounter a situation that rose to this level of the Lemon Clause. As a normal course of business, and owing to our commitment to customer satisfaction, HP replaces the device with a new or re-certified as new device that meets or exceeds the device specifications.

Specifically, a State agency had an E60175 LaserJet Managed Device that was printing on specialized grade paper for their specific certificates. We determined that a higher end device was needed to solve the problem the agency was experiencing. HP replaced their device with a LaserJet Managed MFP E877 Device that exceeded the agency's original Device specification without any additional cost to the State agency. The new replacement Device not only exceeded the agency's expectations—it handled the specialized grade paper smoothly.

We live in an imperfect world and issues will happen. How they are handled and the response time are what matters—whether the issue falls under a lemon clause or is a simple customer satisfaction issue—which is why these clauses exist. Because customer satisfaction is extremely important to HP, we are including this example that may not necessarily be based on the lemon clause within the Scope of Work, but does offer an example of a similar type of situation. We hope this example provides a measuring point on how we handle issues raised to HP, clearly showing we care and our customers satisfaction does matter to HP.

10) Recycling and Trade-In Programs:

- a) Do you offer a pickup program for end-of-life Devices? If so, please provide detail regarding the program and how customers can utilize it.

Yes. HP has a recycling service utilizing Planet Partners, which includes pickup, free recycling and a certificate of destruction for used equipment that is subject to the program terms. Purchasing Entities may utilize the service via a link HP can post under the Information Center on the awarded HP NASPO ValuePoint contract portal and Participating State sites. After selecting the recycle link, the Purchasing Entity will be asked questions regarding the devices to be recycled.

- b) Do you offer a used-cartridge trade-in allowance? If so, how does your program work?

HP offers a recycle take back program; however, this program does not provide a trade-in allowance. HP's toner recycling program is described in the next section.

- c) Describe your toner cartridge recycling program.

HP Planet Partners is HP's return and recycling program for computer equipment and printing supplies. The program is available in more than 50 countries and territories worldwide.

HP provides free and convenient ways to recycle used Original HP Ink and Toner Cartridges and Samsung toner cartridges:

- Drop off at a local authorized location.
- Receive free shipping labels and materials for an easy pack-and-ship experience.
- Request free pallet pickup for quantities over 76 toner cartridges or 1,000 ink cartridges.

HP ink and LaserJet cartridges returned through HP Planet Partners go through a multi-phase "closed loop" recycling process. The recycled plastic from empty cartridges is used to create new Original HP cartridges and other everyday products.

11) Supply Management

- a) Does your toner (or any other supplies) contain “smart chips,” any computer code, or any other design element that would disable the equipment or impair it in any way (i.e. exceeding an authorized number of copies, advancing the Device to a particular date or other numeral, etc.)?

HP’s toner does include “smart chips” that communicate with your Devices, allowing you to view how much ink/toner you have remaining before needing to reorder supplies (if using drop ship or purchasing maintenance services without supplies). HP chips on inkjet cartridges monitor ink levels to help prevent printhead damage when the cartridge is completely out of ink. Following cartridge installation, proprietary HP firmware on the chip authenticates the cartridge, confirming that an Original HP cartridge has been installed as opposed to a third-party cartridge or chip. In addition, electronic keying helps the chip check for proper installation and cartridge compatibility, ensuring that the correct cartridge is installed properly. In Original HP LaserJet toner cartridges, the HP chip is used to make necessary adjustments to the various components—assuring that the cartridge will provide optimum print quality even as components inside the cartridges start to wear. No personally identifiable information or protected health information is stored on the HP chip and, therefore, the chip does not disable the Device or impair it in any way.

- b) Can your Supplies be remanufactured by third-parties? What is your position on remanufactured ink cartridges?

One-hundred percent (100%) of HP toner cartridges and 85% of Original HP Ink cartridges contain recycled content. We are engineering the industry's most sustainable portfolio of products and solutions. We create our products and services following rigorous sustainable design principles, including 8,720 tonnes of postconsumer recycled content plastic used in HP printers and 8,680 tonnes used in HP ink and toner cartridges. Accordingly, the use of HP branded supplies is preferred and we do not offer remanufactured supplies by third parties.

Figure 3. Baseline results of third party remanufactured ink cartridges compared to HP cartridges show HP provides the most sustainable offering.

Impact category	Unit	HP Cartridge	Reman Cartridge	Reman % Higher than HP	HP % Lower than Reman
Global warming	kg CO2 eq	7.3 E-01	1.1 E+00	+ 46%	- 32%
Ozone depletion	kg CFC11 eq	5.2 E-07	7.6 E-07	+ 45%	- 31%
Terrestrial acidification	kg SO2 eq	5.0 E-03	7.1 E-03	+ 42%	- 30%
Freshwater eutrophication	kg P eq	1.3 E-04	1.9 E-04	+ 45%	- 31%
Human toxicity	kg 1,4-DCB	2.2 E-01	3.7 E-01	+ 67%	- 40%
Ozone formation	kg NOx eq	2.8 E-03	4.1 E-03	+ 46%	- 32%
Terrestrial ecotoxicity	kg 1,4-DCB	6.1 E-01	9.0 E-01	+ 48%	- 32%
Water consumption	m3	9.4 E-02	1.3 E-01	+ 43%	- 30%
Total primary energy	MJ	2.8 E+01	4.0 E+01	+ 43%	- 30%

12) Managed Print Services:

- a) How long has your organization been providing Managed Print Service solutions? Include any specialized training or experience that your organization or Key Personnel within your organization possess in your response.

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HP Inc. has been in business for over 80 years and is a leading global provider of personal computing, imaging and printing products, and related technologies, solutions, and services, with more than 23 years delivering Managed Print Services.

HP is recognized as a full IT provider and the only company in the print market that can provide a complete HP-branded computing and printing solution to support a client's digital transformation journey.

HP is leading the market in developing new digital technologies to help customers transform the way they capture, print, and share information. We believe that, because we serve such a wide range of customers, we have a unique perspective on their needs and an exceptional level of insight into how they may be solved. And we are committed to using our products, services, and ideas to unleash the exciting new possibilities just around the bend.

