

Response to West Virginia Office of
Technology for Desktops, Laptops,
Tablets and Accessories from HP Inc.



Continuing the relationship of excellence enabled by innovation and
leading-edge technology

August 18, 2016
Solicitation Number: CRFQ 0212 SWC1700000001



08/17/16 09:00:04
WV Purchasing Division

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



August 18, 2016

Stephanie L Gale, Senior Buyer
State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Tina Segneri Ladegast
Account Manager
Tel.: +1 512 319 7703
tina.segneri@hp.com

Dear Ms. Gale:

HP Inc. ("HP") is pleased to submit the enclosed proposal in response to the State of West Virginia's (the "State"), Request for Quotation for Desktops, Laptops, Tablets, and Accessories ("CRFQ"). Our proposal illustrates the many reasons why HP should be the State's vendor of choice.

HP has long been recognized as a leading global computer equipment manufacturer. Our commitment to quality and reliability, product stability, security and manageability will help the State reduce the cost of ownership that will benefit the State's bottom line.

No other vendor in this industry can offer the State all of the following benefits that meet the State's mandatory requirements:

- Consistent competitive pricing
- A single point of contact through the HP Account Team
- Support network with consistent delivery capabilities in the State of West Virginia
- Leadership in quality and customer satisfaction, two longstanding HP business imperatives
- Long product life cycles with transition support to future new technologies
- EPEAT Gold or Silver rated desktops, notebooks and monitors
- Strong alliances with leading technology providers—such as Intel® and Microsoft®
- Technology leadership backed by a \$4 billion annual investment in research and development

As one of the recognized leaders in computing products, HP welcomes the opportunity to demonstrate why we are the best choice for the State's computers and peripherals acquisitions. HP is committed to West Virginia's success and is confident that our solution addresses your business requirements.

We look forward to a strong and mutually beneficial business relationship. Please contact me directly at 859.361.8544 or tina.segneri@hp.com if you have any questions regarding HP's proposal.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Tina Segneri Ladegast'.

Tina Segneri Ladegast
Account Manager

Notice

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

© Copyright 2016 HP Development Company, L.P.



Table of Contents

CFRQ Bid Form.....	5
Executive Summary	6
Instructions to Vendors Submitting Bids	9
General Terms and Conditions:.....	16
Request For Quotation: IP16 Statewide Contract Computers and Peripherals	34
Attachments	64



CFRQ Bid Form

HP's completed and executed CFRQ Bid Form is included on the following pages.





Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 21 - Info Technology

Proc Folder: 221835

Doc Description: Addendum #2 - DESKTOPS, LAPTOPS, TABLETS AND ACCESSORIE

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2016-08-05	2016-08-18 13:30:00	CRFQ 0212 SWC1700000001	3

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:
 HP Inc.
 1501 Page Mill Road
 Palo Alto, CA 94304-1126
 phone: (650) 857-1501
 CRFQ Contact: Tina Segneri Ladegast - (859) 361-8544

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale
 (304) 558-8801
 stephanie.l.gale@wv.gov

Catherine Bingham

Signature X Catherine Bingham, Contract Administrator FEIN # 94-1081436

8-12-2016
 DATE

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum # 2 issued to:

1. Move the bid opening date to August 18, 2016 @ 1:30pm.
2. Provide responses to technical questions.
3. Provide complete catalog Pricing Page (electronic version uploaded).

End of Addendum #2

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV99999 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	E-CATALOG	0.00000	EA		Please refer to HP's Catalog Pricing Page

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to HP's Catalog Pricing Page	

Extended Description :
E-CATALOG

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions Due	2016-08-03

SWC1700000001	Document Phase Final	Document Description Addendum #2 - DESKTOPS, LAPTOPS, TABLETS AND ACCESSORIE	Page 3 of 3
---------------	--------------------------------	---	------------------------------

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

SWC1700000001	Document Phase Final	Document Description Addendum #2 - DESKTOPS, LAPTOPS, TABLETS AND ACCESSORIE	Page 3 of 3
---------------	--------------------------------	---	------------------------------

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Executive Summary

With the ever-changing pace of technology, HP Inc. (HP) understands, the State of West Virginia, Office of Technology's (the State or WVOT) desire to establish standards for a laptop and desktop computing platform that offers leading edge products and services in an effective and productive environment. This platform should provide high performance and reliability for the end-user community, while offering ease of management for the IT staff and streamlined procurement for administrative personnel.

Choosing a laptop and desktop platform can be a complex decision. It requires the careful consideration of several key factors, including price, stability, performance, manageability and reliability. HP's response describes our ability to meet the State's requirements with products that incorporate leadership technologies and are backed by world-class support services and strong alliances. HP's history of developing and supporting superior, reliable products is demonstrated by our rapid growth and recognition in the personal computer industry.

HP Understands the State's Requirements

HP's strategy of providing personal computing products that lead the industry in price, performance and reliability enables us to provide a solution that addresses all facets of the State's requirements.

During acquisition, HP can simplify the procurement process by providing the State with a single source for hardware, support and services. The State can reduce administrative costs and improve order cycle times by taking advantage of HP's advanced supply-chain systems.

With regard to support, HP's flexible, responsive and innovative programs can help to increase end-user satisfaction, which includes HP's Self Maintainer program available to the State in order to maximum uptime.

Meeting the State's Requirements

HP's proposed solution aligns with your laptop and desktop computer requirements. The following is a snapshot of our proposed solution:

- **Warranty/Maintenance/Service:**

Four (4) years of onsite coverage with disk retention is included in our offering. Additionally, Absolute™ Computrace protection is included on our notebooks, as noted in our attachment pricing forms. For our notebook offering, we have also included options for Accidental Damage Protection (ADP), as well as Absolute Computrace options on the desktops. Service to be provided by HP, factory authorized partners or by the State's personnel authorized under HP's Self Maintainer program.

- **Proposed Hardware:**

- Standard PC: HP ProDesk 600 G2 Minitower Business PC (see **Attachment 10**)
- Power PC: HP ProDesk 600 G2 Minitower Business PC
- GIS/ENG class PC: HP ProDesk 600 G2 Minitower Business PC
- Standard laptop: HP ProBook 650 G2 (see **Attachment 11**)
- Power laptop: HP ProBook650 G2



- Tablet PC: HP EliteBook Revolve 810 (see **Attachment 12**)
- Tablet (True): HP Elite x2 1012 (see **Attachment 13**)

HP product specification documents that correspondence to the products proposed are noted above.

The HP Difference

The State will benefit from this HP solution that provides the following strengths:

- Services by HP are composed of thousands of technical professionals worldwide. The global capabilities of HP encompass numerous data centers, solution centers, over 10,500 service desk professionals, and the industry's largest channel partner network.
- As the only vendor authorized by Microsoft®, Novell, Netscape and Cisco to perform worldwide service and support, HP can implement best-in-class products from its partners and then act as a single point of contact for support of the entire solution.
- HP desktop products incorporate consistent components, configurations and drivers to simplify maintenance, reduce costs and promote stability over the full model life cycle.
- HP's open, comprehensive and multilayered software management offerings—including the industry-standard desktop management interface (DMI)—will enable the State's IT staff to manage the environment proactively. They will be better able to anticipate end-user needs for increased functionality or performance and will be well equipped to diagnose and correct any problems that may arise.
- HP's careful integration of design and manufacturing processes, coupled with a thorough understanding of customer needs, results in superior product quality and exceptional customer satisfaction.
- HP has an established reputation as one of the best technology companies with which to partner. HP's account team will work hard to create a healthy collaborative environment with the State and any third-party technology providers participating in solution design or delivery.

At HP, we want to make choosing the right technology for your environment an easy and fulfilling experience. The demands on state and local governments are greater than ever. The health and safety of citizens is increasingly costly and difficult to protect. At the same time, constituents are demanding that services be personalized, delivered on time and available at their convenience. Government must satisfy these rising expectations with shrinking budgets.

HP has a longstanding dedication to helping state and local governments and their agencies accomplish their goals, and streamline government operations through advances in information technology. HP remains dedicated to offering unparalleled technology value to new customers, as well.



HP: Committed to Your Success

As the leading innovator in an industry built on innovation, HP is serious about its commitment to installing cutting-edge technologies into state and local agencies. Helping state and local governments fulfill their mission is a fundamental part of HP's business.

The proposed HP laptop and desktop computers are recognized as market leaders in price and performance and are widely regarded as the highest quality and most reliable products in the industry. In addition to superior products, HP offers the State comprehensive support and service programs. We are confident that our response will meet your requirements and exceed your expectations. We look forward to meeting with your evaluation team to discuss the proposed offering and to explore next steps.



Instructions to Vendors Submitting Bids

1. Review Documents Thoroughly:

The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

Response:

HP agrees.

2. Mandatory Terms:

The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

Response:

HP agrees.

3. Prebid Meeting:

The item identified below shall apply to this Solicitation.

- A pre-bid meeting will not be held prior to bid opening
- A NON-MANDATORY PRE-BID meeting will be held at the following place and time:
- A MANDATORY PRE-BID meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding



answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

Response:

HP agrees.

4. Vendor Question Deadline:

Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line. Question
Submission Deadline: August 3, 2016

Submit Questions to: Stephanie Gale
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)
Email: Stephanie.L.Gale@wv.gov

Response:

HP agrees.

5. Verbal Communication:

Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

Response:

HP agrees.

6. Bid Submission:

All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130



A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID: _____
BUYER: _____
SOLICITATION NO: _____
BID OPENING DATE: _____
BID OPENING TIME: _____
FAX NUMBER: _____

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression or Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus _____ convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows.

BID TYPE: (This only applies to CRFP)

- Technical
 Cost

Response:

HP agrees.

7. Bid Opening:

Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: August 11, 2016 @ 1:30pm

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Response:

HP agrees. Pursuant to Addendum 2, dated August 5, 2016, the Bid Opening Date has been changed to August 18, 2016, at 1:30 p.m.



8. Addendum Acknowledgement:

Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Response:

HP agrees. Please reference **Attachment 2 – Addendum Acknowledgement Form**.

9. Bid Formatting:

Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

Response:

HP agrees.

10. Alternates:

Any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

Response:

HP agrees. The HP ProDesk 400 is an alternate model to the ProDesk 600 MT on both the Standard PC and the Power PC. Please refer to **Attachment 8 – HP ProDesk 400 G3** for the hardware specifications.

The HP EliteDesk 800 G2 is an alternate model to the 600 MT for the GIS/ENG Class PC specified in **Attachment 9 – HP EliteDesk 800 G2**.

Pricing for the proposed alternate models can be found in **Attachment 3 – IP16 Catalog Pricing Pages**, on the tab labeled "Alternate Items."



11. Exceptions and Clarifications:

The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

Response:

HP agrees and has not included any exceptions, clarifications, or other proposed modifications.

12. Communication Limitations:

In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

Response:

HP agrees.

13. Registration:

Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

Response:

HP agrees.

14. Unit Price:

Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

Response:

HP agrees.

15. Preference:

Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

Response:

HP agrees. Though HP is not claiming a vendor preference, we have completed the Vendor Preference Certificate Form, which is included as **Attachment 1 – Vendor Preference Certificate**.



16. Small, Women-Owned, or Minority-Owned Businesses:

For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a) (7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

Response:

HP agrees.

17. Waiver of Minor Irregularities:

The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

Response:

HP agrees.

18. Electronic File Access Restrictions:

Vendor must ensure that its submission in wvOASIS can be accessed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately opened and/or viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening if those documents are required with the bid.

Response:

HP agrees.

19. Non-Responsible:

The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3. when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance."

Response:

HP agrees.



20. Acceptance/Rejection:

The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b."

Response:

HP agrees.

21. Your Submission Is A Public Document:

Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

Response:

HP agrees.



General Terms and Conditions:

1. Contractual Agreement:

Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West

Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

Response:

HP agrees. The following is in accordance with Q&A number 6, as included in Addendum 2 dated August 5, 2016;

If HP is fortunate to receive the CRFQ award, we propose that the parties contract using the same process as IP12. HP agrees to the terms and conditions of the CRFQ and the West Virginia Agreement Addendum WV-96 (Rev. 5/16). As required by sections 4.2.3 and 4.2.4, the HP Customer Terms are included as **Attachment 5**, which are consistent with the terms to which the parties agreed for IP12.

HP Customer Terms also include the following provision (as included in the IP12 contract), so that the terms of the West Virginia Agreement Addendum control in the event of a conflict:

"Conflict. In the event of a conflict between the terms of this HP Agreement and the terms of West Virginia's Agreement Addendum (WV-96) that apply to Solicitation CRFQ 0212 SWC1700000001, to which this HP Agreement is attached, the terms of West Virginia's Agreement Addendum (WV-96) shall control."

HP is committed to negotiating, in good faith, to mutually arrive at a final agreement that meets the best interests of both the State and HP.

2. Definitions:

As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

- 2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
- 2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.
- 2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
- 2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.
- 2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.



- 2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
- 2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
- 2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

Response:

HP agrees.

3. Contract Term; Renewal; Extension:

The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

- Term Contract

Initial Contract Term: This Contract becomes effective on upon award and extends for a period of one (1) year(s). **Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed thirty-six (36) months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

- Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.
- Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional _____ successive one year renewal periods or multiple renewal periods of less than one year provided that the



multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited.

- One Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.
- Other: See attached.

Response:

HP agrees.

4. Notice To Proceed:

Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

Response:

HP agrees.

5. Quantities:

The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

- Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.
- Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.
- Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

Response:

HP agrees.

6. Emergency Purchases:

The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing



Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

Response:

HP agrees.

7. Required Documents:

All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

- BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1 (c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.
- PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of _____. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.
- LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award. In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.
- MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.
- INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:
 - Commercial General Liability Insurance:** In the amount of _____ or more.
 - Builders Risk Insurance:** In an amount equal to 100% of the amount of the Contract.

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

- LICENSE(S) | CERTIFICATIONS | PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.



The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

Response:

HP agrees.

8. Workers' Compensation Insurance:

The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

Response:

HP agrees.

9. Litigation Bond:

The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

Response:

HP agrees.

10. Liquidated Damages:

Vendor shall pay liquidated damages in the amount of _____ for _____. This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

Response:

Pursuant Q&A number 5, included in Addendum Number 2, dated August 5, 2016, the State advised it is not pursuing this option.



11. Acceptance:

Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

Response:

HP agrees.

12. Pricing:

The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

Response:

HP agrees.

13. Payment:

Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

Response:

HP agrees and understands that West Virginia Code §8-13-22d (Prompt Payment Act of 1995) will govern payment of HP invoices.

14. Purchasing Card Acceptance:

The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

- Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

Response:

HP agrees to accept the State of West Virginia VISA Purchasing Card for payment of contract purchases at the time the order is placed only. Credit card orders can be placed by phone providing a copy of the Purchase order for HP's records. HP will include details in the order process document for agencies on HP Credit Card Payment order processing guidelines.



15. Taxes:

The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

Response:

HP agrees.

16. Additional Fees:

Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the

Response:

HP agrees.

17. Funding:

This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

Response:

HP agrees.

18. Cancellation:

The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

Response:

HP agrees.

19. Time:

Time is of the essence with regard to all matters of time and performance in this Contract.

Response:

HP agrees.



20. Applicable Law:

This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

Response:

HP agrees.

21. Compliance:

Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

Response:

HP agrees.

22. Arbitration:

Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

Response:

HP agrees.

23. Modifications:

This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

Response

HP agrees.



24. Waiver:

The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

Response:

HP agrees.

25. Subsequent Forms:

The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

Response:

HP agrees.

26. Assignment:

Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to fo1m only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

Response:

HP agrees.

27. Warranty:

The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

Response:

HP agrees.



28. State Employees:

State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

Response:

HP agrees.

29. Bankruptcy:

In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

Response:

HP agrees.

30. Privacy, Security, and Confidentiality:

The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

Response:

HP agrees as it applies to personally identifiable information or other confidential information gained from the Agency. Understanding that the products and services proposed by HP do not involve the receipt, use or disclosure of personally identifiable information or other confidential information, HP agrees to comply with the referenced Confidentiality Policies and Information Security Accountability Requirements, to the extent applicable to the resultant agreement.

31. Your Submission Is A Public Document:

Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and SG-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document.



The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

Response:

HP agrees.

32. Licensing:

In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

Response:

HP agrees. HP is current with the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. Please reference **Attachment 6 – HP West Virginia Certificate of Good Standing** issued by the Secretary of State.

33. Antitrust:

In submitting a bid to, signing a contract with, or accepting an Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

Response:

HP agrees.

34. Vendor Certifications:

By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.



Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on

Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

Response:

HP agrees.

35. Vendor Relationship:

The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

Response:

HP agrees.

36. Indemnification:

The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and



(3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

Response:

HP agrees.

37. Purchasing Affidavit:

In accordance with West Virginia Code § SA-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

Response:

HP agrees. Please reference **Attachment 4 – Purchasing Affidavit**.