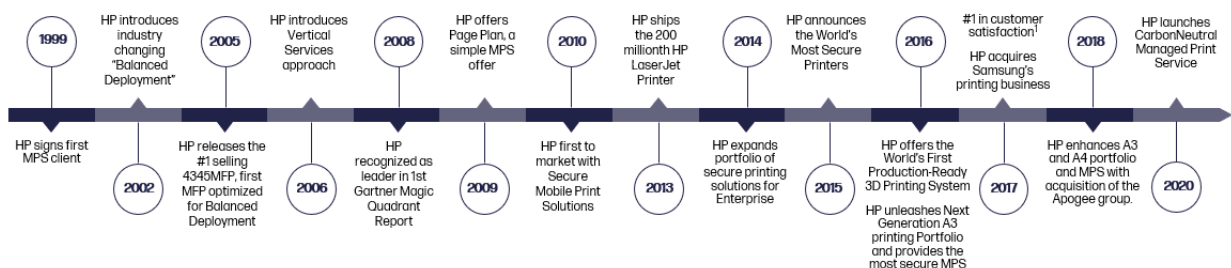
HP employs over 1,000 service individuals targeted to support MPS and Maintenance Services. All HP personnel are highly trained in their specific roles and activities. Technical engineers are trained and certified through the HP online training portal. Engineers must complete periodic training and appear for online tests to get certified.

Figure 4. HP is well positioned to meet our clients' evolving needs.



¹Newsweek, 2022; ²The Wall Street Journal, Dec. 2021; ³Keypoint Intelligence, BLI PaceSetter various awards also in printer, MFP, scanner product categories; ⁴JUST Capital 2022 Rankings - Technology & Hardware, Jan. 2022

Figure 5. HP MPS Investments: A decade of advances delivers best-in-class client experiences.



1. Data source: ORC International, May 2017. Conducted 1172 interviews in AMS, EMEA, APJ across 12 dimensions of satisfaction.

Analyst Recognition and Industry Awards

Independent analysts name HP as a leader in security, professional services, sustainability, and supporting a distributed workforce. This experience gives us unique insight into clients' needs to reduce costs, drive productivity, and improve the customer experience.

Recent recognition includes:

- TSIA STAR Award 2022 for Innovation in enabling customer outcomes — professional services¹
- Quocirca — Named a leader in Print Security Landscape²
- BLI PaceSetter³ awards in numerous categories, including:
 - BLI A3 Line of the Year Award from Keypoint Intelligence (2023)
 - Special BLI Most Energy Efficient Laser A3 Brand Award from Keypoint Intelligence (2023-2025)
 - BLI A4 Line of the Year Award (2022)
 - Sustainability in the Office (2021-2022)
- HP was recognized as a leader in both the IDC MarketScape: Worldwide Print in the Distributed Workforce, 2022 ⁴ and the IDC MarketScape: Worldwide Cloud MPS Hardcopy 2022.
- HP ranked No. 1 in Newsweek's 2023 ranking of "America's Most Responsible Companies"⁵ marking the 4th consecutive year that HP has earned the top ranking.
- HP was recognized as one of the 2023 World's Most Ethical Companies® (WMEC) by the Ethisphere Institute for the third consecutive year.

- b)** Describe in detail, what your organization's free initial assessment consists of. How do you identify what the needs of the customer are so that you can provide a preliminary estimated cost savings and make recommendations on how to improve fleet efficiency?

HP's initial assessment (at no additional charge) will include all requirements listed in the RFP. HP's range of assessment services can help Purchasing Entities make better decisions regarding investment levels, infrastructure requirements, device utilization, resource allocation, mobility, environmental sustainability, security and risk management, and workflow enhancements.

HP's initial assessment considers attributes such as current infrastructure, support, supplies, and operational costs to develop a clear picture of the Purchasing Entity's current state.

We will meet with the Purchasing Entity to discuss its optimization goals and objectives. This customized approach sets us apart from our competition. Ideally, the Purchasing Entity will install a data collector like FM Audit to collect the device data. HP will complete a paper optimization from that data to offer an optimization.

¹ <https://www.tsia.com/tsia.public.dev/media/pdf-file-storage/STAR-applications-2022/winners/hp-1457.pdf>

² <https://h20195.www2.hp.com/V2/GetPDF.aspx/4AA8-1111ENW.pdf>

³ <https://keypointintelligence.com/new-awards?category=PaceSetter>

⁴ https://idcdocserv.com/US48596221e_HP

⁵ <https://www.newsweek.com/rankings/americas-most-responsible-companies-2023>

Specific device optimization considerations may include:

- **Retain:** When devices are operating on an effective cost-per-page and usage volume and device capabilities are aligned, we will recommend the devices remain as-is.
- **Replace:** We will recommend replacing devices when they have reached the end of their useful life, or if operating at a high cost-per-page.
- **Remove:** We often find our clients have more devices than needed. We will recommend devices to be removed based on cost, performance, and usage.
- **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 may recommend an onsite optimization project (charges may apply). Consolidation of devices is an outcome of an onsite project. As a result, HP will review your fleet and provide consolidation recommendations to improve end-user productivity and satisfaction.

For MPS, HP can include the Managed Environment Assessment, which has 4 phases:

- **Planning and Preparation:** A Managed Services Account Manager works with Purchasing Entities to define the scope of the project—including locations and devices, plan logistics, and internal communication strategies—as well as the guiding principles for designing a future-state print fleet. The consultants partner with the Purchasing Entity's IT organization to gain approval and authorization for the use of network discovery tools to facilitate and augment the data collection process.
- **Data Gathering:** Using the Purchasing Entity's shared information, or the network discovery tools, consultant teams gather information on all of the imaging and printing devices. This helps HP understand the Purchasing Entity's specific fleet requirements in the areas of color printing, paper size, and output capabilities such as sorting and stapling. Furthermore, the consultants identify potential security risks and determine proactive measures to protect the networked imaging and printing environment.
- **Analysis and Report Writing:** HP consultants gather and assimilate the information they have gathered through the data-gathering exercise. They also review the Purchasing Entity's guiding principles and design criteria for the new fleet, such as user-to-device ratios, device functionality requirements, and security requirements. HP consultants then complete the design, ensuring that the future fleet meets the Purchasing Entity's requirements and that each Device achieves optimal utilization. This design work includes recommendations on appropriate solutions and services that can help reduce costs and streamline operational efficiency.
- **Presentation of Recommendations:** HP reports the results of the Managed Environment Assessment at an onsite presentation that includes the following:
 - A summary of the current printer, MFD, copier, scanner, and fax fleet, as scoped in the project.
 - If available, estimation of TCO, including impact on the environment, based on collected data.
 - Future state recommendations supported by a business case to guide management decisions, including controls and measures.
 - A plan that includes new technologies and services to help Purchasing Entity meet business objectives and evolve its information-sharing infrastructure.

The Managed Environment Assessment service helps articulate the financial and business impact of the imaging and printing environment and provides a compelling business case for an MPS engagement.

c) Describe how you calculate realistic cost savings for implementation of MPS.

HP calculates realistic cost savings using a representative sample of the Purchasing Entity's current actual cost to print (hardware, software, services, consumables, and any dedicated labor) as the baseline and compare it to the HP proposed solution pricing while holding page volume constant. HP then projects the savings across the enterprise by extrapolating the savings from the representative sample. Cost savings are derived from upgrading older technology and reducing the number devices in the current environment by deploying multifunction devices. Multifunction devices reduces operating costs by providing the same functionality of fax machines, copier and printers with fewer devices to operate.