38. Additional Agency and Local Government Use:

This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

Response:

HP agrees.

39. Conflict Of Interest:

Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

Response:

HP agrees.



40. Reports:

Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

- Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.
- Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing_requisitions@wv.gov.

Response:

HP agrees.

41. Background Check:

In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

Response:

HP agrees.

42. Preference for Use of Domestic Steel Products:

Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants



or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more of such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

Response:

Pursuant to Addendum 2, dated August 5, 2016, Q&A 16 states this section 42 does not apply.

43. Preference for Use of Domestic Aluminum, Glass, and Steel:

In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia. (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.



All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

Response:

Pursuant to Addendum 2, dated August 5, 2016, Q&A 17 states this section 43 does not apply.



DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Vanessa Paul, Contract Sales Manager
(Name, Title)

Vanessa Paul, Contract Sales Manager
(Printed Name and Title)

9714 3rd Bay Street Norfolk, VA 23518
(Address)

Phone: (404) 774-7133 Fax: (757) 282-6333
(Phone Number) / (Fax Number)

vanessa.paul@hp.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that

I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Response:

The signature of HP's authorized signatory is included on the following page.



HP Inc.

(Company)

Catherine Bingham

(Authorized Signature) (Representative Name, Title)

Catherine Bingham, Contract Administrator

(Printed Name and Title of Authorized Representative)

8-12-2016

(Date)

Phone: (281) 927-8426

Fax: (281) 274-9242

(Phone Number) (Fax Number)



Request For Quotation: IP16 Statewide Contract Computers and Peripherals

SPECIFICATIONS

1. Purpose and Scope:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end statewide e-catalog contract for the purchase of computers and peripherals.

The purpose of this RFQ is to seek bids from interested original equipment manufacturers (OEM) capable of providing desktops, laptops, netbooks and tablet PCs (without integrated cellular service), as well as monitors. Equipment such as netbooks and tablets that have integrated cellular service will be procured from the applicable cellular phone contract vendor.

It is further the State's intent to have the successful bidder provide full support capability, as requested, including, but not limited to configuration, support and maintenance.

The State's intent is to contract with a single vendor enabling the State to standardize its desktop and mobile equipment base for the life of the contract.

Response:

HP agrees.

2. Definitions:

The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

- 2.1 "Contract Item" or "Contract Items" means the list of items identified in Section 3.1 below and on the Pricing Pages.
- 2.2 "Pricing Pages" means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A, and used to evaluate the solicitation responses
- 2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.4 "ARO" means after receipt of order.
- 2.5 "Refurbished reused or recycled" means old or used computer equipment that has been restored to like-new working condition and/or appearance or computer devices that have been sent back to the factory to fix a flaw.
- 2.6 "Business class machines" means computers that offer more features for professional work, such as fingerprint readers, remote desktop control software, and encryption tools. The professional operating system version that comes on business PCs is also more suited for workers than the home version.



- 2.7 "Vendor" means any entity submitting a bid in response to this solicitation, the entity that has been selected as the lowest responsible vendor, or the entity that has been awarded the Contract as context requires.
- 2.8 "Manufacturer" is the company who produces the equipment.
- 2.9 "Contract" is the binding agreement that is entered into between the State and the Vendor to provide the items requested in the solicitation.
- 2.10 "Mandatory Requirements" The terms "must", "will", "shall", "minimum ", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the bid.
- 2.11 "Agency" is any entity seeking good/services under this Contract.
- 2.12 "FOB" stands for Free On Board which indicates that the Vendor will pay the shipping costs.
- 2.13 "PCs" may be considered as desktops, laptops, netbook s and tablets.
- 2.14 "SATA" or a Serial ATA, is a computer bus interface that connects host bus adaptors to mass storage devices such as hard disk drives, optical drives and solid-state drives.
- 2.15 "TPM" stands for Trusted Platform Module. It is a chip on the computer motherboard that enables tamper-resistant full-disk encryption without requiring extremely long passphrases.

Response:

HP agrees.

3. GENERAL REQUIREMENTS:

- 3.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.
 - 3.1.1.1 All platforms in the solicitation must be offered with the same operating system. Must ship with version Windows 10 Professional or equal. Must not be open source product, and must be manufacturer's standard pre- installed operating system.

Response:

HP complies with the specifications listed within section 3.1.1.1. All configurations include Win 10 Pro.

3.1.2 Standard PC

- 3.1.2.1 Chassis: Mid tower
- 3.1.2.2 Operating System: Windows 10 Professional, or equal
- 3.1.2.3 Processor: Intel Core i5 3.5GHz, or equal
- 3.1.2.4 RAM: 4GB DDR3 single DIMM



- 3.1.2.5 Hard drive: 500GB minimum 7200 RPM SATA
- 3.1.2.6 Keyboard: Standard USB
- 3.1.2.7 Mouse: Optical USB 2 button with scroll
- 3.1.2.8 Optical Drive: Multi DVD/RW
- 3.1.2.9 USB ports: USB 3.0, minimum of 4 back, 2 front, with a one USB 3.0 charging
- 3.1.2.10 Expansion Slots: PCI Express
- 3.1.2.11 Video: Dual monitor capability with one VGA port and one DVI port
- 3.1.2.12 Ethernet port: 10i | 0011000 NIC Integrated
- 3.1.2.13 Trusted Platform Module: TPM chip
- 3.1.2.14 Warranty: Four year on-site; Minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included

Response:

HP complies with the specifications listed within this section 3.1.2 Standard PC. Please reference **Attachment 10 – HP ProDesk 600 G2** for further details.

3.1.3 POWER PC

- 3.1.3.1 Chassis: Mid tower
- 3.1.3.2 Operating System: Windows 10 Professional, or equal
- 3.1.3.3 Processor: Intel Core i7 3.5 GHz, or equal
- 3.1.3.4 RAM: 8GB DDR3
- 3.1.3.5 Hard drive: minimum 256GB SSD Drive
- 3.1.3.6 Keyboard: Standard USB
- 3.1.3.7 Mouse: Optical USB 2 button with scroll
- 3.1.3.8 Optical Drive: Multi DVD/RW
- 3.1.3.9 USB ports: USB 3.0, minimum of 4 back, 2 front, with one USB 3.0 charging
- 3.1.2.10 Expansion Slots: PCI Express
- 3.1.2.11 Video: Dual display capable (one VGA, one DVI) with a minimum of 2GB dedicated video RAM
- 3.1.2.12 Ethernet port: 101100/ 1000 NIC Integrated
- 3.1.2.13 Trusted Platform Module: TPM chip
- 3.1.2.14 Warranty: Four year on-site; Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.



Response:

HP complies with the specifications listed within 3.1.3 POWER PC. Please reference **Attachment 10 – HP ProDesk 600 G2** for further details.

3.1.3 GIS/ENGINEERING CLASS PC

- 3.1.3.1 Chassis: Mid tower
- 3.1.3.2 Operating System: Windows 10 Professional, or equal
- 3.1.3.3 Processor: Intel Core i7 3.5 GHz, or equal
- 3.1.3.4 RAM: 16GB
- 3.1.3.5 Hard Drive: Minimum 512GB SSD drive
- 3.1.3.6 Keyboard: Standard USB
- 3.1.3.7 Mouse: Optical USB 2 button with scroll
- 3.1.3.8 Optical Drive: Multi DVD/RW
- 3.1.3.9 USB ports: USB 3.0, minimum of 4 back, 2 front, with one USB 3.0 charging
- 3.1.3.10 Expansion Slots: PCI Express
- 3.1.3.11 Video: Dual display capable (one VGA, one DVI), with 2GB of dedicated Video RAM
- 3.1.3.12 Ethernet Port: 10/ 100/1000 NIC Integrated
- 3.1.3.13 Trusted Platform Module: TPM chip
- 3.1.3.14 Warranty: Four year on-site: Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.

Response:

HP complies with the specifications listed within this section 3.1.3 GIS/ENGINEERING CLASS PC. Please reference **Attachment 10 – HP ProDesk 600 G2** for further details on the HP 600 G2 MT ProDesk.

3.1.4 STANDARD LAPTOP

- 3.1.4.1 Operating System: Windows 10 Professional, or equal
- 3.1.4.2 Processor: Intel Core i5 3.5 GHz, or equal
- 3.1.4.3 Ram: 4GB DDR3 SDRAM (single DIMM)
- 3.1.4.4 Hard Drive: Minimum 320GB 7200 RPM SATA
- 3.1.4.5 Keyboard: Standard Integrated
- 3.1.4.6 Webcam: Integrated
- 3.1.4.7 Optical Drive: Multi DVD/RW
- 3.1.4.8 USB Ports: 3 USB 3.0 total with at least one charging
- 3.1.4.9 Video: Standard integrated video, 15" display or larger
- 3.1.4.10 Battery: 6 cell 55 WHr Battery or equivalent



- 3.1.4.11 Ethernet Port: 10/100/1000 NIC Standard integrated
- 3.1.4.12 Wireless: 802.11 a/b/g/n 12 WLAN Card
- 3.1.4.13 Computrace or equal: Complete 4 years, Bios Enabled
- 3.1.4.14 Trusted Platform Module: TPM chip
- 3.1.4.15 Warranty: Four year on-site: Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.
- 3.1.4.16 FIPS 201 compliant Smart Card Reader with PIV-1 support

Response:

HP complies with the specifications listed within this section 3.1.4 STANDARD LAPTOP. Please reference **Attachment 11 – HP ProBook 650 G2** for further details.

3.1.5 POWER LAPTOP

- 3.1.5.1 Operating System: Windows 10 Professional, or equal
- 3.1.5.2 Processor: Intel Core i7 3.5 GHz, or equal
- 3.1.5.3 RAM: 8GB DDR3 SDRAM (single DIMM)
- 3.1.5.4 Hard Drive: Minimum 256GB SSD
- 3.1.5.5 Keyboard: Standard Integrated
- 3.1.5.6 Webcam: Integrated
- 3.1.5.7 Optical Drive: Multi DVD/RW
- 3.1.5.8 USB Ports: 3 USB 3.0 total with at least one charging
- 3.1.5.9 Video: Video card with minimum of 2GB of dedicated video Ram, 17" or better display
- 3.1.5.10 Battery: 9 cell 100 WHr battery or equivalent
- 3.1.5.11 Ethernet Port: 10/ 100/ 1000 NIC Standard integrated
- 3.1.5.12 Wireless: 802.11 a/b/g/n 12 WLAN Card
- 3.1.5.13 Computrace or equal: Complete 4 years, Bios Enabled
- 3.1.5.14 Trusted Platform Module: TPM chip
- 3.1.5.15 Warranty: Four year on-site: Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.
- 3.1.4.16 FIPS 201 compliant Smart Card Reader with PIV-I support

Response:

HP complies with the specifications listed within this section 3.1.5 POWER LAPTOP. Please reference **Attachment 11 – HP ProBook 650 G2** for further details.



3.1.6 TABLET PC

- 3.1.6.1 Operating System: Windows 10 Professional, or equal
- 3.1.6.2 Processor: Intel Core i5c, or equal
- 3.1.6.3 Ram: 8GB DDR3 SDRAM (single DIMM)
- 3.1.6.4 Hard Drive: Minimum 180GB SSD, solid state
- 3.1.6.5 Keyboard: Full Size, Backlit
- 3.1.6.6 Mouse: Digital Pen
- 3.1.6.7 Camera: 1 front facing
- 3.1.6.8 Screen Size: 10" Minimum
- 3.1.6.9 USB Ports: 2 Minimum USB 3.0 with at least one 3.0 charging
- 3.1.6.10 Video: Intel integrated or equivalent
- 3.1.6.11 Battery: 6 cell 44 WHr Minimum
- 3.1.6.12 Ethernet Port: 10/100/ 1000 NIC Standard integrated
- 3.1.6.13 Wireless: 802.11 a/b/g/n I2 WLAN Card
- 3.1.6.14 Computrace or equal: Complete 4 years, Bios Enabled
- 3.1.6.15 Trusted Platform Module: TPM chip
- 3.1.6.16 Warranty: Four year on-site: Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.
- 3.1.4.16 FIPS 201 compliant Smart Card Reader with PIV-I support

Response:

HP complies with the specifications listed within this section 3.1.6 TABLET PC. Please reference **Attachment 12 – HP EliteBook Revolve 810 G3** for further details.

3.1.7 TABLET (True)

- 3.1.7.1 Operating System: Windows 10 Professional , or equal
- 3.1.7.2 Processor: Intel Core 1.6GHz quad core, or equal
- 3.1.7.3 RAM: 8 GB DDR3 SDRAM
- 3.1.7.4 Keyboard: Detachable
- 3.1.7.5 Hard Drive: Minimum 64GB SSD, solid state
- 3.1.7.6 USB ports: 2 Minimum USB 3.0
- 3.1.7.7 Screen Size: 10" Minimum
- 3.1.7.8 Video: Intel integrated or equivalent
- 3.1.7.9 Camera: 1 front facing and 1 rear facing
- 3.1.7.10 Audio: Speakers, Headphone Jack, and microphone
- 3.1.7.11 Battery: 2 cell 30WHr minimum



- 3.1.7.12 Wireless: Wi-Fi 802.11 a/b/g/n Bluetooth
- 3.1.7.13 Computrace or equal: Complete 4 years, Bios Enabled
- 3.1.7.14 Trusted Platform Module: TPM chip
- 3.1.7.15 Warranty: Four year on-site. Minimum on-site/next-day, to cover a minimum of hardware, keyboards, monitors or other issues with the internal components. Parts and labor for repairs included.

Response:

HP complies with the specifications listed within this section 3.1.7 TABLET (True). Please reference **Attachment 13 – HP Elite x2 1012 G1** for further details.

3.1.8 MONITORS

LCD Monitors

- 3.1.8.1 21.5" LED Backlit LCD Monitor (no internal speakers; can add optional speaker bar). Monitor size to be determined diagonally per industry standards.

Response:

HP complies with the specification listed within this section 3.1.8.1. Please reference **Attachment 14 – HP ProDisplay P222va** for further details.

- 3.1.8.2 23" LED Backlit LCD Monitor (no internal speakers; can add optional speaker bar). Monitor size to be determined diagonally per industry standards.

Response:

HP complies with the specification listed within this section 3.1.8.2. Please reference **Attachment 15 - HP ProDisplay P232** for further details.

- 3.1.8.3 LCD Speaker Bar (attaches to the monitor's front bezel ; adds stereo speakers and external headphone jack)

Response:

HP complies with the specification listed within this section 3.1.8.3. Please reference **Attachment – HP LCD Speaker Bar** for further details.

- 3.1.8.4 19" | 280x 1024 VGA 15-pin mini D-sub/DVI-D (no speakers)

Response:

HP complies with the specification listed within this section 3.1.8.4. Please reference **Attachment 16 – HP EliteDisplay E190i** for further details.

- 3.1.8.5 19" 1440x900 VGA 15-pin mini D-sub/DVI-D (integrated speakers)

Response:

HP complies with the specification listed within this section 3.1.8.5. Please reference **Attachment 17 – HP ProDisplay P202m** for further details.



3.1.8.6 20" S JPS LED or better Monitor (no speakers)

Response:

HP complies with the specification listed within this section 3.1.8.6. Please reference **Attachment 18 – HP EliteDisplay E202** for further details.

3.1.8.7 24" S-IPS LED or better Monitor (no speakers)

Response:

HP complies with the specification listed within this section 3.1.8.7. Please reference **Attachment 19 – HP EliteDisplay E242** for further details.

3.1.8.8 21.5" S-IPS LED or better Monitor (no speakers)

Response:

HP complies with the specification listed within this section 3.1.8.8. Please reference **Attachment 20 – HP EliteDisplay E222** for further details.

3.1.8.9 24" Color critical LCD monitor

Response:

HP complies with the specification listed within this section 3.1.8.9. Please reference **Attachment 21 – HP DreamColor Z24x Professional Display** for further details.

3.1.9 OPTIONAL COMPONENTS AND SERVICES

- 3.1.9.1 4GB Memory (single), Minimum DDR3
- 3.1.9.2 8GB Memory (single), Minimum DDR3
- 3.1.9.3 External Enhanced Keyboard (USB)
- 3.1.9.4 External 2-button mouse w/scroll (USB)
- 3.1.9.5 Nylon carrying case, Minimum depth of 13 inches, minimum height of 3 inches, minimum weight 1.68 pounds, minimum width of 15.3 inches
- 3.1.9.6 Leather carrying case, Minimum depth of 5.3 inches, minimum height of 13.3 inches, minimum weight of 34.92 ounces, minimum width of 18.3 inches
- 3.1.9.7 Tablet case
- 3.1.9.8 Tablet Stylus
- 3.1.9.9 Nylon Backpack, Must have a large storage pocket, must accommodate a minimum of 16 inch laptop
- 3.1.9.10 Extended life battery for each laptop model, 9-cell 100 WHR minimum
- 3.1.9.11 Full Docking Station for each laptop model (dual display ready VGA capability, 4 USB ports minimum, at least 1 USB 3.0 port charging with AC Adapter)
- 3.1.9.12 Slim Docking Station for tablets (ready VGA capability, 4 USB ports minimum, at least 1 USB 3.0 port charging, with AC adaptor)



- 3.1.9.13 Computrace or equal complete 4 years for each desktop model
- 3.1.9.14 External Speakers
- 3.1.9.15 Accidental Damage coverage for all mobile equipment, minimum coverage, to cover everything that the standard four year warranty does not cover.
- 3.1.9.16 Equipment Tagging, if requested, the vendor must tag the equipment for inventory purposes with an avery label, or equal with make, model, serial number, and date of purchase. The agency will provide the vendor with a starting number and the order will be listed with that series of numbers depending on number ordered.
- 3.1.9.17 USB to serial port adapter 512 SSD 2.5"

USB PIPS 201 compliant Smart Card reader that supports PIV-I

Response:

HP agrees.

3.1.10 Miscellaneous Mandatory Requirements

- 3.1.10.1 All computing equipment offered in the Vendor's response must be OEM products. These specifications represent the current needs of the State. Vendors must provide detailed specification sheets for all requested products. Vendor's bid cannot be evaluated until specification sheets are provided. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets if requested by the Purchasing Division by an established deadline may be disqualified. All equipment must be delivered to the State with new components only, not refurbished, used or recycled components. Shipping cost for returns must be paid by vendor.

Response:

HP agrees.

New Product Components: HP's proposed products will be delivered to the State with new components, not refurbished, used or recycled components.

Proposed Hardware

HP proposes the following products:

- Standard PC: HP ProDesk 600 G2 MT Pro Business PC
 - Alternate Standard PC: HP ProDesk 400 G3
- Power PC: HP ProDesk 600 G2 MT Pro Business PC
 - Alternate Power PC: HP ProDesk 400 G3
- GIS/ENG Class PC: HP ProDesk 600 G2 MT Pro Business PC
 - Alternate GIS/EMG Class PC: EliteDesk 800 G2
- Standard laptop: HP ProBook 650 G2



- Power laptop: HP ProBook 650 G2
- Tablet PC: EliteBook Revolve 810
- True Tablet: HP Elite x2 1012 G1

3.1.10.2 All computers provided under this contract must be business-class machines.

Response:

HP agrees.

3.1.10.3 Vendor must provide access (i.e., via an FTP site) to all OEM-provided original system disks associated with the proposed equipment, including, but not limited to, operating system software, drivers and any additional "add-ons" such as Adobe Acrobat.

Response:

HP agrees. We will provide a limited number of copies of the factory image recovery media for each model purchased at no charge to the State of West Virginia. Recovery media includes the Windows operating system (Windows 10, 64 bit), all supported hardware drivers and any third-party software applications specified in the product Data Sheets. In addition, hardware driver updates and other Softpaqs (i.e., security patches) will be made available on the HP Support Web page, Softpaq Download Manager, as well as File Transfer Protocol (FTP) at ftp.hp.com.

3.1.10.4 Microsoft Windows 10 professional, or equal. Downgrade rights must be available when asked.

Response:

In accordance with Q&A 42, included in Addendum 2, dated August 5, 2016, HP agrees and will provide Microsoft Windows 10 Professional or equal. Downgrade rights, if available from Microsoft, will be available. HP has been advised by Microsoft of the following:

- Pre-installed Windows 10 Pro is fully supported.
- Pre-Installed Windows 10 Pro downgrade to 7 will be supported through 10/31/2017.
- Windows 10 Pro DPK, with Win7 Pro loaded on the system after 10/31/2017, will be available if a Volume License is supplied by customer. This is a service offered through HP Custom Integrated Services (CIS).
- Windows 10 Pro DPK, with Win 10 Pro loaded on the system, and a Windows 7 ready BIOS (ready for customer Win 7 imaging), is available upon special request. This is a service offered through HP Custom Integrated Services (CIS).
- Microsoft is ending all support for Windows 7 on January 14, 2020.

HP can provide the Windows 10 Pro OEM restore media IF the system was shipped from the factory with Windows 10 Pro.



3.1.10.5 All systems must include a Trusted Platform Module (TPM).

Response:

HP agrees that all proposed systems include a Trusted Platform Module as a standard feature.

3.1.10.6 Computrace, or equal Complete 4 Year license must be included with all mobile systems.

Response:

HP agrees that a four (4) year Absolute Computrace Complete license is included in all proposed mobile system configurations.

3.1.10.7 All hardware provided under this contract must be Energy Star 5.0 compliant.

Response:

HP agrees that all proposed systems are Energy Star® 4.0 compliant.

3.1.10.8 All Desktops and Monitors must meet minimum Electronic Product Environmental Assessment Tool (EPEAT) Silver certification. The vendor must provide documentation proving level of certification. Vendor's bid cannot be evaluated until specification sheets are provided. The Vendor must be responsible for ensuring equipment meets the latest EPEAT registration requirements before it is delivered. It is preferred certification documentation be provided with the bid. Vendors who fail to provide required documentation when requested by the Purchasing Division by the established deadline shall be disqualified.

Response:

HP agrees that all proposed systems meet at least the EPEAT Silver Certification.

3.1.10.9 Vendor must guarantee current model's availability through "end of life" cycle, with the understanding that if platform revisions take place, it is the State's option to accept or reject any proposed model replacements, as detailed below. At a minimum the vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period.

Response:

HP agrees.

3.1.10.10 Vendor must have consistent hardware configurations. If the State procures 500 personal computers, all 500 computers must have the same components.

Response:

HP agrees.



3.1.10.11 The successful Vendor must provide a life cycle map of the model upgrades planned or anticipated for the next twelve to eighteen months within thirty (30) days of contract award. This map path must be updated annually.

Response:

HP agrees to provide a 12-18 month product lifecycle roadmap of the proposed products within 30 days of the contract execution date. The roadmap will reveal the sales and hardware support end-of-life dates as well as the approximate dates of the replacement models.

The local HP sales team will work with the State to coordinate regular product roadmap meetings, either in person or virtually, on a quarterly basis to keep up to date on product life cycles and next generation technologies.

3.1.10.12 Vendor must inform the State in writing, sixty (60) days prior to replacement, of any platform revisions it intends to make. Written notification may be made by e-mail.

Response:

HP agrees to meet on a quarterly basis, in person or via conference call, to discuss product transitions. Additionally, monthly product lifecycle spreadsheets can be made available upon request.

3.1.10.13 Vendor must provide the State with two (2) of all initial contract models and any proposed replacement models, free of charge, sixty (60) days in advance of discontinuance of current models. The State will use this time to test the equipment and images. The state will return this equipment upon expiration of the contract.

Response:

HP agrees.

3.1.10.14 Vendor must guarantee that any replacement units meet, or exceed the current model's specifications, and are compatible and certified to operate with the State-provided image.

Response:

HP agrees that replacement recommended configurations will meet or exceed the current models performance. HP will provide drivers and imaging assistance to modify the State-provided image to operate on the new hardware.

3.1.10.15 Any proposed replacement units must be of equivalent pricing (equal to, or less than) to initially bid units.

Response:

HP agrees.



3.1.10.16 Current models must be available for purchase by the State, until the proposed replacement units have been approved by the Office of Technology, and are ready to be shipped. The current models must be available during the sixty-day term that the State requires for the evaluation of the proposed replacements.

Response:

HP agrees and will continue to make the current models available a minimum of 60-days following the date we offer replacement evaluation units to the State.

3.1.10.17 If the computing equipment experiences "repeated failure" in the first year of ownership, the supplier must replace the failed equipment with new equipment of the same make and model or a model equal to or better than that which is currently provided under this contract. The State defines "repeated failure" to be, at a minimum, the following: three instances of parts failure with no more than two instances on the same part within one year after the machine is installed.

Response:

HP agrees. Though HP's definition for Repetitive Failure is three (3) functional hardware failures of the same type in any 90-day period during the first year of ownership, we can accommodate the State's definition of repetitive failure through HP's Customer First Program. HP's first step in resolving repeat problems is to work within our escalation process. HP's formal escalation process provides the appropriate level of management focus and resources to resolve persistent, difficult, or high business impact customer issues.

Once a device or system has encountered repeated failures for the same problem, the Customer Event Manager (CEM) or local Service Delivery District Manager (SDDM) will engage the appropriate HP Engineering Team to determine whether the problem can be resolved or if the unit should be replaced.

In the unlikely event that your HP hardware product has recurring failures, HP, at its sole discretion, may elect to provide you with: (a) a replacement unit of HP's choosing that is the same or equivalent to your HP hardware product in performance, or (b) issue you a refund of your purchase price instead of a replacement.

3.1.10.18 Vendor must identify by name and location the proposed primary account representative and immediate supervisor who shall be responsible for the performance of the contract. Such notification may be included in the bid response but must be provided within no less than five (5) business days from the date of contract award.

Response:

HP agrees.



Primary Account Representative

Tina Segneri Ladegast
Account Manager
Personal Systems Group
Louisville, KY 40245
Tel 859-361-8544
Tina.Segneri@hp.com

Tina reports to Leon Hobson, HP Public Sector Mid-Atlantic District Manager, who reports to Todd Gustafson, Vice President, HP Public Sector (Newbury, MA).

District Manager

Leon Hobson
HP Public Sector Mid-Atlantic District Manager
Mechanicsville, VA 23116
Tel 404-774-7090
Leon.Hobson@hp.com

3.1.10.19 Orders must be shipped complete. Partial orders will not be accepted.

Response:

HP agrees.

3.1.10.20 Orders must be delivered inside agency building/room.

Response:

HP agrees. Our package carriers will deliver to a guard/receptionist immediately inside the office at no additional charge. Deliveries of PCs and accessories weighing less than 50 pounds are usually handled by package carriers. For larger deliveries, HP will use a freight carrier. Freight carriers provide dock delivery, but will provide inside delivery to a single holding location at no additional charge.

3.1.10.21 Vendor must guarantee a maximum of sixteen (16) business days or less for delivery (ARO).

Response:

HP agrees.

3.1.10.22 Vendor must have special handling procedures associated with an emergency order, with an abbreviated delivery time from that listed in 3.1.10.21. Vendor must guarantee that emergency order deliveries will be made within five (5) business days (ARO).

Response:

HP agrees.



3.1.10.23 Vendor must provide immediate replacement equipment for any new machines which do not function properly out of the box at no cost to the Agency.

Response:

HP agrees.

3.1.10.24 All orders placed against this contract must be FOB Destination, regardless of the delivery site location within the state. The agency must specify at the time of the order whether in-side delivery is required.

Response:

HP agrees. HP's freight terms are F.O.B. Destination for all locations within the State, so shipping and handling services include a guarantee that HP will replace any product lost or damaged during shipment.

HP Direct will be responsible for ensuring orders are delivered without damage and will be responsible for filing any freight claims. Customer Services is charged with initiating all such shipping and return issues within 24 hours of notification.

Standard ground delivery is included in the hardware pricing quoted for our public sector customers, and delivery timeframes average three (3) business days but can range from 2-5 business days depending upon the destination location. Expedited or special delivery services, such as Inside Delivery, will incur additional charges that can be quoted on an as-needed basis should purchasers occasionally require such services.

HP agrees that our package carriers will deliver to a guard/receptionist immediately inside the office at no additional charge. Deliveries of PCs and accessories weighing less than 50 pounds are usually handled by package carriers.

For larger deliveries, HP will use a freight carrier. Freight carriers provide dock delivery, but will provide inside delivery to a single holding location at no additional charge.

3.1.10.25 All orders placed against this contract must be signed for, by agency representatives, and delivered to agency-specified locations.

Response:

HP agrees.

3.1.10.26 The successful vendor must provide customer support via toll free number Monday-Friday 8:00 AM to 5:00 PM EST to resolve billing and shipping issues. Billing issues shall be resolved within five (5) business days.

Response:

HP agrees. Your HP Customer Services Representative will be available via a toll free number, 1-800-727-2472, Monday - Friday 8:00 AM to 5:00 PM EST to support all of your fulfillment-related issues, such as billing and shipping issues. Customer Services is required to escalate billing issues within one (1) business day to minimize resolution time.



3.1.10.27 Vendor must provide dedicated representatives in both sales and technical support, offering toll-free access and e-mail contact references.

Response:

HP agrees. We understand that cultivating a successful long-term relationship with WVOT requires a knowledgeable account team that consistently meets or exceeds your expectations. One of our key differentiators is our commitment to professional account management. We leverage the strength of our experience and the unique characteristics of our field teams to link HP and WVOT together. By coming together as a team, we can enhance our working relationship and promote technological developments within WVOT's business.

WVOT's HP Account Manager is responsible for managing the overall business relationship with you and engaging appropriate HP resources. These resources include experienced sales professionals, skilled technical support staff, and subject-matter experts. Possessing the right blend of knowledge, skills, and experience, the HP team assists WVOT in managing every aspect of IT ownership—from early product disclosures and presales consulting to technology refresh planning and redeployment of assets.

WVOT Account Team	
Tina Segneri Ladegast (888) 225-7535 Tina.Segneri@hp.com Account Manager	The Account Manager (AM) is WVOT's primary point of contact and directly manages all aspects of the relationship, from pricing to new product and strategic disclosures. The AM marshals the appropriate resources as your "customer advocate."
Daniel Baldwin (505) 349-9867 Daniel.Baldwin@hp.com Pre Sales Technical Consultant	The Pre Sales Technical Consultant (TC) assists the Account Manager and WVOT on a consultative basis for project and technology planning. The TC is responsible for providing technical support and leadership in the creation and delivery of technology solutions designed to meet WVOT's business needs.

3.1.10.28 Vendor must provide direct, technical access 8-5 M-F to support all equipment offered [Addendum 2, Q&A 22]

Response:

HP agrees.

3.1.10.29 Vendor's warranty for PC's must be on-site and for a period of no less than four (4) years.

Response:

HP agrees. We have proposed four (4) years of Next Business Day onsite service, as requested.

HP's warranty service covers all labor and materials needed to repair and/or replace any defective hardware. It also includes:

- Hardware failure screening, diagnostics, and fault isolation
- Extensive coverage area for WV Office of Technology locations
- Access to a network of qualified service providers



- Telephone technical support and access to HP's online technical support tools and resources, available 24 hours a day, 7 days a week in the US and most international locations

Next Business Day Onsite Service

This service is available during the coverage window, nine hours per day between 8:00 am and 5:00 pm Customer local time, Monday through Friday, excluding HP holidays. In the event an HP call center representative determines hardware repair is required, an HP-authorized representative arrives at WV Office of Technology's site during the coverage window to begin hardware maintenance service within the next business day after the service request has been logged. For service requests received after 1:00 pm Customer local time, the response time may be carried over to the next business day.

3.1.10.30 Vendor must offer Next Business Day (NBD) delivery of replacement parts for all equipment.

Response:

HP agrees. HP will provide onsite service for problems that cannot be resolved either by remote technical support or by the Customer Self Repair Process. The Customer Self Repair process provides replacement parts for next business day delivery.

HP Customer Self Repair

The HP Customer Self Repair program provides the fastest hardware support service under warranty. This program ships Genuine HP replacement parts, typically delivered the next business day, directly to the State so replacement can be done at your convenience.

Customer Self Repair (CSR) Process

The State obtains a CSR part by logging a technical support case for warranty repair as normal, online or via phone. After the case is logged, initial diagnosis and troubleshooting are performed to determine that a part replacement is necessary and available through CSR. Most CSR parts ship via next-business day delivery. Same-day or 4-hour delivery via courier may be available at an additional charge.

The instruction materials shipped with a replacement part outline whether the defective part must be returned to HP. HP provides preprinted return labels, with prepaid shipping and free pick-up service, along with complete instructions on how to repackage the part. Defective parts should be returned to HP within five days. Failure to do so may result in HP billing the State for the replacement.

If assistance is required during the installation of the replacement CSR part, technicians are available via phone by calling the HP Technical Support Center. More information on the CSR process is available online at <http://h18029.www1.hp.com/support/selfrepair/>.

CSR Parts Categories

CSR parts are divided into two (2) categories: mandatory and optional.

- Optional—Parts designated as CSR optional can either be replaced by a State representative or repaired by an HP service technician. There is no additional charge for HP to repair an optional CSR part, per the type of warranty service designated for your product.



- **Mandatory**—Parts provided under warranty in this category include but are not limited to items like Mice, Keyboard, and DVD drives. HP Limited Hardware Warranty terms require that you install CSR parts designated as mandatory, without on-site assistance from HP, unless you request that HP send a technician to your site at the current HP hourly rate – travel charges may apply in remote areas. Note: The purchase of any HP Care Pack uplift makes all CSR parts optional, and on-site assistance is provided on request at no additional charge for covered equipment.