Implementation of MPS is a comprehensive approach that show the true cost to print and the Total Cost of Ownership (TCO). Sustainable, long-term efficiency gains require imaging and printing to be approached as part of the organization's overall IT strategy.

A growing number of organizations are learning how to get the most from their imaging and printing investments. They are taking a more strategic approach to acquiring, managing, securing, supporting, and disposing of the assets involved in printing, copying, scanning, and faxing. They have right-sized printer fleets, refreshed copiers with multifunction devices, educated end-users and embraced networking technologies. They have even started to automate document and information workflows.

d) Describe your organization's implementation strategy. The strategy should contain your approach to training, communication plans, and how continuous improvement and program management are collaboratively addressed.

HP's implementation strategy considers each Purchasing Entity's requirements and priorities when implementing the new print environment. HP will assign an experienced project team for the deployment, led by an HP Transition (Project) Manager (TM) responsible for overseeing the entire MPS deployment. The TM, along with the extended HP project team, will work with the Purchasing Entity project team to develop a detailed project plan that will be utilized to manage all aspects of the implementation. HP establishes a formal cross-functional team to integrate and align communications and messaging to Purchasing Entity stakeholder groups.

An overview of the complete implementation process follows. Complexity, frequency, and/or number of implementation-deliverable activities may change to meet a Purchasing Entity's specific requirements.

- **Project Initiation**

- Project kickoff: transition project knowledge to the HP MPS delivery organization
- Establish and assign core team resources

- **Project Planning**

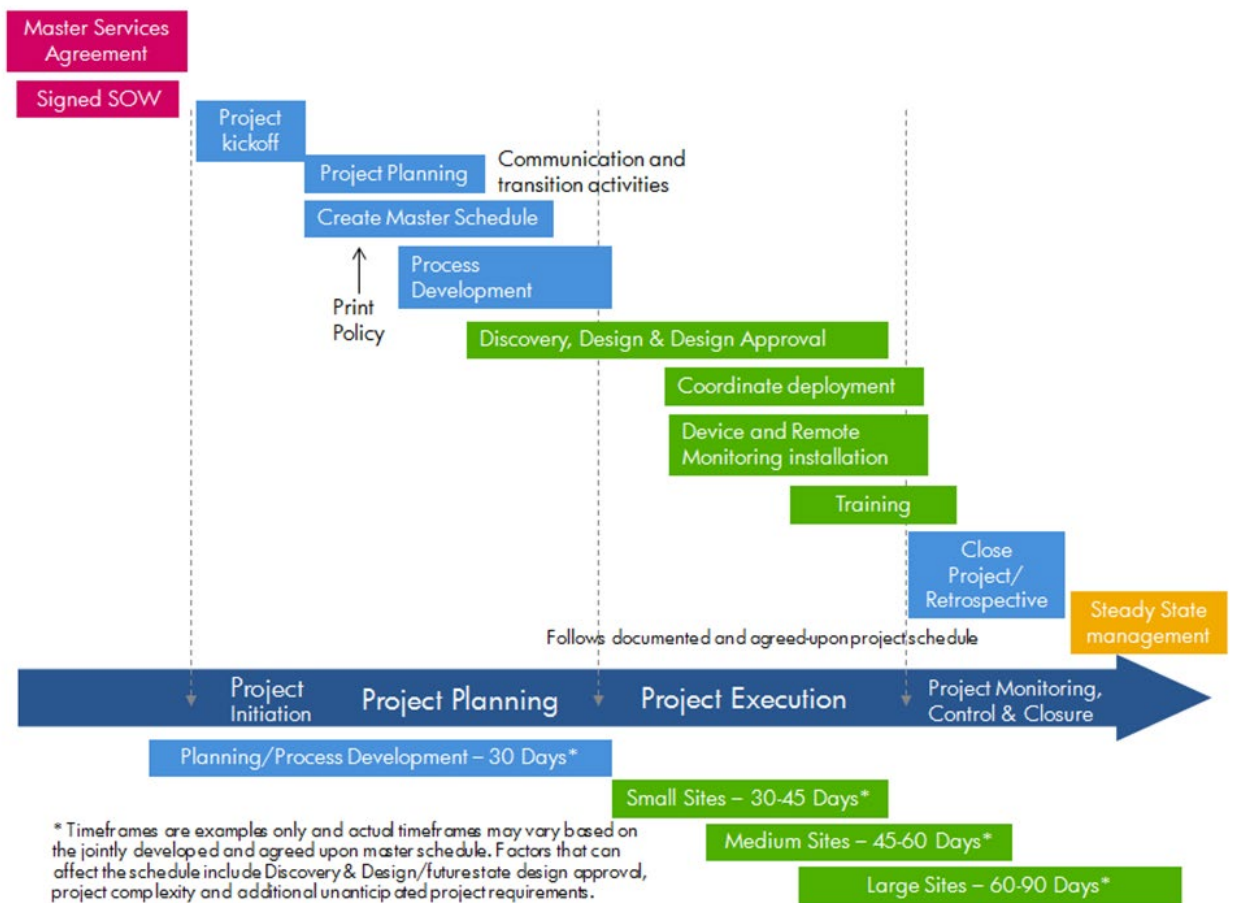
- Develop a Master Schedule to serve as the comprehensive project plan
- Develop a Management of Change communication campaign to help Purchasing Entity's IT inform end users of the upcoming change and benefits for them and the organization

- **Project Execution**

- Submit hardware, software, and accessories orders
- Coordinate equipment logistics

- Install hardware (single- and multi-function printers, etc.) at Purchasing Entity sites
 - Install and set up device management (HP Remote Management) infrastructure
 - Deliver training as appropriate
 - De-install existing/obsolete equipment
 - Complete deployment activity documentation
- **Project Monitoring and Control**
 - Internal and external status meetings during implementation for continuous communication
 - High-level program and deployment reviews with Purchasing Entity executives, as appropriate
 - Review and manage to project plan
 - **Project Closure**
 - Solicit Purchasing Entity's feedback regarding project performance and facilitate reviews
 - Archive project documentation after deployment completion
 - Transition to HP Client Success Manager (CSM) for Purchasing Entity during MPS term

Figure 6. Sample Implementation Plan and Timeline



Training is a key component of the deployment process and, in HP's experience, key to a successful implementation. Change often requires the alignment of people, processes, and technology with the goals and objectives of the change effort. HP works closely with customers to help employees not only have the knowledge they need, but also the motivation to adopt the new technologies and processes.

To facilitate communication and positive employee involvement, HP provides a robust Management of Change (MoC) methodology, tools and templates to help the Purchasing Entity prepare to effectively lead its organization through the changes that come with transitioning to HP MPS.

HP's approach for the support phase of the deployment involves establishing an ongoing account management structure for the Purchasing Entity. The HP Client Success Manager oversees the day-to-day administration, management, and support of the entity's imaging and printing environment to maintain optimum levels of availability and performance. The relationship between the HP CSM and the Purchasing Entity is fundamental to realizing maximum value from the MPS agreement.

To support the agreement, HP does the following:

- Establishes an account management structure with a single point of contact for ongoing deliverables and support.
- Proactively monitors devices and supplies, provides access to priority technical support (onsite and/or remote), and provides options for supplies replenishment to help maximize device uptime and availability.
- Leverages online reporting to obtain valuable device usage information, as well as visibility into print-related expenditures enabling the Purchasing Entity to assess, adjust, and optimize hardware usage as needed on an ongoing basis.
- Facilitates continuous improvement and program management, a collaboration between the Purchasing Entity and HP through regularly scheduled strategic performance reviews.

Through the effective fleet optimization, ongoing cost savings, improved productivity, and maximized availability delivered by HP's solution, the Purchasing Entity can focus on its core business objectives.

- e) Describe your training approach to ensure that customers are well versed in how to maximize your Managed Print Services approach. You should include the types of training available (targeted, web-based, on-site, one-on-one etc.) in your response.

A combination of off-site operational training (Web-based) and onsite training (Device Familiarization) during hardware installation lasts approximately one (1) hour. The length of onsite training sessions is customized to fit the training required.

As new devices are installed and configured, HP installation technicians provide device orientation for local Purchasing Entity users and key device contacts. This is a high-level overview designed to provide a basic understanding of how devices operate, including basic copy and scan, loading consumables, clearing paper jams, replenishing toner cartridges, and basic front-panel usage.

Additional training options that may be available to Purchasing Entity for the one hour or longer include:

- Self-paced Training: Job aids and videos
- Web-Based Training: Basic Webinar
- Onsite training: Basic Device Familiarization

Please see HP's response in Section 3. Performance Standards, subsection f) i) for additional details.

- f) How does your organization remain competitive in the managed print industry to improve efficiencies? How do those efficiencies transfer to your customers?

To remain competitive, HP must develop new products and services, enhance our existing products and services, and compete effectively on equipment, security, pricing, software and solutions.

Innovation across products, services, business models, and processes is a key element of our competitive landscape. Our development efforts are focused on designing and developing products, services, and solutions that anticipate customers' changing needs and desires, and emerging technological trends. Our efforts are also focused on identifying areas where we believe HP can make a unique contribution, as well as areas where partnering with other leading technology companies will leverage our cost structure and maximize our customers' experiences.

As a result of its strategic relationships/partnerships, HP delivers the best client MPS experience. The devices, solutions, scalability, and business intelligence capabilities we offer provide a focus on meeting clear business outcomes.

Our competitive advantages include:

- comprehensive, high-quality solutions for the home, office, and publishing environments
- innovation and research and development capabilities, including security features
- sustainability
- brand recognition
- accessibility of our products through a broad distribution strategy

How we deliver this to our customers:

HP aims to be more than a "vendor" of choice. We want to be an integral, strategic partner helping achieve the best results and addressing evolving needs. Being a trusted advisor and partner is the core of how we structure our relationships with our clients.

- **Scale:** HP MPS is flexible and scalable for Purchasing Entities' needs. Our national reach/local relevance has been a differentiator for many years. Our hardware, software and services portfolio continues to expand to offer breakthrough performance and value.
- **Security Leadership:** HP recognizes our responsibility to help our users remain as secure when using our products and services.
- **Sustainability and Sustainable Impact:** Planet, people, and community are core strategic pillars that the company executes on throughout all facets of its business.
- **Evolving Workplace:** HP's print portfolio—including devices, software and services—is among the industry's most extensive. HP spans all segments from consumer to office to graphics/production with both inkjet and laser solutions. Pre-pandemic, HP's consumer printing business experienced challenges, but the subsequent expansion of work-from-home locations for work revitalized this category. With work from home slated to capture a greater share of work activity going forward, HP is well positioned to take advantage of this anticipated trend.

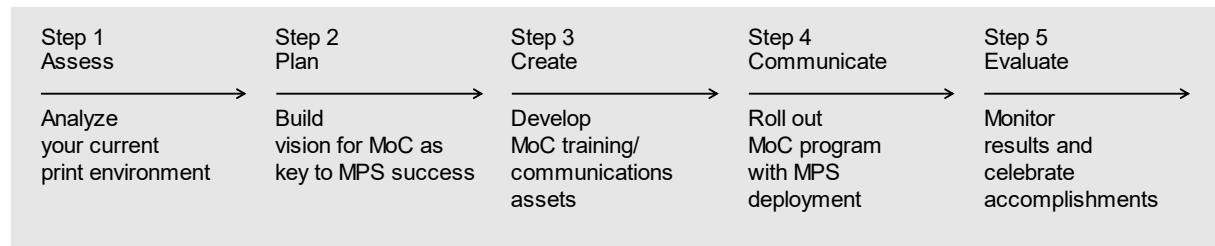
g) What is your experience with driving and communicating Change Management?

HP has years of experience in communicating change management to the new MPS environment, leveraging a robust set of tools that have evolved over the years to keep up with changes in how organizations structure their print environments.

HP Management of Change and Education services help clients create and communicate an effective Management of Change (MoC) and training plan that engages key sponsors and stakeholders upfront

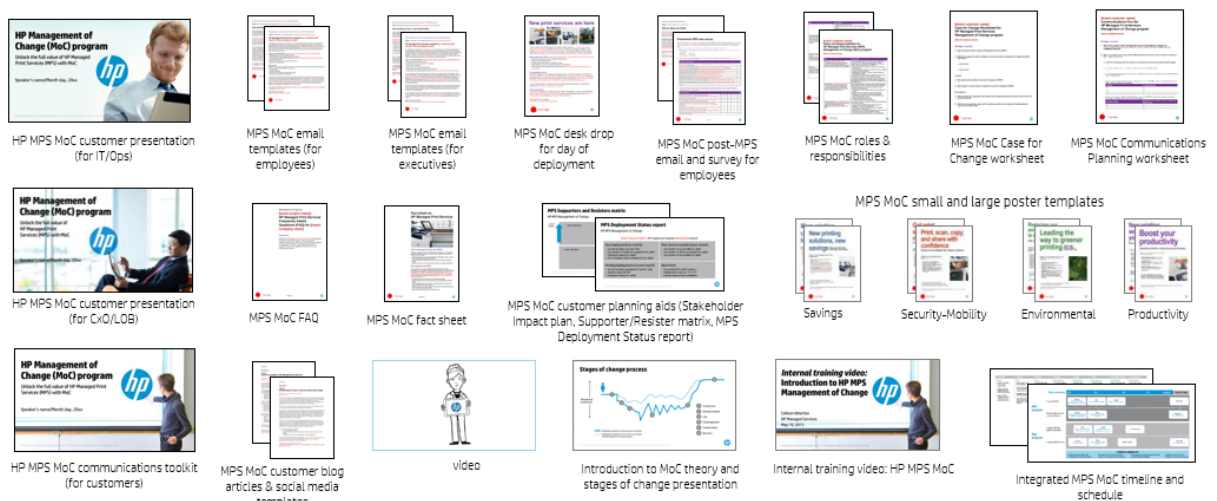
and over time, and motivates and educates end users to more successfully transition to the new MPS environment.