HP Care Pack Services

The purchase of any HP Care Pack negates the mandatory CSR requirement of the HP limited hardware warranty, making all CSR replacements optional.

A database of mandatory and optional CSR parts is available online at http://h18033.www1.hp.com/support/selfrepair/ww/replace_part.asp.

3.1.10.31 The State prefers new, unused components for replacement parts, however, if refurbished parts are used, they must be "like new" and offer the same warranty as new parts.

Response:

HP agrees. HP services equipment is covered under service contracts with new and reconditioned parts. Use of new and reconditioned parts is an industry standard solution, and the product life of all replacement parts will be the same as the original component.

Our expectation is that replacement components will be provided as part of any OEM warranty. In other cases, we use internal standards to make sure that reconditioned parts meet or exceed OEM standards of functionality and reliability.

All HP parts, whether new or reconditioned, carry a 90-day warranty or the remainder of the warranty period of the CPU, whichever is longer.

3.1.10.32 Vendor must provide a parts and support website for access by State technical staff. The Vendor must also provide a toll free warranty support line for warranty part orders.

Response:

HP agrees. The toll free warranty line for warranty part orders is 1-800-227-8164.

The support website can be found at <http://support.hp.com/us-en/> where all assistance is made available for product details, software, and drivers.

Business Support Center

HP offers an online support portal through HP's Business Support Center.

The Business Support Center (BSC) is a free, worldwide technical support portal for business professionals that provide proven self-solve resources and expert guidance to address issues throughout the lifecycle of desktops, workstations, and mobile computing devices.

At the HP BSC you can:

- Troubleshoot problems whenever the need arises
- Quickly download software and drivers



- Perform regular maintenance tasks
- Find information to discover, use, and upgrade products
- Receive proactive, personalized notifications of software updates and other vital information
- Easily contact HP via e-mail, Web chat, or online support case logging
- Connect with a worldwide community of business professionals to share knowledge and speed problem-solving

BSC Benefits

The HP BSC can deliver convenient, cost-saving solutions. There is no need for time-consuming searches across multiple websites because everything is stored on one portal. Intuitive task-based navigation lets you quickly identify the area you want to focus on, choose the tasks you want to perform, and discover topics and tools relating to your specific products

Post Warranty Options

Should the State choose to perform its own maintenance after the warranty period expires, replacement parts can be sourced through the HP Parts Store at: <http://h20141.www2.hp.com/Hpparts/Default.aspx?mscssid=FC72045F71484C9A97C612DC699C44FF>

3.1.10.33 If the Vendor offers a self-maintenance program, they must make it available to the WVOT. The WVOT has the option to directly manage the warranty services of items procured under this agreement. The WVOT will incur no participation fees or training fees related to the self-maintenance program. The WVOT will be eligible to receive warranty reimbursements for any qualified repairs under this program. The WVOT could have as many as 90 field technicians throughout the State that would need to receive any Vendor required training/certification to qualify for the program, all at no cost to the WVOT.

Response:

HP agrees.

3.1.10.34 To meet HIPAA requirements, the agency must have the ability to remove the hard drive so that no privacy-related information is shared.

Response:

HP agrees. HP has included four (4) years of Defective Media Retention (DMR) service, which allows an end user to retain its hard drive during a service incident or warranty repair.

Defective Media Retention

This service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained within the "Disk Drive" covered under this service. All Disk Drives on a covered system



must participate in the defective media retention. Please reference **Attachment 7 – Hardware Support Onsite Service** for details on HP's Defective Media Retention service. Notwithstanding anything to the contrary in Attachment 7, HP waives the right to take possession and title of a defective Disk Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement.

3.1.10.35 The Vendor must offer certification training to the State's technical staff so that the technicians can provide warranty services upon request by the State at no additional charge. Such training shall be provided within thirty (30) days of receipt of the written request from the State.

Response:

HP agrees since this will be offered through the Self-Maintainer Program.

The HP Self-Maintainer Program provides WVOT with an alternative to service and support through HP authorized warranty delivery partners or HP Services. In turn, the ability to self-service eligible HP products allows WVOT to meet the needs of its internal customers quickly.

The HP Self-Maintainer Program is intended for end-user customers who meet the following criteria:

- Purchase at least \$250,000 in eligible HP products each year
- Have specific requirements to service the HP products they operate and either own or lease

Features and Benefits

As an HP Self-Maintainer, WVOT can take full advantage of the features and benefits that follow.

- **HP Channel Services Network (CSN)**—An online warranty claims processing program. This Microsoft® Windows®-based application ties directly into the HP Service Order Management database. CSN can be accessed through the Internet 24 x 7 and allows real-time ordering (no batching). It enables warranty verification, permits claims processing, and provides detailed reports.
- **Repair/Exchange**—An efficient, cost-effective method of obtaining inventory, as well as maintaining tighter inventory control. This is a one-for-one parts exchange program for out-of-warranty HP parts. Partial credit will be given for defective parts once returned. Additionally, active HP Self-Maintainers receive a discount on non-warranty HP Genuine Spare Parts when purchased via the HP Parts Store.
- **In-Warranty Repair**—Receive the service authorization and the technical knowledge to perform your own in-warranty PC and printer repairs. HP provides the tools and training necessary to reduce your response time in critical situations.
- **Service Advisories and Bulletins**—Include the latest service-related information regarding administrative procedures, products, programs, special offers, and non-critical technical information. They are published on CSN whenever there is a need to communicate critical service information.



- **Warranty Labor Reimbursement**—Entitles parts-and-labor tier Self-Maintainers to warranty labor reimbursement for product repairs performed during the warranty period.

Program Fees

There is no fee for certification on personal computing products. There are variable testing fees to become a certified technician for printing products. See below for a listing of eligible products.

A self-maintainer technician can participate in the HP Self-Maintainer Program only after completing the training and passing the qualification tests offered by HP.

Eligible Products

The program covers the following products:

- **Personal Computing:**
 - HP Desktop PCs (not including desktop thin-clients, handheld computing devices, blade PCs, televisions, or consumer products)
 - HP Retail Point-of-Sale PCs and peripheral devices
 - HP Workstation PCs (not including workstation blades)
 - HP Notebook PCs
 - HP Tablet PCs
 - HP Mobile Thin Clients

Support Options

The HP Self-Maintainer Program has two levels or tiers, enabling WVOT to choose the program that best fits its needs.

- **Parts-only Tier**—HP will provide free replacement parts under factory warranty only. Labor is not reimbursed.
- **Parts-and-labor Tier**—HP will provide free replacement parts under factory warranty only with labor reimbursement.

Parts-only Tier

The following are the minimum requirements for the parts-only tier:

- Must own or lease the equipment being serviced and the equipment must be located at the customer site.
- Must qualify outright for net 30 terms with a minimum credit limit of \$10,000.
- Must have at least one certified technician per service location. Multiple locations with the same assigned technician must be within 100 miles of the technician's primary work location. Only qualified technicians may provide support for eligible HP products.
- Must maintain a designated service contact known to HP at all times.



Parts-and-labor Tier

The following are minimum requirements for the parts-and-labor tier:

- Must have purchased at least \$250,000 of eligible HP products in the last 12 months.
- HP products must be purchased directly from HP, authorized first (1st) tier or second (2nd) tier distributors, or authorized commercial resellers.
- Must own or lease the equipment being serviced. The equipment must be located at the customer site.
- Must qualify outright for net 30-day terms with a minimum credit limit of \$10,000.
- Must have at least one certified technician per service location. Multiple locations with the same assigned technician must be within 100 miles of the technician's primary work location. Only qualified technicians may provide support for eligible HP products.
- Must maintain a designated service contact known to HP at all times.

Summary

Having the ability to self-service eligible products as an HP Self-Maintainer gives WVOT additional flexibility and greater efficiency when responding to internal customer support issues.

3.1.10.36 Vendor must provide the State of West Virginia Office of Technology and the Purchasing Division with a detailed, quarterly report in excel format indicating the State Agency, model, serial number(s), cost, and delivery location for all purchases made under the contract. The report shall also include a listing of all service calls associated with this agreement, including the location and nature of service required.

Response:

HP agrees.

3.1.10.37 Vendor must offer as an optional component Accidental Insurance for mobile equipment. Minimum coverage must include coverage for everything that the standard four year warranty does not cover.

Response:

HP agrees. HP has proposed four (4) years of Accidental Damage Protection, available through the purchase of an HP Care Pack as included in **Attachment 7 - Hardware Support Onsite Service**.

Accidental Damage Protection

This service provides protection against accidental damage to the covered hardware product as part of this service. Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include fire, non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken liquid crystal displays (LCD), or broken parts.



Accidental damage protection does not cover theft, loss, normal wear, consumables, intentional acts of damage, or other exclusions. The unit may need to be repaired or replaced at an HP designated location, since not all replacement parts may be available locally.

3.1.10.38 If requested, the Vendor must tag the equipment for inventory purposes using State-supplied tags.

Response:

HP agrees. Please refer to the IP16 Catalog Pricing Pages, Optional Components and Services section 3.1.9, for pricing.

3.1.10.39 Although the majority of the machines ordered from this contract will be the standard configurations, the vendor must provide for optional components for machines allowing the agencies to upgrade memory and storage before shipment.

Response:

HP agrees.

3.1.10.40 Some agencies require serial ports on their laptops in order to use certain components they need to do their jobs. The Vendor should include any equipment required to meet this requirement under optional equipment.

Response:

HP agrees. The ProBook 650 G2 Notebook PC has an optional serial port.

3.1.10.41 Vendor must agree to maintain and upgrade (keep pace with the advance of technology) the standard configurations for the life of the contract via change order.

Response:

HP agrees.

3.1.10.42 The State reserves the right for agencies to purchase those items listed as "Optional" from this contract but agencies are not required to use this contract for these items. The State reserves the right to purchase those items listed as "Optional" from other sources outside the contract if the pricing for such item(s) is deemed unreasonable or not comparable with current market pricing.

Response:

HP agrees.

4. Contract Award:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. The cost evaluation will include the PC configurations and optional items.



Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

Response:

HP agrees.

4.2 Pricing Pages/E-Catalog:

4.2.2 Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: Stephanie.l.gale@wv.gov

Response

HP agrees. Please refer to **Attachment 3 – IP16 Catalog Pricing Pages**.

4.2.3 Vendor should provide with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree or accept as a part of this solicitation. Vendor will be required to provide before a Purchase Order is issued.

Response:

Please refer to **Attachment 5 – HP Customer Terms**, which includes software terms.

4.2.4 Vendor should include with their bid a copy of any and all Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. Vendor will be required to provide before a Purchase Order is issued.

Response:

Please refer to **Attachment 5 – HP Customer Terms**, which includes maintenance terms and conditions.

5 Ordering and Payment:

5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

Response:

HP agrees. HP can provide online ordering through our B2B sites, which is properly secured.



5.2 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

Response:

HP agrees and understands that West Virginia Code §8-13-22d (Prompt Payment Act of 1995) will govern payment of HP invoices.

6 Delivery and Return:

6.1 Delivery Time: Vendor shall deliver standard orders within sixteen (16) working days after orders are received. Vendor shall deliver emergency orders within five (5) working days after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

Response:

HP agrees.

6.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

6.2.1 Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

Response:

HP agrees. HP will provide a delay notice via email with to the Agency email address provided on the WV PO.

6.3 Delivery Payment/Risk of Loss: Standard order delivery shall be FOB destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

Response:

HP agrees. HP's freight terms are F.O.B. Destination for all locations within the State, so shipping and handling services include a guarantee that HP will replace any product lost or damaged during shipment. HP Direct will be responsible for ensuring orders are delivered without damage and will be responsible for filing any freight claims. Customer Services is charged with initiating all such shipping and return issues within 24 hours of notification.

Standard ground delivery is included in the hardware pricing quoted for our public sector customers, and delivery timeframes average three (3) business days but can range from 2-5 business days depending upon the destination location. Expedited or special delivery services, such as Inside Delivery, will incur additional charges that can be quoted on an as-needed basis should purchasers occasionally require such services.



Inside Deliveries

HP agrees that our package carriers will deliver to a guard/receptionist immediately inside the office at no additional charge. Deliveries of PCs and accessories weighing less than 50 pounds are usually handled by package carriers.

For larger deliveries, HP will use a freight carrier. Freight carriers provide dock delivery, but will provide inside delivery to a single holding location at no additional charge.

6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be FOB the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

Response:

HP agrees.

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within thirty (30) days of receipt, FOB Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

Response:

HP agrees. We have also provided our State and Local Government and Education Customer Return Policy below.

State and Local Government and Education Customer Return Policy

Coverage: These guidelines apply only to returns initiated by State and Local Government or Education customers purchasing HP/Compaq branded product direct from HP Inc. (HP) or a customer purchase under one of HP's State and Local Government or Education direct contracts. A direct contract is defined as a contract by and between HP and a State, Local, or Education end user.

This return policy does not apply to resellers purchasing directly from HP Direct under a contract held by and between the reseller and the end user. This return policy does not apply to loaners, early marketing units, or employee purchases administered as internal HP orders.



Products Not Eligible

- **Factory Express Services:** Products that require a custom image load, asset tagging, and/or special packaging are not eligible unless the products are damaged, customer received an overage, or HP incorrectly configured, ordered, or shipped product (HP error).
- **Refurbished products:** HP/Compaq branded refurbished products are not eligible.
- **Consumable products:** Printer cartridges, paper, open box software, etc. cannot be returned to HP.
- **Third Party Options:** Items where returns are otherwise governed by the original manufacturer cannot be returned to HP.

Note: The original manufacturer may provide its own warranties; the guidelines should be confirmed with the customer support representative when requesting a Return Good Authorization (RGA).

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

Return of Products

Defective Product

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

Carrier Related Loss or Damaged Shipments

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

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

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

Procedures for Returns

The State or Local Government Customer should contact the assigned Customer Service Representative by calling 800-727-2472 to coordinate returns or replacements within 30 days from receipt of product. At that time, the customer will be issued an RGA number that will remain valid for a period of 15 calendar days from the date of issuance. All materials must be received within the RGA validation period.



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

HP reserves the right to refuse any return that does not meet the requirements stated below:

- Product must be returned in the original shipping packaging. In the event the packaging is not available or unusable, it must be noted when requesting an RGA.
- If possible, remove all mailing labels on the outside of the box that reference the customer address, or mark out the mailing labels address with a marker. The customer will either receive a mailing label via email that should be attached to the return products and/or will be provided a label by the carrier. Be sure to mark your RGA number on the box.
- If product for more than one RGA is being returned in the same box, make sure that all RGA numbers are listed on both the mailing label and packing list. If products are received at the Returns Center without valid RGA numbers on the mailing label, your credit may be delayed and proof of delivery or other supporting documentation may be required.
- The RGA number(s) must appear clearly on the box, as returns will not be accepted without an RGA number.
- Returns must be 100% complete, unused, and in original and re-sellable condition, with all original packaging, manuals, registration card(s), software, cabling, and accessories. If, after the product has been returned and inspected, it is discovered that components are missing from the return, HP reserves the right not to issue an RGA for the return of the missing components. If it is determined that there are missing components when the product is returned, and the customer has received a credit, the customer will be issued an invoice for the missing component. Missing components may include, but are not limited to, keyboard, mouse, software, speakers, accessories, drives, memory, microprocessors, and processor boards.
- RGA numbers that have been open for greater than 15 days may be cancelled and the customer subsequently invoiced for the unreturned product. Another RGA can be requested as long as it is within 30 days of receipt of the product. Please note that all returned products must be credited against the account and order from which the product was originally invoiced.

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

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

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



7 Vendor Default:

- 7.1 The following shall be considered a vendor default under this Contract.
- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
 - 7.1.2 Failure to comply with other specifications and requirements contained herein.
 - 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
 - 7.1.4 Failure to remedy deficient performance upon request.

Response:

HP agrees.

- 7.2 The following remedies shall be available to Agency upon default.
- 7.2.1 Immediate cancellation of the Contract.
 - 7.2.2 Immediate cancellation of one or more release orders issued under this Contract.
 - 7.2.3 Any other remedies available in law or equity.

Response:

HP agrees.

8 Miscellaneous:

- 8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

Response:

HP agrees.

- 8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

Response:

HP agrees.

- 8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

Response:

HP agrees.



8.4 **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Vanessa Paul

Telephone Number: (404) 774-7133

Fax Number: (757) 282-6333

Email Address: Vanessa.Paul@hp.com



Attachments



Attachment 1 – Vendor Preference Certificate



State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
N/A Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
N/A Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
N/A Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% vendor preference for the reason checked:**
N/A Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% vendor preference for the reason checked:**
N/A Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% vendor preference for the reason checked:**
N/A Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
N/A Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
N/A Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
N/A Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: HP Inc.