Figure 7. HP's MoC Methodology consists of five steps.



To ensure as smooth an MPS transition as possible, HP provides Purchasing Entities an HP MPS Transition Planning kit. The kit contains tools to help create plans, timetables, resource assignments, and an overall strategy for the successful completion of the deployment.

Figure 8. HP MPS Transition Planning Kit



Specific resources included in an HP MPS Transition Planning kit include:

- **HP Experience and Expertise:** An in-depth description of the experience and expertise you can count on from HP. Participating Entities will learn about HP's deployment methodology, support services, the HP experts they will be partnered with, and change management best practices and benefits.
- **Key Success Criteria:** To help guide Participating Entities through the process of putting the necessary policies, support, and strategies in place, we include a checklist of factors that must be considered when implementing a MPS project.
- **Roles and Responsibilities:** In an MPS project of this scope, knowing the duties, goals and reporting relationships of each person and department can provide clarity, efficiency, and structure. We recommend these issues be addressed early in the process and provide the tools to organize personnel and their assignment.
- **Print Policy Example:** A guide to create intelligent, enforceable policies required for a smooth transition to the newly optimized environment.

h) Describe your ability to provide and support asset lifecycle management.

HP can provide and support asset lifecycle management with a combination of tools and experienced solution architects who design the future fleet with the right devices placed in the right locations to maximize total cost of ownership. Our team of experts designs and implements the new Managed Print fleet. The HP Client Success Manager provides active monitoring of the Purchasing Entity's environment, a single point of contact and accountability, and visibility into usage trends, capacity utilization, and expenditures for ongoing planning and management. Using data, analytics, and expertise, the HP Client Success Manager helps identify opportunities for continuous innovation and improvement and brings recommendations to the Purchasing Entity as part of the periodic business reviews.

HP also helps with asset lifecycle management by adapting the imaging and printing infrastructure to meet a Purchasing Entity's evolving needs as it grows and changes.

Services include:

- **Assessment Services**—understand current usage, find hidden costs and develop a business case for change.
- **Financial and Procurement Services**—manage to the lowest total cost of ownership, from planning and acquiring technology to retiring and replacing it. Reduce and manage capital outlay, manage older equipment effectively and environmentally, and simplify hardware procurement.
- **Transition and Implementation Services**—ensure the right equipment is installed, and end users know how to use the devices. Education and management of change is an important component.
- **Management and Support Services**—enable ongoing return on investment (ROI) through fleet uptime and optimization, award winning support, and supplies management.
- **Security Solutions and Services**—efficiently deploy and monitor devices by applying a single security policy across the fleet.
- **Document and Workflow Services**—automate paper-intensive workflows and continually improve and better manage the underlying infrastructure.

i) Describe your ability to support cloud technology for print job management.

HP JetAdvantage Apps support cloud technology for print job management with solutions that streamline workflow. HP JetAdvantage Apps make it easier and quicker to work at HP MFPs. HP works with developers of widely used software to create apps that run on the device to integrate directly with the software. Independent developers are also developing innovative applications that create new functionalities and use cases for HP MFPs. As the app library grows, organizations may find exactly what they need in an existing app—or they can work with their print services provider to customize or create an app for their unique needs. HP offers a service for customizing existing apps or developing new ones.

Apps are integrated into the MFP touchscreen much like mobile device apps. Instead of relying on a computer to connect paper documentation with software, the MFP can now act as an efficient go-between and dramatically simplify workflow processes. Users can send scanned images to their chosen repository or print documents right from the MFP control panel. HP JetAdvantage Apps are designed to easily integrate with typical cloud repositories such as Box, Dropbox, or Microsoft® SharePoint®, as well as commonly used software applications like iManage, and Concur.

Figure 9. HP JetAdvantage can streamline workflows.

Current workflow process for scanning documents to other software



1. Scan a document at the MFP
2. Email the scan
3. Return to desktop computer



4. Open email
5. Download attachment
6. Erase email



7. Open software
8. Attach the scan to file in software
9. Delete scanned document from PC

HP JetAdvantage app-based workflow process for scanning documents to other software



1. Scan a document at the MFP
2. Use the familiar user interface to send it to a secure repository or attach to a customer file

j) Describe your remote device monitoring services.

i) Do you obtain meter reads automatically?

Yes. HP utilizes a data collector such as FM Audit or Device Connect. The remote monitoring-collector sits in the customer network and receives a list of devices from which to collect data and communicates with those networked devices daily, collecting usage information and consumables levels. When the required data is collected, the information is sent to HP for action.

The data normally collected to enable remote management includes the following:

- Detailed page counts
- Consumables status and state
- Preventative maintenance information
- General device information (model, serial number, firmware revisions, install date, etc.)
- Configuration page
- Status page
- Event logs (both error and warning)
- Security and workflow solution version

ii) Do you have an automated toner replenishment program?

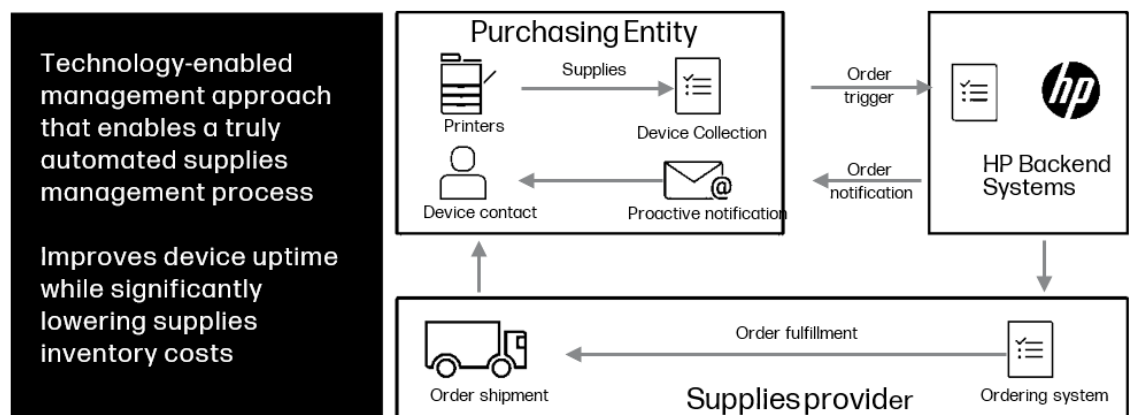
Yes. Automated Supplies Management (ASM) is a service that provides automated consumables replenishment for active, compatible devices that are functionally capable of communicating with the HP Management Server collection agent. ASM is a simple and efficient way to acquire, manage, and recycle consumables, while lowering inventory and storage costs.