Signed: Catherine Bingham

Date: 8-12-2016

Title: Catherine Bingham, Contract Administrator

Attachment 2 – Addendum Acknowledgement Form



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0212 SWC1700000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

HP Inc.

Company

Catherine Bingham

Authorized Signature

Catherine Bingham, Contract Administrator

8-12-2016

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

Attachment 3 – IP16 Catalog Pricing Pages



Catalog Items

000000 231044	A740585	Targus	HP	CN31US	43210000	OPTIONAL: Tablet Case	Targus CN31US Carrying Case for 15.6" Notebook - Black, Red - Polyester - Shoulder Strap, Handle - 13" Height x 15.3" Width x 3" Depth	1	EA	\$24.00	16	\$	24.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	T4Z24AA	HP	HP	T4Z24AA	43210000	OPTIONAL: Tablet Stylus	HP Active Pen with App Launch	1	EA	\$30.00	16	\$	30.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	PE840A	HP	HP	PE840A	43210000	OPTIONAL: Nylon Backpack	HP Evolution Sport Nylon Backpack	1	EA	\$45.00	16	\$	45.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	QY777AA	HP	HP	QY777AA	43210000	OPTIONAL: External 2-button mouse w/scroll (USB)	HP USB 2 button Optical Mouse with Scroll	1	EA	\$7.00	16	\$	7.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	T7B76AA	HP	HP	T7B76AA	43210000	OPTIONAL: 4 GB Memory (single)	HP 4GB DDR4 Memory	1	EA	\$33.00	16	\$	33.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	T7B77AA	HP	HP	T7B77AA	43210000	OPTIONAL: 8GB Memory (single)	HP 8GB DDR4 Memory	1	EA	\$48.20	16	\$	48.20	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	UL710E	HP	HP	UL710E	43210000	OPTIONAL: Computrace	Computrace for desktops (notebooks have computrace included)	1	EA	\$73.00	16	\$	73.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	26887	HP	HP	A849794	43210000	OPTIONAL: USB to serial port adapter	5ft USB to DB9 Male Serial RS232 Adapter	1	EA	\$15.75	16	\$	15.75	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	F6V67AA	HP	HP	F6V67AA	43210000	OPTIONAL: USB FIPS 201 compliant Smart Card reader that supports PIV-I	HP USB Smart Card Reader	1	EA	\$19.73	16	\$	19.73	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	A976139	HP	HP	SD8SN8U-812G-1122	43210000	OPTIONAL: 512 SSD 2.5"	SanDisk X400 512GB Solid State Drive	1	EA	\$146.99	16	\$	146.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	UL748E	HP	HP	UL748E	43210000	OPTIONAL: Accidental Damage Coverage for all mobile equipment	Accidental Damage Protection Carepack upgrade	1	EA	\$100.00	16	\$	100.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044	AY111AV	HP	HP	AY111AV	43210000	OPTIONAL: Equipment Tagging	HP Asset Tagging Service	1	EA	\$4.00	16	\$	4.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
000000 231044												EXTENDED TOTAL:	\$	10,694,956.67											

Attachment 4 – Purchasing Affidavit



STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: HP Inc.
Authorized Signature: Catherine Bingham Date: 8-12-16
Catherine Bingham, Contract Administrator

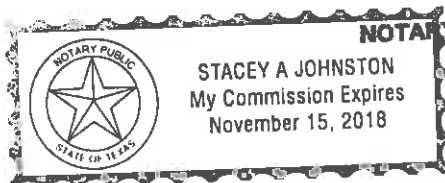
State of Texas

County of Harris, to-wit

Taken, subscribed, and sworn to before me this 11/15 day of August, 2016

My Commission expires 11/15, 2018

AFFIX SEAL HERE



NOTARY PUBLIC

STACEY A. JOHNSTON
My Commission Expires
November 15, 2018

Attachment 5 – HP Customer Terms





HP CUSTOMER TERMS

1. **Parties.** These terms represent the agreement ("**Agreement**") that governs the purchase of products and services from HP Inc. ("**HP**") by the State of West Virginia ("**Customer**," "**State**," or "**West Virginia**").
2. **Orders.** "**Order**" means the accepted order including any supporting material which the parties identify as incorporated either by attachment or reference ("**Supporting Material**"). Supporting Material may include (as examples) product lists, hardware or software specifications, standard or negotiated service descriptions, data sheets and their supplements, and statements of work ("**SOW**"), published warranties and service level agreements, and may be available to Customer in hard copy or by accessing a designated HP website.
3. **Scope and Order Placement.** These terms may be used by Customer either for a single Order or as a framework for multiple Orders. In addition, these terms may be used on a global basis by the parties' "**Affiliates**," meaning any entity controlled by, controlling, or under common control with a party. The parties can confirm their agreement to these terms either by signature where indicated at the end or by referencing these terms on Orders. Affiliates participate under these terms by placing orders which specify product or service delivery in the same country as the HP Affiliate accepting the Order, referencing these terms, and specifying any additional terms or amendments to reflect local law or business practices.
4. **Order Arrangements.** Customer may place orders with HP through our website, customer-specific portal, or by letter, fax or e-mail. Where appropriate, orders must specify a delivery date. If Customer extends the delivery date of an existing Order beyond ninety (90) days, then it will be considered a new order. Customer may cancel a hardware Order at no charge up to five (5) business days prior to shipment date.
5. **Prices and Taxes.** Prices will be as quoted in writing by HP or, in the absence of a written quote, as set out on our website, customer-specific portal, or HP published list price at the time an order is submitted to HP. Prices are exclusive of taxes, duties, and fees (including installation, shipping, and handling) unless otherwise quoted. If a withholding tax is required by law, please contact the HP order representative to discuss appropriate procedures.
6. **Invoices and Payment.** State agrees to pay all invoiced amounts within sixty (60) days of HP's invoice date. HP may suspend or cancel performance of open Orders or services for any state agency that has failed to make payments when due.
7. **Products.**
 - (a) **Title.** Risk of loss or damage and title for hardware products will pass upon delivery to Customer or its designee. Where permitted by law, HP retains a security interest in products sold until full payment is received.
 - (b) **Delivery.** HP will use all commercially reasonable efforts to deliver products in a timely manner. HP may elect to deliver software and related product/license information by electronic transmission or via download.
 - (c) **Installation.** If HP is providing installation with the product purchase, HP's site guidelines (available upon request) will describe Customer requirements. HP will conduct its standard installation and test procedures to confirm completion.
 - (d) **Product Performance.** All HP-branded hardware products are covered by HP's limited warranty statements that are provided with the products or otherwise made available. Hardware warranties begin on the date of delivery or if applicable, upon completion of HP installation, or (where Customer delays HP installation) at the latest 30 days from the date of delivery. Non-HP branded products receive warranty coverage as provided by the relevant third party supplier.
 - (e) **Product Warranty Claims.** When we receive a valid warranty claim for an HP hardware or software product, HP will either repair the relevant defect or replace the product. If HP is unable to complete the repair or replace the product within a reasonable time, Customer will be entitled to a full refund upon the prompt return of the product to HP (if hardware) or upon written confirmation by Customer that the relevant software product has been destroyed or permanently disabled. HP will pay for shipment of repaired or replaced products to Customer and Customer will be responsible for return shipment of the product to HP.
8. **Software.**
 - (a) **License Grant.** HP grants Customer a non-exclusive license to use the version or release of the HP-branded software listed in the Order. Permitted use is for internal purposes only (and not for further commercialization), and is subject to any specific software licensing information that is in the software product or its Supporting Material. For non-HP branded software, the third party's license terms will govern its use.
 - (b) **Updates.** Customer may order new software versions, releases or maintenance updates ("**Updates**"), if available, separately or through an HP software support agreement. Additional licenses or fees may apply for



- these Updates or for the use of the software in an upgraded environment. Updates are subject to the license terms in effect at the time that HP makes them available to Customer.
- (c) **License Restrictions.** HP may monitor use/license restrictions remotely and, if HP makes a license management program available, Customer agrees to install and use it within a reasonable period of time. Customer may make a copy or adaptation of a licensed software product only for archival purposes or when it is an essential step in the authorized use of the software. Customer may use this archival copy without paying an additional license only when the primary system is inoperable. Customer may not copy licensed software onto or otherwise use or make it available on any public external distributed network. Licenses that allow use over Customer's intranet require restricted access by authorized users only. Customer will also not modify, reverse engineer, disassemble, decrypt, decompile or make derivative works of any software licensed to Customer under this Agreement unless permitted by statute, in which case Customer will provide HP with reasonably detailed information about those activities.
 - (d) **License Term and Termination.** Unless otherwise specified, any license granted is perpetual, provided however that if Customer fails to comply with the terms of this Agreement, HP may terminate the license upon written notice. Immediately upon termination, or in the case of a limited-term license, upon expiration, Customer will either destroy all copies of the software or return them to HP, except that Customer may retain one copy for archival purposes only.
 - (e) **License Transfer.** Customer may not sublicense, assign, transfer, rent or lease the software or software license except as permitted by HP. HP-branded software licenses are generally transferable subject to HP's prior written authorization and payment to HP of any applicable fees. Upon such transfer, Customer's rights shall terminate and Customer shall transfer all copies of the software to the transferee. Transferee must agree in writing to be bound by the applicable software license terms. Customer may transfer firmware only upon transfer of associated hardware.
 - (f) **License Compliance.** HP may audit Customer compliance with the software license terms. Upon reasonable notice, HP may conduct an audit during normal business hours (with the auditor's costs being at HP's expense). If an audit reveals underpayments then Customer will pay to HP such underpayments. If underpayments discovered exceed five (5) percent of the contract price, Customer will reimburse HP for the auditor costs.
 - (g) **Software Performance.** HP warrants that its branded software products will conform materially to their specifications and be free of malware at the time of delivery. HP warranties for software products will begin on the date of delivery and unless otherwise specified in Supporting Material, will last for ninety (90) days. HP does not warrant that the operation of software products will be uninterrupted or error-free or that software products will operate in hardware and software combinations other than as authorized by HP in Supporting Material.
 - (h) **US Federal Government Use.** If software is licensed to Customer for use in the performance of a US Government prime contract or subcontract, Customer agrees that consistent with FAR 12.211 and 12.212, commercial computer software, documentation and technical data for commercial items are licensed under HP's standard commercial license.

9. **Services.**
- (a) **Professional Services.** HP will deliver any ordered IT consulting, training or other services as described in the applicable Supporting Material.
 - (b) **Professional Services Acceptance.** The acceptance process (if any) will be described in the applicable Supporting Material, will apply only to the deliverables specified, and shall not apply to other products or services to be provided by HP.
 - (c) **Services Performance.** Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and HP will re-perform any service that fails to meet this standard.
 - (d) **Services with Deliverables.** If Supporting Material for services defines specific deliverables, HP warrants those deliverables will conform materially to their written specifications for 30 days following delivery. If Customer notifies HP of such a non-conformity during the 30 day period, HP will promptly remedy the impacted deliverables or refund to Customer the fees paid for those deliverables and Customer will return those deliverables to HP.
 - (e) **Dependencies.** HP's ability to deliver services will depend on Customer's reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services.
 - (f) **Expenses.** HP will charge separately for reasonable out-of-pocket expenses, such as travel expenses incurred in providing professional services.
10. **Support Services.** HP's support services will be described in the applicable Supporting Material, which will cover the description of HP's offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer systems supported. Support services are further described in Exhibit A – Supplemental Data Sheet.
11. **Eligibility.** HP's service, support and warranty commitments do not cover claims resulting from:
- (a) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable



- (b) Supporting Material;
 - (c) Modifications or improper system maintenance or calibration not performed by HP or authorized by HP;
 - (d) failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service;
 - (e) malware (e.g. virus, worm, etc.) not introduced by HP; or
 - (f) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP's control.
12. **Remedies.** This Agreement states all remedies for warranty claims. To the extent permitted by law, HP disclaims all other warranties.
13. **Intellectual Property Rights.** No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants HP a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for HP and its designees to perform the ordered services. If deliverables are created by HP specifically for Customer and identified as such in Supporting Material, HP hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.
14. **Intellectual Property Rights Infringement.** HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer's prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. HP is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that HP is not responsible for claims resulting from deliverables content or design provided by Customer.
15. **Personal Information.** Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered.
16. **Limitation of Liability.** HP's liability to Customer under this Agreement is limited to the greater of \$1,000,000 or the amount payable by Customer to HP for the relevant Order (per occurrence). Neither Customer nor HP will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages. This provision does not limit either party's liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; willful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.
17. **Termination.** Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this Agreement and cancel any unfulfilled obligations.
18. **General.**
- (a) **Entire Agreement.** This Agreement represents our entire understanding with respect to its subject matter and supersedes any previous communication or agreements that may exist.
 - (b) **Amendments.** Modifications to the Agreement will be made only through a written amendment signed by both parties.
 - (c) **Governing Law.** The Agreement will be governed by the laws of the country of HP or the HP Affiliate accepting the Order and the courts of that locale will have jurisdiction, however, HP or its Affiliate may, bring suit for payment in the country where the Customer Affiliate that placed the Order is located. Customer and HP agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply. Claims arising or raised in the United States will be governed by the laws of the state of West Virginia, excluding rules as to choice and conflict of law.
 - (d) **Disputes.** If Customer is dissatisfied with any products or services purchased under these terms and disagrees with HP's proposed resolution, we both agree to promptly escalate the issue to a Vice President (or equivalent executive) in our respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.



- (e) **Force Majeure.** Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.
 - (f) **Global Trade Compliance.** Products and services provided under these terms are for Customer's internal use and not for further commercialization. If Customer exports, imports or otherwise transfers products and/or deliverables provided under these terms, Customer will be responsible for complying with applicable laws and regulations and to the extent required by laws applicable to either party.
 - (g) **Antitrust.** The State and HP recognize that, in actual economic practice, overcharges resulting from antitrust violations are usually borne by the State. Therefore, HP assigns to the State all state and federal antitrust claims and causes of actions that HP has or acquires relating to the good and services purchased under this Agreement, to the extent the assignment is necessary for the State to overcome the West Virginia bar on indirect purchaser actions under federal antitrust laws.
 - (h) **Survival.** Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both parties' respective successors and permitted assigns.
19. **Conflict.** In the event of a conflict between the terms of this HP Agreement and the terms of West Virginia's Agreement Addendum (WV-96) that apply to Solicitation Number CRFQ 0212 SWC1700000001, to which this HP Agreement is attached, the terms of West Virginia's Agreement Addendum (WV-96) shall control.

The parties confirm their agreement to these terms either by referencing them in the relevant Order or by executing below:

HP INC.

Customer: STATE OF WEST VIRGINIA

By: _____
 Name: _____
 Title: _____
 Date: _____

By: _____
 Name: _____
 Title: _____
 Date: _____



EXHIBIT A – SUPPLEMENTAL DATA SHEET

This Supplemental Data Sheet provides additional general requirements and limitations that apply to HP's support offerings, which are set forth in detail in offering-specific datasheets, with the exception of those support offerings delivered by HP Software.

1. SERVICE ELIGIBILITY

- (a) **Hardware Support-General Eligibility.** Hardware products must be in good operating condition, as reasonably determined by HP, to be eligible for placement under support. You ("you" or "your") must also maintain eligible products at the latest HP-specified configuration and revision levels.
- (b) **Return to Support.** If you allow support to lapse, HP may charge you additional fees to resume support or require you to perform certain hardware or software upgrades.
- (c) **Use of Proprietary Service Tools.** HP may require you to use certain hardware and/or software system and network diagnostic and maintenance programs ("**Proprietary Service Tools**"), as well as certain diagnostic tools that may be included as part of the your system. Proprietary Service Tools are and remain the sole and exclusive property of HP, and are provided "as is." Proprietary Service Tools may reside on your systems or sites. You may only use the Proprietary Service Tools during the applicable Support coverage period and only as allowed by HP and you may not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon termination of Support, you will return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools. You will also be required to:
- (i) Allows HP to keep the Proprietary Service Tools resident on your systems or sites, and assist HP in running them;
 - (ii) Install Proprietary Service Tools, including installation of any required updates and patches;
 - (iii) Use the electronic data transfer capability to inform HP of events identified by the software;
 - (iv) If required, purchase HP-specified remote connection hardware for systems with remote diagnosis service; and
 - (v) Provide remote connectivity through an approved communications line.

2. SUPPORT LIMITATIONS

- (a) **Local Availability of Support.** Some offerings, features, and coverage (and related products) may not be available in all countries or areas. In addition, delivery of support outside of the applicable HP coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.
- (b) **Version Support.** Unless otherwise agreed by HP in writing, and for those offerings not delivered by HP Software, HP only provides support for the current version and the immediately preceding version of HP branded software, and provided that HP branded software is used with hardware or software included in HP-specified configurations at the specified version level. "**Version**" means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to our customers.
- (c) **Relocation and Impact on Support.** Relocation of any products under support is your responsibility and is subject to local availability and fee changes. Reasonable advance notice to HP may be required to begin support after relocation. For products, any relocation is also subject to the license terms for such products.
- (d) **Multi-vendor Support.** HP provides support for certain non-HP branded products. The relevant data sheet will specify availability and coverage levels and the support will be provided accordingly, whether or not the non-HP branded products are under warranty. HP may discontinue support of non-HP branded products if the manufacturer or licensor ceases to provide support for them.
- (e) **Modifications.** You will allow HP, at HP's request, and at no additional charge, to modify products to improve operation, supportability, and reliability, or to meet legal requirements.

3. CUSTOMER RESPONSIBILITIES

- (a) **Site and Product Access.** You will provide HP access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, customer resources, and facilities as reasonably determined necessary by HP to service the products; and other access requirements described in the relevant data sheet. If you fail to provide such access, resulting in HP's inability to provide support, HP shall be entitled to charge you for the support call at HP's published service rates. You are responsible for removing any products ineligible for support, as advised by HP, to allow HP to perform support. If delivery of support is made more difficult because of ineligible products, HP will charge you for the extra work at HP's published service rates.
- (b) **Licenses.** You may purchase available product support for HP branded products only if you can provide evidence that you have rightfully acquired an appropriate HP license for the products, and you may not alter or modify the products unless authorized by HP at any time.



- (c) Software Support Documentation and Right to Copy. You may only copy documentation updates if you purchased the right to copy them for the associated products. Copies must include appropriate HP trademark and copyright notices.
- (d) Loaner Units. HP maintains title and you shall have risk of loss or damage for loaner units if provided at HP's discretion as part of hardware support or warranty services and such units will be returned to HP without lien or encumbrance at the end of the loaner period.
- (e) Hardware Support. Compatible Cables and Connectors. You will connect hardware products covered under support with cables and connectors (including fiber optics if applicable) that are compatible with the system, according to the manufacturer's operating manual.
- (f) Data Backup. To reconstruct your lost or altered files, data, or programs, you must maintain a separate backup system or procedure that is not dependent on the products under support.
- (g) Temporary Workarounds. You will implement temporary procedures or workarounds provided by HP while HP works on a permanent solution.
- (h) Hazardous Environment. You will notify HP if you use products in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require you to maintain such products under HP supervision and may postpone service until you remedy such hazards.
- (i) Authorized Representative. You will have a representative present when HP provides support at your site.
- (j) Product List. You will create, maintain and update a list of all products under support including: the location of the products, serial numbers, the HP-designated system identifiers, and coverage levels.
- (k) Solution Center Designated Callers. You will identify a reasonable number of callers, as determined by HP and Customer ("Designated Callers"), who may access HP's customer Support call centers ("Solution Centers") or online help tools.
- (l) Solution Center Caller Qualifications. Designated Callers must be generally knowledgeable and demonstrate technical aptitude in system administration, system management, and, if applicable, network administration and management and diagnostic testing. HP may review and discuss with you any Designated Caller's experience to determine initial eligibility. If issues arise during a call to the Solution Center that, in HP's reasonable opinion, may be a result of a Designated Caller's lack of general experience and training, you may be required to replace that Designated Caller. All Designated Callers must have the proper system identifier as provided to you when Support is initiated. Solution Centers may provide support in English or local languages, or both.

4. GENERAL PROVISIONS

- (a) Cancellation. You may cancel support orders or delete products from support upon thirty (30) days written notice, unless otherwise agreed in writing. HP may discontinue support for products and specific support services no longer included in HP's support offering upon sixty (60) days written notice, unless otherwise agreed in writing. If you cancel prepaid support, HP will refund you a pro-rata amount for the unused prepaid support subject to any restrictions or early termination fees as may be set forth in writing.
- (b) Pricing. Except for prepaid support or if otherwise agreed in writing, HP may change support prices upon sixty (60) days' written notice.
- (c) Additional Services. Additional services performed by HP at your request, and that are not included in your purchased support, will be chargeable at the applicable published service rates for the country where the service is performed.
- (d) Replacement Parts. Parts provided under hardware support may be whole unit replacements, or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of HP, unless HP agrees otherwise and you pay any applicable charges.

Attachment 6 – HP West Virginia Certificate of Good Standing



State of West Virginia



Certificate

I, Natalie E. Tennant, Secretary of State of the State of West Virginia, hereby certify that

HP INC.

a corporation formed under the laws of Delaware filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on May 15, 1998.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this

CERTIFICATE OF AUTHORIZATION

Validation ID:1WV54_CQXQA



Given under my hand and the Great Seal of the State of West Virginia on this day of August 02, 2016

Natalie E. Tennant
Secretary of State

Attachment 7 – Hardware Support Onsite Service



Hardware Support Onsite Service

Care Pack, part of HP Care



Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for selected products
- Choice of coverage windows
- Choice of onsite response times for hardware support
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Accidental damage protection (optional for eligible products only)
- Defective media retention (optional for eligible products only)
- Call-to-repair time commitment in lieu of onsite response time for hardware support (optional for eligible products only)
- Enhanced parts inventory management (included with select, optional call-to-repair time commitments)
- Desktop-/workstation-/thin client-/notebook-only coverage (optional for eligible products)
- Maintenance kit replacement

Service overview

Hardware Support Onsite Service provides high-quality remote assistance and onsite support for your Covered Product, helping you to improve product uptime. The "Covered Product" is your notebook, all-in-one, desktop, or tablet computer identified on your invoice or order confirmation that is the subject of this Care Pack.

You have the flexibility to choose between multiple service-level options featuring several onsite response or call-to-repair time and coverage window combinations in various durations to address your specific service needs.

Service-level options with call-to-repair times provide IT managers with support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified timeframe.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
Onsite hardware support	<p>For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>To ensure high service quality and quick turnaround time is provided, the level of damage will determine whether the unit can be repaired onsite</p>

Onsite hardware support, continued

(if onsite offering is included in coverage) or should be returned to the HP repair depot for service. Onsite repairs may occasionally necessitate the Service Provider to bring the unit back to their shop for repairs. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Fix-on-Failure: In addition, at the time of onsite technical support delivery, HP may:

- Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.
- Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the Covered Product to operating condition or to maintain supportability by HP and for which the Customer has the required license to use, if applicable.

Fix-on-Request: In addition, at the Customer's request, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which the Customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.

Replacement parts and materials

HP will provide HP-supported replacement parts and materials necessary to maintain the Covered Product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance.

Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.

Maximum supported lifetime/maximum usage:

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

Firmware updates for selected products

As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.

As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms.

HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP.

HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HP, including this data sheet.

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, an active HP Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.

Coverage window	<p>Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in the 'General provisions/Other exclusions' section until the next day for which the Customer has a coverage window.</p> <p>Coverage window options available for eligible products are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time for hardware support	<p>For incidents with Covered Products that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users.• Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving.• Certain HP proprietary service diagnostic tools with password access• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.
HP electronic remote support solution	<p>For eligible products, the HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

Specifications (optional)

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. If accidental damage protection was purchased, the Customer receives protection against accidental damage from handling for the Covered Product as part of this service.</p> <p>Accidental damage is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the Covered Product. Coverage for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops or falls during the handling of the unit from not more than fifteen feet or five meters, and electrical surge that damages the Covered Product's circuitry.</p> <p>Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the "Service limitations" section.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>
Call-to-repair time commitment for hardware support	<p>A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with Covered Products that cannot be resolved remotely, HP will use commercially reasonable efforts to return the Covered Product to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in 'General provisions.'</p> <p>Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in 'General provisions.' Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for more information.</p>

Call-to-repair time commitment for hardware support, continued	<p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, stand-alone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.</p>
Enhanced parts inventory management	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible support requests. Enhanced parts inventory management is included with select, optional call-to-repair time commitments.</p>
Maintenance kit replacement	<p>An HP trained technician travels to the Customer's site and provides all labor, parts, and materials necessary to replace the maintenance kit and clean the printer. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page. Note: the printer must be operating properly before the kit can be installed (see the 'Service limitations' section).</p>

Specifications (optional)

Table 3. Optional service features

Option	Delivery specifications
Next-day response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</p>
4-hour response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.</p>
4-hour response, extended business hours (13x5)	<p>Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.</p>

4-hour response, extended business hours (13x7)	<p>Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday, including HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.</p>
4-hour response, 24x7	<p>Service is available 24 hours per day, Monday through Sunday, including HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP.</p>
6-hour call-to-repair, 24x7	<p>Service is available 24 hours per day, Monday through Sunday, including HP holidays.</p> <p>For critical incidents with Covered Products, HP will use commercially reasonable efforts to return the Covered Products to operating condition within 6 hours after the call has been received and acknowledged by HP.</p>

Coverage

This service provides coverage for eligible HP PC branded hardware products and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, tablet or POS product, such as mouse, keyboard, docking station, jacket, port replicator and AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP Monitors. All-in-One devices do include the display, which is not considered a separate, external Monitor. However, a second monitor attached to an All-in-One device, for example, would not be covered by this HP Care Pack.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

For HP point-of-sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. HP Notebook and Tablet long-life batteries are covered for up to 3 years.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HP, at its sole discretion, may require an audit on the Covered Products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the Covered Products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the Covered Product will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

For hardware onsite response time options HP strongly recommends and for hardware call-to-repair time commitments, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain

- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations.

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or, if agreed by the Customer, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

'Mandatory' CSR is part of the standard warranty associated with some products. CSR is optional for customers with an HP Care Pack or a contractual support agreement. 'Optional' allows the Customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

Care Pack and contractual support agreements that include "onsite" terms would result in CSR parts being shipped directly to the Customer if they choose CSR, and conversely, an HP support representative would arrive onsite to perform the repair if the Customer decides they do not want to utilize CSR.

Care Pack and contractual support agreements that include "offsite" terms such as Pickup and Return or Return to HP would require the Customer to deliver the product to an authorized HP repair location or ship the product to HP at HP's discretion if the Customer decides they do not want to utilize CSR.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, it is HP's practice to express ship CSR parts that are critical to the product operation to the Customer location.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

For HP POS systems and bundled product solutions such as retail solutions, kiosks, or carts, service may be provided onsite for the base unit only. Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for CSR or installation by the technical courier delivering the part or product.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party actions or inaction impacting the repair process
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP Services required due to failure of the Customer to take avoidance action previously advised by HP.
- Services that, in the opinion of HP, are required due to improper treatment or use of the product Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.

Exclusions to the accidental damage from handling service feature option

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, natural disaster), or any other peril originating from outside the product.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous or human or animal bodily fluids) materials, animal or insect damage or infestation.
- Operator negligence, misuse, mishandling.
- Improper electrical power supply, unauthorized repairs or attempts to repair, improper and

unauthorized equipment modifications, attachments or installation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).

- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating parts or components which does not affect the functionality of the Covered Product.
- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
- Alteration or modification of the Covered Product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the Covered Product
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment and use of the Covered Product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Limitations to the accidental damage from handling service feature option

The total amount that HP will pay for repairs or replacement made in connection with all claims for accidental damage from handling on any Covered Product shall not exceed the purchase price of that Covered Product excluding tax and shipping. In the event that HP, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS make repairs, which in the aggregate are equal to the purchase price of the Covered Product, or replace the Covered Product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this Care Pack agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling.

HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The Covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.

HP reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/ Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/ Flash Drives that have not failed.

Data retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Exclusions to the maintenance kit replacement service feature

Excluded from the maintenance kit replacement optional service feature are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements, there will be a separate charge for this service.
- Maintenance kits for HP printers can only be replaced by authorized HP technicians.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down; production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Travel zones

Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

A 6-hour call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP-designated support hub. For sites that are located within 51 to 100 miles (81 to 161 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The 6-hour hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub.

Other call-to-repair times are subject to adjustment for sites located more than 100 miles from an HP-designated support hub. Travel zones and charges, if applicable, may vary in some geographic locations. For more information on travel zones, contact a local HP sales office.

Zone	Distance from HP Support Responsible Office	Next Business day Onsite Response Time	Travel Zone Charges
Zones 0 to 2	0-50 miles (0-80 km)	Next business day	No Uplift
Zone 3	51-100 miles (81-160km)	Next business day	No Uplift
Zone 4	101-200 miles (161-320km)	1 additional business day	No Uplift
Zone 5	201-300 miles (321-480km)	2 additional business days	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Custom Quoted based on actual travel charges

Zone	Distance from HP Support Responsible Office	4-hour Onsite Response Time	6-hour Hardware Call-to-Repair Time Commitment	Travel Zone Charges
Zones 0 to 2	0-50 miles (0-80 km)	4 hours	6 hours	No Uplift
Zone 3	51-100 miles (81-160km)	4 hours	8 hours	No Uplift
Zone 4	101-200 miles (161-320km)	8 hours	Not Available	No Uplift
Zone 5	201-300 miles (321-480km)	Not Available	Not Available	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Not Available	Custom Quoted based on actual travel charges

Ordering information

All units and options with individually sold Care Pack must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Onsite Service, contact a local HP sales representative and reference the following product numbers ('x' denotes the service length in years):

- HA101Ax for next-day response, standard business hours (9x5).
- HA103Ax for 4-hour response, extended business hours (13x5).
- HA104Ax for 4-hour response, 24x7.
- HA105Ax for 6-hour call-to-repair, 24x7.

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HP representative or HP reseller regarding which product number will best meet your specific needs.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit the following website:

HP PC and print services: hp.com/go/pcandprintservices

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.



Attachment 8 – HP ProDesk 400 G3



HP ProDesk 400 G3 Microtower PC



Give your business the strong foundation it needs for growth with the affordable and reliable HP ProDesk 400 MT. Designed with essential security and manageability features, the HP ProDesk 400 helps keep your business growing.



- Windows 10 Pro¹
- 6th Gen Intel® Core™ Processors²

New powerful processors and memory

New 6th Gen Intel® Core™ processors² bring powerful processing with Intel® HD 530 Graphics. Available DDR4 memory³ helps meet the demands of today's businesses.

Security from the start

HP BIOSphere³ and HP Client Security⁴ boost security and keep critical data and systems under lock and key with customizable authentication and BIOS-level passwords.

Tested to go the distance

HP ProDesks are rigorously tested to help ensure reliability. During the HP Total Test Process, PCs experience 120,000 hours of performance trials to help get you through your business day.

Make the smart investment

The HP ProDesk 400 MT helps affordably build a solid IT infrastructure for your growing business with scalability in major components that allow you to configure the right PC for each user.