Figure 10. Automated Supplies Management



ASM regularly monitors consumables consumption. The HP Device collection agent initiates communication with HP. The HP Device 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 of the required data is collected, the information is sent to HP for action. 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 Purchasing Entity. HP notifies the Purchasing Entity of order placement and shipment.

Figure 11. Supplies Management



Feature	Benefits
Automated Supplies Monitoring	Minimize administrative oversight of supplies utilization
Adjustable Threshold Settings	Just-in-time supplies replenishment reduces inventory costs
Order and Shipment Notification	Proactive notification of device-initiated orders

- k) Describe how your proposed technology will guarantee security solutions such as: intrusion detection, user authentication, protecting content integrity, and pull printing.

HP leads the way in print services, software solutions and hardware security—leadership that continues to drive standards in the print industry. HP Secure MPS makes it easy for clients to have confidence in their print environments, set up with the strongest protection available in the industry and maintained over time to address evolving threats and compliance requirements. HP is raising the bar to address the security challenges organizations face by leveraging our security leadership and innovation through services, software and hardware.

HP has identified nine vulnerable printer areas: BIOS and Firmware, Management, Network, Hard Drive, Control Panel, Capture, Input Tray, Output Tray, and Mobile Printing. The printer security self-healing features listed below are built into the device and come standard with every printer or MFD.

- **HP Sure Start**—Improve how you validate the integrity of a BIOS code. To ensure your devices are safeguarded from attack, this feature works behind the scenes when devices power on. If the BIOS code is compromised, this feature self-heals, reboots the devices, and loads a safe “golden copy” of the BIOS code.
- **Whitelisting**—Ensure firmware is an authentic, known-good code that’s digitally signed by HP. During startup, this feature conducts a firmware check. If an anomaly is detected, the device self-heals, reboots to a secure, offline state, and then sends a notice to IT to reload the firmware.
- **Run-time intrusion detection**—Monitor and detect anomalies while devices are operational and connected to the network. During complex firmware and memory operations, this feature constantly checks operations, and in the event of an intrusion, the device self-heals and automatically reboots in a safe state.
- **HP Connection Inspector**—Stop malware from “calling home” to malicious servers, stealing data, and compromising your network. HP Connection Inspector evaluates outgoing network connections to determine what’s normal, stop suspicious requests, and automatically trigger a self-healing reboot.
- **Secure Print Cartridges**—At every step of the design, supply chain, and production process for Original HP toner cartridges, security is built-in with tamper-resistant chips, firmware, and packaging.
- **Pull Printing**—HP offers many secure pull printing solutions, including HP Access Control, HP JetAdvantage Secure Print, and Papercut, that allow users to dynamically print to the network and “pull” jobs to any solution-enabled HP device. Pull printing virtually eliminates unclaimed documents, increases the efficiency of mobile workers, and reduces IT administrative burdens.
- **HP Security Manager**—HP Security Manager Software hosts the security policies where we can assess and remediate to ensure compliance.

I) How do you handle network and data security issues? What measures do you take to protect sensitive customer information?

HP Secure Managed Print Services (Secure MPS) provides the most comprehensive suite of print security services that leverages solutions and print technologies. HP Secure MPS addresses the processes, people, and technologies to help achieve a robust security strategy and ongoing management to help Purchasing Entities meet compliance and regulations as well as reduce security risk and vulnerabilities.

HP takes extensive measures to protect sensitive customer information. HP Secure Erase technology overwrites a deleted file’s data from the individual sectors with random data using either a one-pass or three-pass overwrite, which conforms to current US Government specifications.

- **Secure Erase Data Overwrite:** After a system power cycle, the encrypted data is erased and the data partition rebuilt. The encryption keys are not preserved after the power cycle, which provides a secure erase of all customer data.
- **Disk Management:** Temporary job files are erased at the completion of print, copy, fax or digital send jobs.

- **Erase Job Data:** All job data files stored on the system disk, including temporary data, are erased.

m) Please describe how you will monitor and manage print devices to include:

- Network access.
- Fleet configuration and utilization.
- Management of customer owned or legacy equipment, including parts, labor, supplies, and moves.
- On-going assessments, which shall include, but not be limited to: continuous process improvement, device utilization, fleet performance, cost saving opportunities, green spend, consumables spend, break/fix, and service level standards.

HP Device Connect (HP DC) is a configurable technology platform that enables remote management and proactive service delivery for its imaging and printing fleet and resides in the Purchasing Entity's environment. Purchasing Entities will have visibility to in-depth print data for analysis, remote management, and proactive services. HP DC uses secure data collection and management tools to monitor and manage the MPS environment. Usage data is collected daily for all HP branded legacy and new devices.

There are three customer roles available for use, and the Purchasing Entity's account team will help to enable its users' access based on their needs. Users can also have access to specific subsets of locations or buildings as appropriate.

Figure 12. Customer Roles for HP Device Connect

	Manage user information	View device details	View printer usage reports	View order report	Order supplies	Manage user account	Statistics
Customer Basic Access	√	√	√	√			
Customer Ordering	√	√	√	√	√		
Customer Admin	√	√	√	√	√	√	√

HP DC and data repository are used to track the fleet configuration and utilization information. The fleet information typically tracked and reported includes model numbers, serial numbers, IP and Host addresses, user names and contact numbers, and device location addresses. The Purchasing Entity may provide additional information to be tracked and available on reports. HP manages this activity throughout the term of your agreement and as devices are moved, added, and changed. HP captures all equipment inventory information during device deployment using a "Master Services Log" (MSL). Equipment information from the MSL is entered into HP's asset management system.

Purchasing Entities may also use this tool to place services requests, instead of calling the HP Priority Phone support line, or to place supplies orders for non-networked devices.

HP Device Control Center can provide the following reports, which Purchasing Entities can download daily if required.