Featuring

- Help protect from today's security threats and maximize management and productivity features for business with Windows 10 Pro.¹
- Reduce the complexity of administration. HP Touchpoint Manager,⁵ Windows 10 Pro¹ manageability features, and HP Common Core BIOS help you easily manage assets.
- Make conferencing from your PC as simple as the touch of a button with the optional HP Conferencing Keyboard.⁶
- Extend the life of your purchase using the tool-less chassis to easily upgrade memory, storage, and graphics⁸ to meet diverse and growing business needs.
- Multiple displays have shown to help increase productivity by 35%⁷ and the HP ProDesk 400 MT allows you to connect two optional HP Pro Displays⁸ right out-of-the-box.
- Reduce energy consumption and costs with ENERGY STAR[®] and EPEAT[®] Gold⁹ certified configurations.
- Manage data, security, and devices from a single cloud-based solution with HP Touchpoint Manager.⁵
- Simplify technical support with Helpdesk by HP Care. Rely on cost-effective expertise that's available 24x7, covering multiple brands, devices and operating systems.⁹



HP ProDesk 400 G3 Microtower PC Specifications Table



Form Factor	Microtower
Available Operating System	Windows 10 Pro 64 ¹ Windows 10 Home 64 ¹ Windows 8.1 Pro 64 ¹ Windows 8.1 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 32 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 64 ¹ Windows 7 Professional 32 ¹ FreeDOS 2.0
Available Processors³	Intel® Core™ i7-6700 with Intel HD Graphics 530 (3.4 GHz, up to 4 GHz with Intel Turbo Boost, 8 MB cache, 4 cores); Intel® Core™ i5-6600 with Intel HD Graphics 530 (3.3 GHz, up to 3.9 GHz with Intel Turbo Boost, 6 MB cache, 4 cores); Intel® Core™ i5-6500 with Intel HD Graphics 530 (3.2 GHz, up to 3.6 GHz with Intel Turbo Boost, 6 MB cache, 4 cores); Intel® Core™ i3-6320 with Intel HD Graphics 530 (3.9 GHz, 4 MB cache, 2 cores); Intel® Core™ i3-6300 with Intel HD Graphics 530 (3.8 GHz, 4 MB cache, 2 cores); Intel® Core™ i3-6100 with Intel HD Graphics 530 (3.7 GHz, 3 MB cache, 2 cores); Intel® Pentium™ G4520 with Intel HD Graphics 530 (3.6 GHz, 3 MB cache, 2 cores); Intel® Pentium™ G4500 with Intel HD Graphics 530 (3.5 GHz, 3 MB cache, 2 cores); Intel® Pentium™ G4400 with Intel HD Graphics 510 (3.3 GHz, 3 MB cache, 2 cores)
Chipset	Intel® H110
Maximum Memory	32 GB DDR4-2133 SDRAM (Transfer rates up to 2133 MT/s)
Memory Slots	2 DIMM
Internal Storage	500 GB up to 2 TB SATA (7200 rpm) ⁴ 500 GB (8 GB cache) up to 1 TB (8 GB cache) SATA SSHD ⁴ 120 GB up to 256 GB SATA SSD ⁴ 128 GB up to 120 GB up to 256 GB SATA SED SSD ⁴
Optical Drive	Slim SATA Blu-ray BDXL writer; Slim SATA SuperMulti DVD writer; Slim SATA DVD-ROM ^{5,6}
Available Graphics	Integrated: Intel® HD Graphics ⁸ Discrete: AMD Radeon™ R9 350 (2 GB); NVIDIA® GeForce® GT 730 (2 GB); NVIDIA® GeForce® GT 720 (2 GB); NVIDIA® NVS™ 310 (1 GB) ⁹
Audio	DTS Sound+™ audio management technology, HD audio with Realtek ALC221VB codec (all ports are stereo), microphone and headphone front ports (3.5 mm), line out rear port (3.5 mm), multi-streaming capable, internal speaker
Communications	LAN: Integrated Realtek GbE; Intel® Ethernet I210-T1 PCIe x1 GbE network interface card (optional) WLAN: Broadcom BCM943228Z 802.11n Wireless PCIe with Bluetooth®; Broadcom BCM943228Z 802.11n Wireless PCIe; Intel® 7265 802.11ac Wireless PCIe with Bluetooth®; Intel® 7265 802.11ac Wireless PCIe ⁷
Expansion Slots	1 full-height PCIe 3 x16; 3 full-height PCIe 2 x1
Ports and Connectors	Front: 2 USB 3.0; 1 headphone; 1 microphone; 1 SD 3 card reader (optional) Back: 2 USB 3.0; 4 USB 2.0; 1 serial; 1 serial (optional); 1 parallel (optional); 2 PS/2 (keyboard and mouse); 1 VGA; 1 DisplayPort; 1 audio line in; 1 audio line out; 1 RJ-45
Internal Drive Bays	One 3.5"; One 2.5"/3.5"
External Drive Bays	1 SD 3 card reader (optional); 1 slim ODD (optional)
Available Software	HP business PCs are shipped with a variety of software titles including: HP Drive Encryption, HP Client Security, HP Security Manager, Microsoft Security Essentials, CyberLink Power2Go DVD BD, Native Miracast support, HP ePrint Driver, HP Recovery Manager. Please refer to this product's quick spec document for a full list of preinstalled software. ^{10,11,12}
Security Management	Trusted Platform Module SLB9670TT1.2FW4.40 (TPM) 1.2 Common Criteria EAL4+ certified, field upgradeable to 2.0; SATA port disablement (via BIOS); RAID configurations; Serial, parallel, USB enable/disable (via BIOS); Optional USB port disable at factory (user configurable via BIOS); Removable media write/boot control; Power-on password (via BIOS), Setup password (via BIOS); HP Chassis (1 bay) Security Kit; Support for chassis padlocks and cable lock devices ¹³

Management Features	Update BIOS via Cloud or Network (BIOS feature)
Power	180 W, up to 85% efficient, active PFC; 300 W, up to 85% efficient, active PFC
Dimensions	6.5 x 14.1 x 14 in 165 x 358.8 x 355 mm
Weight	Starting at 15.5 lb (Exact weight depends on configuration) Starting at 7.05 kg (Exact weight depends on configuration)
Environmental	Low halogen ¹⁵
Energy Efficiency Compliance	ENERGY STAR [®] certified and EPEAT [®] Gold registered configurations available ¹⁴
Warranty	3-year (3-3-3) limited warranty and service offering includes 3 years of parts, labor and on-site repair. Terms and conditions vary by country. Certain restrictions and exclusions apply.

HP ProDesk 400 G3 Microtower PC

Accessories and services (not included)

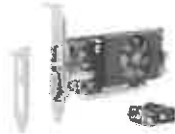
HP ProDisplay P221 21.5-inch LED Backlit Monitor



Keep up the good work with solid performance, a stylish large screen design, and environmental features all at an attractive price point with the HP ProDisplay P221 21.5-inch LED Backlit Monitor. Efficiently grow and maintain your business with proven HP quality and reliability, stable lifecycles, HP accessory compatibility, and energy savings. Do more throughout the day and help save more throughout the quarter with a monitor that goes the distance.

Product number: C9E49AA

AMD Radeon HD 8490 DP (1GB) PCIe x16 Graphics Card



Get impressive graphics and high resolution dual-display performance in a low profile, PCI Express x16 graphics add-in card based on the AMD Radeon HD 8490 Graphics Processor. Improve your everyday PC, Web conferencing, and video or photo editing.

Product number: E1C64AA

NVIDIA GeForce GT730 GFX (2GB) PCIe x8 Graphics Card



Get impressive graphics and high resolution quad-display performance from the NVIDIA® GeForce® GT 730 Graphics Card.

Product number: N3R90AA

HP Business PC Security Lock v2 Kit



Help prevent chassis tampering and secure your PC and display in workspaces and public areas with the HP Business PC Security Lock v2 Kit.

Product number: N3R93AA

HP TLC 256 GB SATA SSD



Expand the storage capabilities of your desktop with the HP TLC 256 GB SATA SSD¹, which includes TLC flash and the same reliability you already get from current from SSD drives.

Product number: P1N6BAA

HP Conferencing Keyboard



Drive your Microsoft Lync voice and video calls directly from your HP Conferencing Keyboard and connect, disconnect, and manage your calls and videoconferencing settings with simple dedicated keys¹.

Product number: K3P74AA

HP 3 Year Recover & Restore Service



HP Recover & Restore Service includes recovery of data in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware; onsite operating system restoration and easy access to HP-certified remote diagnosis and troubleshooting. Get help with installation, setup, sync, and troubleshooting for computer operating systems and common software applications.

Product number: U9AN7E

Messaging Footnotes

- ¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.
- ² Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. 64-bit computing system required. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.
- ³ HP BIOSphere features may vary depending on the PC platform & configuration.
- ⁴ Requires Windows.
- ⁵ HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see www.hp.com/touchpoint for availability information.
- ⁶ Sold separately or as an optional feature.
- ⁷ "Observed Productivity, Efficiency and User Satisfaction when Using Multiple or Large Displays," Koala LLC Ergonomics Consulting, November 6, 2012.
- ⁸ EPEAT® Gold registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ⁹ HP Care Services are optional. Service levels and response times for HP Care Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/kpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

- ¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.
- ² This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 10 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.
- ³ Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. 64-bit computing system required. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.
- ⁴ For storage drives, GB = 1 billion bytes. TB = 1 trillion bytes. Actual formatted capacity is less. Up to 16 GB (for Windows 7) and up to 36 GB (for Windows 8.1 and 10) of system disk is reserved for system recovery software.
- ⁵ Duplication of copyrighted material is strictly prohibited. Actual speeds may vary. Double Layer media compatibility will widely vary with some home DVD players and DVD-ROM drives. Note that DVD-RAM cannot read or write to 2.6GB Single Sided/5.2 Double Sided-Version 1.0 Media.
- ⁶ With Blu-Ray drive XL, certain disc, digital connection, compatibility and performance issues may arise, and do not constitute defects in the product. Flawless playback on all systems is not guaranteed. In order for some Blu-ray titles to play, they may require an HDCP path and HDCP display. HD-DVD movies cannot be played on this BDXL Drive.
- ⁷ Wireless cards are optional or add-on features and require separately purchased wireless access point and internet service. Availability of public wireless access points limited. The specifications for the 802.11ac WLAN are draft specifications and are not final. If the final specifications differ from the draft specifications, it may affect the ability of this desktop PC to communicate with other 802.11ac WLAN devices.
- ⁸ HD content required to view HD images.
- ⁹ Optional or add-on feature.
- ¹⁰ HP ePrint requires an Internet connection to HP web-enabled printer and HP ePrint account registration (for a list of eligible printers, supported documents and image types and other HP ePrint details, see www.hp.com/go/businessmobileprinting). HP PageLift requires Windows 7 or higher.
- ¹¹ Microsoft Security Essentials requires Windows 7 and internet access.
- ¹² Miracast is a wireless technology your PC can use to project your screen to TVs, projectors, and streaming media players that also support Miracast. You can use Miracast to share what you're doing on your PC and present a slide show. Miracast is available for Windows 8 and Windows 10. For more information: <http://windows.microsoft.com/en-us/windows-8/project-wireless-screen-miracast>.
- ¹³ This product ships with TPM 1.2 with option to upgrade to TPM 2.0. Upgrade utility is expected to be available by the end of 2015 via HP Customer Support.
- ¹⁴ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ¹⁵ External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2015, 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. Bluetooth is a trademark of its proprietor used by Hewlett-Packard Company under license. Microsoft and Windows are U.S. trademarks of the Microsoft group of companies. Intel and Core are trademarks of Intel Corporation in the U.S. and other countries. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together are registered trademarks, and DTS Sound+ is a trademark of DTS, Inc. © DTS, Inc. All Rights Reserved. All other trademarks are the property of their respective owners.



Attachment 9 – HP EliteDesk 800 G2



Datasheet

HP EliteDesk 800 35W G2 Desktop Mini PC



Don't sacrifice size or power. Get the best of both worlds with the HP EliteDesk 800 35W Desktop Mini. With a full line of mounting, expansion, and security accessories, you can make the best enterprise-class solution for your workspace.



Performance for the enterprise

Power through your day with the performance you need in a PC driven by the latest 6th Gen Intel® Core™ processors, plus Intel® HD Graphics.

Security designed to deter downtime

Get maximum uptime with HP BIOSphere³ with SureStart, which helps stop attacks at the BIOS, HP Client Security Suite's⁴ data protection, and multi-factor authentication.

Versatility to build a better workspace

Deploy the Mini almost anywhere with the VESA-enabled flexible mounting options including optional accessories, and VESA ready displays. Customize your solution with a full range of expandability, security, and mounting accessories.⁵

Ready to run

This Mini endured 120,000 hours of performance trials during the HP Total Test Process and is designed to undergo MIL-STD 810G testing.⁶ Help keep your PC cool in challenging work environments with HP temperature controls.

Featuring

- Help protect from today's security threats and maximize management and productivity features for business with Windows 10 Pro.⁷
- Available ENERGY STAR® certified and EPEAT® Gold⁷ registered models of the HP EliteDesk 800 Desktop Mini. Consume less than 8W of power at idle.
- Simplify IT manageability with Intel® vPro™⁸ and Windows 10 Pro⁷ plus HP Common Core BIOS, which enables easy management of your entire fleet of HP devices.
- Get the same HP configuration across the globe for your international enterprise, available in more than 180 countries where HP conducts business.
- Attach your HP Desktop Mini directly behind select HP Elite Displays.⁹
- Increase storage and performance with an optional powerful HP Turbo Drive¹⁰ that handles your growing and complex workloads.
- Take advantage of HP's Elite Support,¹² limited warranty, and Global Series support.

- Windows 10 Pro⁷
- 6th Gen Intel® Core™ Processors²



HP EliteDesk 800 35W G2 Desktop Mini PC Specifications Table



Form Factor	Mini
Available Operating System	Windows 10 Pro 64 ¹ Windows 10 Home 64 ¹ Windows 8.1 Pro 64 ¹ Windows 8.1 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 32 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 64 ¹ Windows 7 Professional 32 ¹ FreeDOS 2.0
Available Processors³	Intel® Core™ i7-6700T with Intel HD Graphics 530 (2.8 GHz, up to 3.6 GHz with Intel Turbo Boost, 8 MB cache, 4 cores); Intel® Core™ i5-6600T with Intel HD Graphics 530 (2.7 GHz, up to 3.5 GHz with Intel Turbo Boost, 6 MB cache, 4 cores); Intel® Core™ i5-6500T with Intel HD Graphics 530 (2.5 GHz, up to 3.1 GHz with Intel Turbo Boost, 5 MB cache, 4 cores); Intel® Core™ i3-6300T with Intel HD Graphics 530 (3.3 GHz, 4 MB cache, 2 cores); Intel® Pentium® G4500T with Intel HD Graphics 530 (3 GHz, 3 MB cache, 2 cores); Intel® Pentium® G4400T with Intel HD Graphics 510 (2.9 GHz, 3 MB cache, 2 cores)
Chipset	Intel® Q170
Maximum Memory	32 GB DDR4-2133 SDRAM (Transfer rates up to 2133 MT/s)
Memory Slots	2 SODIMM
Internal Storage	128 GB up to 256 GB Turbo Drive M.2 SSD ⁴ 128 GB up to 256 GB Turbo Drive G2 M.2 SSD ⁴ 120 GB up to 512 GB SATA 3D SSD ⁴ 500 GB up to 1 TB SATA SSD ⁴ up to 2 TB SATA (5400 rpm) ⁴ 500 GB up to 1 TB SATA (7200 rpm) ⁴
Available Graphics	Integrated: Intel® HD Graphics ⁶ (Integrated graphics will depend on processor)
Audio	DTS Studio Sound™ audio management technology, HD audio with Realtek ALC221 codec (all ports are stereo), microphone and headphone front ports (3.5 mm), audio line-out rear port (3.5 mm), multi-streaming capable, internal speaker
Communications	LAN: Intel® i219M GbE WLAN: Intel® 8260 802.11ac wireless M.2; Broadcom BCM94322B2 802.11n wireless M.2 with Bluetooth®; Broadcom BCM94322B2 802.11n wireless M.2 ⁵
Expansion Slots	1 M.2 (1 M.2 PCIe for WLAN, 1 M.2 PCIe for storage)
Ports and Connectors	Front: 2 USB 3.0 (1 charging); 1 USB Type-C™; 1 headphone/microphone; 1 headphone connector Back: 4 USB 3.0; 1 RJ-45; 1 VGA; 1 serial (optional); 1 HD/MI (optional); 2 DisplayPort (1 optional) (If serial or HDMI is selected, then only 1 Display Port remains available.)
Internal Drive Bays	One 2.5"
Available Software	HP business PCs are shipped with a variety of software titles including HP ePrint Driver, HP PageLift, HP Support Assistant, and HP Recovery Disk Creator. Please refer to this product's quick spec document for a full list of preinstalled software. ^{8,9}
Security Management	Trusted Platform Module, SLB9670TT1.2FW4.40 (TPM) 1.2 (Common Criteria EAL4+ certified), field upgradeable to 2.0; SATA port disablement (via BIOS); Drive lock; Intel® Identity Protection Technology (IPT); Serial, parallel, USB enable/disable (via BIOS); Optional USB port disable at factory (user configurable via BIOS); Removable media write/boot control; Power-on password (via BIOS); Setup password (via BIOS); Hood sensor; Support for chassis padlock devices; Support for chassis cable lock devices ¹⁰
Power	65 W 89% efficient (external)
Dimensions	6.9 x 7 x 1.3 in 175 x 177 x 34 mm
Weight	2.9 lb 1.3 kg (Configured with 1 hard drive. Exact weight depends on configuration.)
Environmental	Low halogen ¹²
Energy Efficiency Compliance	ENERGY STAR® certified and EPEAT® Gold registered configurations available ¹¹

HP EliteDesk 800 35W G2 Desktop Mini PC

Accessories and services (not included)

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.
Product number: BT861AA

HP Quick Release Bracket



HP Quick Release is an easy to use, 100 mm VESA-compliant, LCD monitor mounting solution that allows you to quickly and securely attach a flat panel monitor to a variety of stands, brackets, arms or wall mounts. HP Quick Release can also be used for mounting any combination of devices that are compatible with the 100 mm VESA Flat Display Mounting Interface Standard. The failsafe "Sure-Lock" mechanism snaps the monitor (or mounted device) securely in place, and can be further secured with a theft-deterrent security screw.
Product number: EMB70AA

HP Desktop Mini Security/Dual VESA Sleeve



Wrap your HP Desktop Mini PC in the HP Desktop Mini Security/Dual VESA Sleeve to securely mount your PC behind your display, position your solution on a wall, and lock it down with the optional HP Ultra-Slim Cable Lock.
Product number: G1K22AA

HP Desktop Mini 500GB Hard Drive I/O Module



Add an extra hard drive to your HP Desktop Mini PC and enable compatibility with your existing and legacy peripherals with the HP Desktop Mini 500GB HDD/I/O Module.
Product number: K9Q82AA

HP Desktop Mini DVD Super Multi-Writer ODD Module



Add a DVD Super-Multi Writer to your HP Desktop Mini PC with HP Desktop Mini DVD Super Multi-Writer ODD Module.¹
Product number: K9Q83AA

HP PC Mounting Bracket for Monitors



Customize an altogether better solution with the HP PC Mounting Bracket for Monitors, which lets you attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind select HP Z Displays and EliteDisplays.
Product number: N6N00AA

HP 3 Year Recover & Restore Service



Care Pack

HP Recover & Restore Service includes recovery of data in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware; onsite operating system restoration and easy access to HP-certified remote diagnosis and troubleshooting. Get help with installation, setup, sync, and troubleshooting for computer operating systems and common software applications.
Product number: U9AN7E

Messaging Footnotes

- ¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.
- ² Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.
- ³ HP BIOSphere features may vary depending on the PC platform & configuration.
- ⁴ Requires Windows.
- ⁵ Mounting hardware required and sold separately.
- ⁶ MIL-STD testing is pending and is not intended to demonstrate fitness for U.S. Department of Defense contract requirements or for military use. Test results are not a guarantee of future performance under these test conditions. Accidental damage or damage under the MIL STD test conditions requires an optional HP Accidental Damage Protection Care Pack.
- ⁷ EPEAT® Gold registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ⁸ Some functionality of vPro, such as Intel® Active Management Technology and Intel Virtualization Technology, requires additional third party software in order to run. Availability of future "virtual appliances" applications for Intel vPro technology is dependent on third party software providers. Microsoft Windows required.
- ⁹ Displays sold separately, mounting requires HP PC Mounting Bracket for Monitors, sold separately. See product QuickSpecs for exact PC compatibility.
- ¹⁰ Sold separately or as an optional feature.
- ¹¹ Elite support only available in the US and Canada in English.