- Usage by Color/Mono and Duplex (with user-defined columns) date selectable
- Device Asset Report
- Device Contacts Report
- Device Usage Report
- Daily Device Usage
- Consumable Levels
- Device Trend Report
- Recently Removed Devices
- Color/Mono Click Totals
- Customer Open Service requests
- Service Visit History (includes of service calls or preventive maintenance)
- Total Pages Per Lifetime of Device

During the Strategic Business Review (SBR) led by the HP Client Success Manager, the Purchasing Entity will be able to identify opportunities for greater efficiency and performance excellence, including cost saving opportunities, fleet performance, and possible improvements.

As part of the SBR, HP provides a summary of HP's performance against the Agreement, a summary of the service level commitment performance, a fleet management and optimization analysis (fleet utilization) and recommendations for optimization, and information on best practices, in order for the Purchasing Entity to make better strategic decisions and move their print environments to a higher performance level.

13) Promotion of the NASPO ValuePoint Master Agreement

a) Describe your company's experience working with contracting cooperatives.

Compaq, acquired by HP in 2002, held the first WSCA Cooperative contract. HP has continued to maintain successful business relationships under the NASPO ValuePoint Cooperative contracts for over 21 years. HP has 20+ years of experience with other cooperatives as well, including:

- OMNIA Partners Public Sector (formerly TCPN, National IPA);
- The National Pennsylvania Education Purchasing Program for Microcomputers (PEPPM®) Purchasing Cooperative;
- Midwest Higher Education Compact (MHEC);
- U.S. General Services Administration (GSA) Multiple Award Schedule (MAS);
- Alabama Joint Purchasing Program (ALJP);
- Commonwealth of Pennsylvania's Cooperative Purchasing Program (COSTARS); and
- Washington Schools of Information Processing Cooperative (WSIPC).

All of the above illustrate our extensive experience working successfully with cooperative contracts and also demonstrate our continued performance and ability to deliver product and services to States and Public Agencies utilizing these nationwide cooperative purchasing vehicles.

Experience is not just about HP as a company; it is about the employees that support and manage our cooperative contracts. HP's Head of Public Sector, Todd Gustafson, selected Debra Lee to support the NASPO ValuePoint contracts awarded to HP, based on her vast experience supporting NASPO ValuePoint contracts since WSCA's inception.

Debra continues to be the lead for this valuable contract, managing and meeting the needs of the Lead State and Participating States. Debra's relentless passion and dedication can be seen in her day-to-day activities ensuring that the NASPO ValuePoint Master Agreement Administrator, Participating States, and Purchasing Entities that reach out to HP receive an immediate response. HP is committed to providing all entities with the most experienced HP Master Agreement Contract Sales Management Director, thereby ensuring compliance with contract requirements and customer satisfaction. Even with more than 26 years of experience, Debra will share that she continues to learn from the best teachers and mentors in the IT industry—State Procurement officials and NASPO ValuePoint—through supporting our contracts and attending the NASPO Exchange event each year.

b) Describe how you intend to market your Master Agreement.

Upon award, HP plans to promote the NASPO ValuePoint Master Agreement through internal and external communications as approved by the NASPO ValuePoint Master Agreement Administrator. The goal of marketing the Master Agreement is not only to communicate the value proposition, benefits, and the NASPO ValuePoint-HP story, but also to emphasize HP's exceptional product quality and services, fleet predictability, reliability, seamless user experience, security, sustainability, and much more in delivering and promoting the NASPO ValuePoint MFD and Related Software, Services and Cloud solutions.

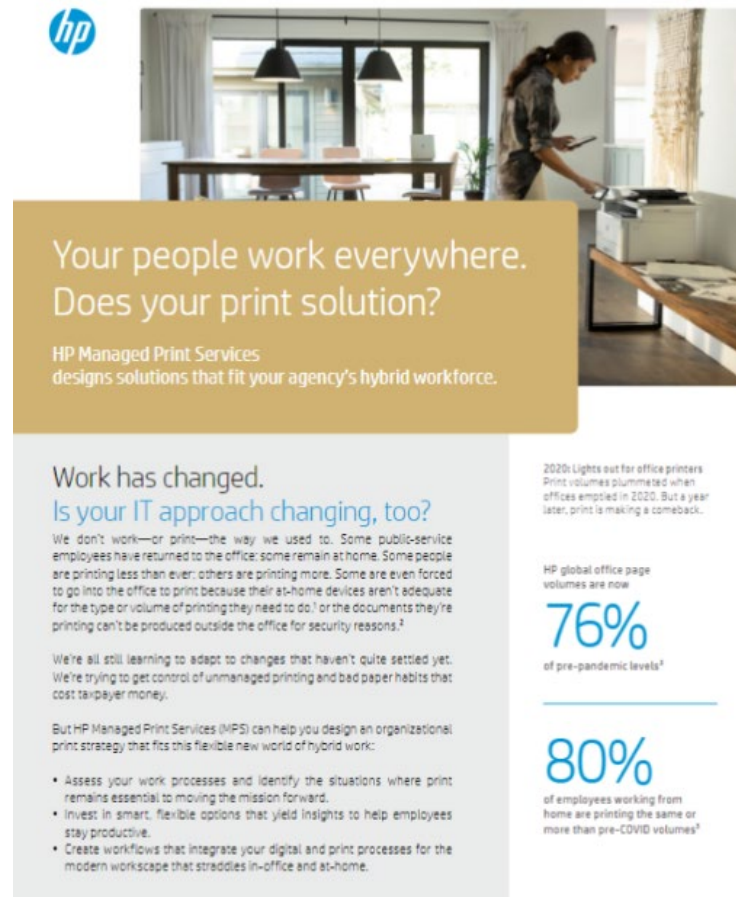
As required under the Master Agreement, all marketing materials will be provided to the NASPO ValuePoint Master Agreement Administrator for review, modification, and approval prior to distribution.

HP markets to customers through several unique marketing activities that, when combined, create a holistic integrated marketing plan. Marketing activities may include email, direct mail, web pages, paid media both social and display advertising, SEM keywords, content syndication with ITDM media partners, webinars, and events. The NASPO ValuePoint value message will be included in targeted communications as needed, and the Master Agreement number will be included on marketing materials when appropriate.

HP will drive contract awareness under the Master Agreement through hp.com and HP web banners on www.hp.com, which provides an opportunity to reach a large audience of Purchasing Entities. Web banners have a "call to action" inviting the reader to contact HP for pricing and information under the NASPO ValuePoint contract.

HP will distribute periodic general email newsletters and contract highlights directing eligible Public Agencies to the HP NASPO ValuePoint MFD Master Agreement, related software, services and cloud solutions portal webpage. An example of general marketing that directs Purchasing Entities to the HP NASPO ValuePoint MFD Master Agreement e-commerce site portal page is shown below. This marketing initiative was distributed to hundreds of Purchasing Entities and resulted in 59 new customers in the University Medical or Health field deciding to purchase from HP under the Master Agreement.

Figure 13. Sample General Marketing



The graphic features the HP logo in the top left corner. The background is a photograph of a woman in a modern office setting, standing at a desk with a large HP printer. The text is overlaid on the image in white and yellow boxes.

**Your people work everywhere.
Does your print solution?**

HP Managed Print Services
designs solutions that fit your agency's hybrid workforce.

**Work has changed.
Is your IT approach changing, too?**

We don't work—or print—the way we used to. Some public-service employees have returned to the office; some remain at home. Some people are printing less than ever; others are printing more. Some are even forced to go into the office to print because their at-home devices aren't adequate for the type or volume of printing they need to do.¹ or the documents they're printing can't be produced outside the office for security reasons.²

We're all still learning to adapt to changes that haven't quite settled yet. We're trying to get control of unmanaged printing and bad paper habits that cost taxpayer money.

But HP Managed Print Services (MPS) can help you design an organizational print strategy that fits this flexible new world of hybrid work:

- Assess your work processes and identify the situations where print remains essential to moving the mission forward.
- Invest in smart, flexible options that yield insights to help employees stay productive.
- Create workflows that integrate your digital and print processes for the modern workplace that straddles in-office and at-home.

2020: Lights out for office printers
Print volumes plummeted when offices emptied in 2020. But a year later, print is making a comeback.

HP global office page volumes are now

76%
of pre-pandemic levels³

80%
of employees working from home are printing the same or more than pre-COVID volumes³

General marketing focuses on specific products and services such as:

- Turn the Page/Connected Workforce
- The Future Role of Print
- Hybrid Work Model
- Content Syndication
- Display and Social Media Advertising
- Email and Nurture programs
- Outreach and Sales Activation
- Events and Webinars
- General Marketing Landing Pages
- Search Features

Thematically, our message and outreach attempt to address the following questions: How will the nature of work and the workplace continue to evolve? What technologies will State & Local and Education customers need to support that continued shift?

Awareness with a focus on States and other specific Purchasing Entities for example in transportation, education, health. Plus segment specific across digital customers journey; MPS/Print supporting classroom & faculty/staff within the hybrid workforce.

In addition, the local Sales team and the HP Master Agreement Contract Sales Management Director and team members will meet with participating states throughout the year to review participating state marketing plans and events, including NASPO Exchange, NIGP Annual Conference, major local events, and other events such as the 2023 State events shown as an example below, throughout an awarded contract promoting NASPO ValuePoint at our booths.

- NETA (Nebraska Educational Technology Association) Spring Conference 2023
- Los Angeles IT Leadership Forum 2023
- Michigan IT Leadership Forum 2023
- Florida Digital Government Summit 2023
- New Jersey Digital Government Summit 2023
- Montana Digital Government Summit 2023
- Ohio IT Leadership Forum 2023
- Arizona Digital Government Summit 2023
- Wyoming Digital Government Summit 2023
- FAMIS (Florida Association of MIS) 2023
- New York City IT Leadership Forum 2023
- Utah Digital Government Summit 2023
- Los Angeles Digital Government Summit 2023
- PA TechCon 2023
- Minnesota Digital Government Summit 2023
- Iowa Digital Government Summit 2023
- Bay Area Digital Government Summit 2023
- Kansas Digital Government Summit 2023
- New York Digital Government Summit 2023
- Massachusetts Digital Government Summit 2023
- Michigan Digital Government Summit 2023
- Colorado Digital Government Summit 2023
- Louisiana Digital Government Summit 2023
- Ohio Digital Government Summit 2023
- Arizona CIO/CTO Forum 2023
- Illinois Digital Government Summit 2023
- Florida IT Leadership Forum 2023
- Washington Digital Government Summit 2023
- New York City Technology Forum 2023
- Wisconsin Digital Government Summit 2023
- Nevada Digital Government Summit 2023

c) Describe how you intend to encourage usage of your Master Agreement by Purchasing Entities.

Many State and Purchasing Entity resources are constrained due to the current hybrid working environment and workforce changes, which has increased States' and eligible Purchasing Entities' interest in participating in and purchasing under the NASPO ValuePoint Master Agreement and State Participating Addenda. In fact, the HP team has encouraged the participation and usage of this valuable Master Agreement, since all the hard work and heavy lifting has already been accomplished by NASPO ValuePoint, the Lead State, and the Sourcing Team. During the RFP process, HP had a discussion with a State that decided to use the current Master Agreement rather than developing a new bid, thereby

saving the State time, money, and resources. This is definitely one of the many benefits of using NASPO ValuePoint Master Agreements.

On a weekly if not daily basis, HP has discussions with political subdivisions about the option of using this contract, and most have shared how comfortable they are using the Master Agreement and State Participating Addenda.

From HP's viewpoint, NASPO ValuePoint is a well-established icon, widely known and accepted. Upon receipt of an award and a fully executed Master Agreement, HP communicates to almost all States and even personally call State Procurement officials to encourage State participation in the new Master Agreement. We have even encouraged States or eligible Purchasing Entities selecting their buying contracts to reach out to the experts—NASPO ValuePoint, the Lead State, or a Participating State. Purchasing Entities are more comfortable using a contract they can trust to meet all their procurement rules, laws, and requirements while providing solutions to meet the needs of their users.

HP does even more when eligible Purchasing Entities issue their own competitive solicitations. During the Question/Answer periods, we routinely inquire if the NASPO ValuePoint Master Agreement and state Participating Addendum are permitted as the governing terms/conditions. Most Purchasing Entities accept this option that eliminates the need for lengthy negotiations and saves additional time and resources.

- d)** Describe your approach to negotiation of Participating Addenda. Describe the extent to which you provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda (e.g., do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)

Our approach at HP has always been flexible and accommodating to States incorporating entity-specific language into the Participating Addendum template, as created by NASPO ValuePoint and HP.

HP supports a collaborative negotiation style that focuses on making sure both parties' needs are met. With this style, the purpose is to maximize outcomes and preserve the relationship, both of which are critical. HP is committed to understanding the other party's needs and objectives, and to finding a long-lasting and creative solution to every negotiated issue.

To expedite the negotiation process, it is always helpful for States to include statutory citations for their entity-specific language, as we know that state laws are non-negotiable.

The HP Legal team that supports the simultaneous negotiation of multiple Participating Addenda is knowledgeable and highly skilled in these specific types of negotiation. Having negotiated hundreds of Participating Addenda for multiple NASPO ValuePoint (WSCA-NASPO) contracts, the HP Legal team has developed specific communication, negotiation, problem-solving and critical thinking skills, all of which the team applies to successfully and expeditiously completing negotiations.