Technical Specifications Footnotes

- ¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.
- ² This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 10 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.
- ³ Multicore is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.
- ⁴ Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.
- ⁵ Wireless cards are optional or add-on features and requires separately purchased wireless access point and internet service. Availability of public wireless access points limited. The specifications for the 802.11ac WLAN are draft specifications and are not final. If the final specifications differ from the draft specifications, it may affect the ability of this desktop PC to communicate with other 802.11ac WLAN devices.
- ⁶ HD content required to view HD images.
- ⁷ Optional or add-on feature.
- ⁸ HP ePrint requires an Internet connection to HP web-enabled printer and HP ePrint account registration (for a list of eligible printers, supported documents and image types and other HP ePrint details, see www.hp.com/go/businessmobileprinting).
- ⁹ HP PageLift requires Windows 7 or higher.
- ¹⁰ This product ships with TPM 1.2 with option to upgrade to TPM 2.0. Upgrade utility is expected to be available by the end of 2015 via HP Customer Support.
- ¹¹ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ¹² External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. Bluetooth is a trademark of its proprietor used by Hewlett-Packard Company under license. Intel and Core are trademarks of Intel Corporation in the U.S. and other countries. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together are registered trademarks, and DTS Studio Sound is a trademark of DTS, Inc. © DTS, Inc. All Rights Reserved. All other trademarks are the property of their respective owners.



Attachment 10 – HP ProDesk 600 G2



Datasheet

HP ProDesk 600 G2 Desktop Mini PC



Equipped with the latest business-class performance and security features the HP ProDesk 600 Desktop Mini works with a complete line of accessories creating a smart solution for your work space.



- Windows 10 Pro¹
- 6th Gen Intel® Core™ Processors²

Perform at the speed of work

Power through your day with speed on a PC that takes up very little space. Get the latest in processing technology with your choice of 6th Gen Intel® Core™ processors² and Intel® HD Graphics.

Keep it secure, keep it simple

Help keep your PC safe with optional security accessories³ to deter theft and a full portfolio of HP security solutions including HP BIOSphere,⁴ HP Client Security Suite,⁵ and new Windows 10 Pro¹ features.

The right balance

The HP ProDesk 600 Desktop Mini delivers powerful commercial-grade performance, security, and manageability at a value that lets you keep business growing.

Versatile deployment options

Incorporate the HP ProDesk Desktop Mini into different work environments utilizing innovative mounting, expansion, and security options³ that help you create the right solution for your work space.

Featuring

- Help secure the future of your business. PCs from HP make the most of Windows 10 Pro¹ to protect you from today's security threats and maximize management and productivity features for business.
- The HP ProDesk 600 Desktop Mini endured 120,000 hours of rigorous testing during the HP Total Test Process. This combined with HP temperature controls helps provide reliability for your work environment.
- Keep an available ENERGY STAR® certified PC on and updated with low energy consumption.
- HP BIOSphere⁴ is your security toolkit to safeguard and manage critical business data and devices.
- Reduce the complexity of administration. HP Touchpoint Manager,⁶ Windows 10 Pro¹ manageability features and HP Common Core BIOS, provide enterprise-class manageability for your assets.
- Select Pro and Elite Displays with integrated VESA mount options, easily create a complete solution with your Mini. Directly mount the Mini to the monitor or stand with optional accessories for a clean connection.
- Increase storage and performance with an optional powerful HP Turbo Drive³ that handles your growing and complex workloads.
- Get the same HP configuration across the globe for your international business, available in more than 180 countries where HP conducts business.



HP ProDesk 600 G2 Desktop Mini PC Specifications Table



Form Factor	Mini
Available Operating System	Windows 7 Professional ¹ Windows 10 Home 64 ¹ Windows 8.1 Pro 64 ¹ Windows 8.1 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 32 (available through downgrade rights from Windows 10 Pro) ² Windows 7 Professional 64 (available through downgrade rights from Windows 8.1 Pro) ³ Windows 7 Professional 32 (available through downgrade rights from Windows 8.1 Pro) ³ Windows 7 Professional 64 ¹ Windows 7 Professional 32 ¹ FreeDOS 2.0
Available Processors⁴	Intel® Core™ i7-6700T with Intel HD Graphics 530 (2.8 GHz, up to 3.6 GHz with Intel Turbo Boost, 8 MB cache, 4 cores); Intel® Core™ i5-6600T with Intel HD Graphics 530 (2.7 GHz, up to 3.5 GHz with Intel Turbo Boost, 6 MB cache, 4 cores); Intel® Core™ i5-6500T with Intel HD Graphics 530 (2.5 GHz, up to 3.1 GHz with Intel Turbo Boost, 6 MB cache, 4 cores); Intel® Core™ i3-6300T with Intel HD Graphics 530 (3.3 GHz, 4 MB cache, 2 cores); Intel® Core™ i3-6100T with Intel HD Graphics 530 (3.2 GHz, 3 MB cache, 2 cores); Intel® Pentium® G4500T with Intel HD Graphics 530 (3 GHz, 3 MB cache, 2 cores); Intel® Pentium® G4400T with Intel HD Graphics 510 (2.9 GHz, 3 MB cache, 2 cores)
Chipset	Intel® Q150
Maximum Memory	32 GB DDR4-2133 SDRAM ⁵ (Transfer rates up to 2133 MT/s)
Memory Slots	2 SODIMM
Internal Storage	128 GB up to 256 GB Turbo Drive M.2 SSD ⁶ 120 GB up to 512 GB SATA SSD ⁶ 120 GB up to 256 GB SATA SE SSD ⁶ 500 GB up to 1 TB SATA SSHD ⁶ 500 GB up to 1 TB SATA (7200 rpm) ⁶ up to 2 TB SATA (5400 rpm) ⁶
Available Graphics	Integrated: Intel® HD Graphics ⁹ (Integrated graphics will depend on processor)
Audio	DTS Sound+™ audio management technology, HD audio with Realtek ALC221 codec (all ports are stereo), microphone and headphone front ports (3.5 mm), audio line-out rear port (3.5 mm), multi-streaming capable, internal speaker.
Communications	LAN: Intel® i219M GbE WLAN: Intel® 3165 802.11ac wireless M.2 with Bluetooth ⁸ ; Intel® 3165 802.11ac wireless M.2; Intel® 7265 802.11ac wireless M.2 with Bluetooth ⁸ ; Intel® 7265 802.11ac wireless M.2; Intel® 7265 802.11n wireless M.2 with Bluetooth ⁸ ; Intel® 7265 802.11n wireless M.2; Intel® 7265 802.11n wireless PCIe; Broadcom BCM943228Z 802.11n wireless M.2 with Bluetooth ⁸ ; Broadcom BCM943228Z 802.11n wireless M.2 ⁷
Expansion Slots	2 M.2
Ports and Connectors	Front: 2 USB 3.0 (1 charging); 1 USB Type-C™; 1 headphone/microphone combo Back: 4 USB 3.0; 1 RJ-45; 2 DisplayPort; 1 VGA; 1 serial (optional); 1 HDMI (optional)
Internal Drive Bays	One 2.5"; One M.2
Available Software	HP business PCs are shipped with a variety of software titles including HP ePrint Driver, HP PageLift, HP Support Assistant, HP QuickStart, HP Recovery Disk Creator, and HP Recovery Manager. Please refer to this product's quick spec document for a full list of preinstalled software. ¹⁰
Security Management	HP BIOSphere; Infineon TPM SLB9670 1.2/2.0; Hood sensor; Security Loop; Ultralim cable lock (optional) ¹¹

Management Features	Intel Standard Manageability and Common Core BIOS
Power	65 W 89% efficient (external)
Dimensions	6.9 x 1.3 x 7 in 175 x 34 x 177 mm
Weight	2.9 lb (Configured with 1 hard drive. Exact weight depends on configuration.) 1.3 kg
Environmental	Low halogen ¹³
Energy Efficiency Compliance	ENERGY STAR [®] certified and EPEAT [®] registered configurations available ¹²

HP ProDesk 600 G2 Desktop Mini PC

Accessories and services (not included)

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.
Product number: BT861AA

HP Quick Release Bracket



HP Quick Release is an easy to use, 100 mm VESA-compliant, LCD monitor mounting solution that allows you to quickly and securely attach a flat panel monitor to a variety of stands, brackets, arms or wall mounts. HP Quick Release can also be used for mounting any combination of devices that are compatible with the 100 mm VESA Flat Display Mounting Interface Standard. The failsafe "Sure-Lock" mechanism snaps the monitor (or mounted device) securely in place, and can be further secured with a theft-deterrent security screw.
Product number: EM870AA

HP Desktop Mini Security/Dual VESA Sleeve



Wrap your HP Desktop Mini PC in the HP Desktop Mini Security/Dual VESA Sleeve to securely mount your PC behind your display, position your solution on a wall, and lock it down with the optional HP Ultra-Slim Cable Lock.
Product number: G1K22AA

HP Desktop Mini 500GB Hard Drive I/O Module



Add an extra hard drive to your HP Desktop Mini PC and enable compatibility with your existing and legacy peripherals with the HP Desktop Mini 500GB HDD/I/O Module.
Product number: K9Q82AA

HP Desktop Mini DVD Super Multi-Writer ODD Module



Add a DVD Super-Multi Writer to your HP Desktop Mini PC with HP Desktop Mini DVD Super Multi-Writer ODD Module.¹
Product number: K9Q83AA

HP PC Mounting Bracket for Monitors



Customize an altogether better solution with the HP PC Mounting Bracket for Monitors, which lets you attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind select HP Z Displays and EliteDisplays.
Product number: N6H00AA

HP 3 Year Recover & Restore Service



HP Recover & Restore Service includes recovery of data in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware; onsite operating system restoration and easy access to HP-certified remote diagnosis and troubleshooting. Get help with installation, setup, sync, and troubleshooting for computer operating systems and common software applications.
Product number: U9AN7E

Messaging Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

² Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. 64-bit computing system required. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

³ Sold separately or as an optional feature.

⁴ HP BIOSphere features may vary depending on the PC platform & configuration.

⁵ Requires Windows.

⁶ HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see www.hp.com/touchpoint for availability information. Third party management software sold separately.

Technical Specifications Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

² This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 10 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.

³ This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 8.1 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.

⁴ Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

⁵ Transfer rates up to 2133 MB/s

⁶ For storage drives, GB = 1 billion bytes, TB = 1 trillion bytes. Actual formatted capacity is less. Up to 16 GB (for Windows 7) and up to 36 GB (for Windows 8.1 and 10) of system disk is reserved for system recovery software.

⁷ Wireless cards are optional or add-on features and requires separately purchased wireless access point and Internet service. Availability of public wireless access points limited. The specifications for the 802.11ac WLAN are draft specifications and are not final. If the final specifications differ from the draft specifications, it may affect the ability of the notebook to communicate with other 802.11ac WLAN devices.

⁸ HD content required to view HD images.

⁹ Optional or add-on feature.

¹⁰ HP ePrint requires an Internet connection to HP web-enabled printer and HP ePrint account registration (for a list of eligible printers, supported documents and image types and other HP ePrint details, see www.hp.com/go/businessmobileprinting). HP PageLift requires Windows 7 or higher.

¹¹ HP BIOSphere available only on business PCs with HP BIOS.

¹² EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

¹³ External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2015–2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. Bluetooth is a trademark of its proprietor used by Hewlett-Packard Company under license. Microsoft and Windows are U.S. trademarks of the Microsoft group of companies. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together are registered trademarks, and DTS Studio Sound is a trademark of DTS, Inc. © DTS, Inc. All Rights Reserved. All other trademarks are the property of their respective owners.



Attachment 11 – HP ProBook 650 G2



Datasheet

HP ProBook 650 G2 Notebook PC



Equip your workforce with HP's most configurable and cost effective notebook PC. Confidently deploy the HP ProBook 650 which combines support for legacy features that provide long-term stability with modern security for today's business.



- Windows 10 Pro¹
- Screen Size: 15.6" diagonal

Easy integration

Help get the most out of existing IT investments with the HP ProBook 650. Take advantage of legacy features like a standard VGA port, an RJ-45 connection, an optional optical drive,² and a native serial port.

Powerful processing and drive options

Select from powerful 6th Gen Intel® Core™ processors³ and integrated Intel® HD UMA graphics along with other configurable options that let businesses configure the right ProBook 650 for each user's needs.

Professional-grade

Create a full featured experience with powerful processors, robust DDR4 memory, and professional-grade peripheral devices like HP Pro Displays and an HP Ultralim dock.²

Executive-class collaboration

Interact naturally with your PC using an optional FHD Touch screen and Cortana⁴ on Windows 10 Pro.¹ Enjoy impressive collaboration tools like Skype for Business,⁵ HP Noise Reduction Software, and a 720p webcam for collaboration on the go.

Featuring

- Be productive in any situation. Experience the new features of Windows 10 Pro¹ on the powerful, touch² optional HP ProBook 650 with AMD Radeon™ discrete graphics 2GB-GDDR5.²
- HP BIOSphere boosts security and keeps mission-critical data and systems under lock and key with customizable authentication and BIOS-level passwords.⁶
- Help suppress ambient noise including keyboard clicks with HP Noise Reduction Software.
- Help make good speakers sound great with the HP Clear Sound Amp.
- Stand up to the workload with a ProBook that passed MIL-STD 810G testing.⁷
- Help protect your ProBook with a spill-resistant HP Premium Keyboard with backlit² options available.
- Get the same HP configuration across the globe, available in more than 180 countries where HP conducts business.
- Avoid surprises by tracking device health and security policy enforcement. With the HP Touchpoint Manager app, IT can quickly address risks to keep devices functional, and employees productive.⁸

HP ProBook 650 G2 Notebook PC Specifications Table



Available Operating System	Windows 10 Pro 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 10 Pro 64) ² Windows 7 Professional 32 (available through downgrade rights from Windows 10 Pro 64) ² Windows 10 Home 64 ¹ Windows 8.1 Pro 64 ²³ Windows 8.1 64 ²³ Windows 7 Professional 64 ²³ Windows 7 Professional 32 ²³ FreeDOS
Processor Family	Intel® Core™ i7 processor; Intel® Core™ i5 processor; Intel® Core™ i3 processor ³
Available Processors	Intel® Core™ i7-6820HQ with Intel HD Graphics 530 (2.7 GHz, up to 3.6 GHz with Intel Turbo Boost Technology, 8 MB cache, 4 cores); Intel® Core™ i7-6600U with Intel HD Graphics 520 (2.6 GHz, up to 3.4 GHz with Intel Turbo Boost Technology, 4 MB cache, 2 cores); Intel® Core™ i5-6440HQ with Intel HD Graphics 530 (2.6 GHz, up to 3.5 GHz with Intel Turbo Boost Technology, 6 MB cache, 4 cores); Intel® Core™ i5-6300U with Intel HD Graphics 520 (2.4 GHz, up to 3 GHz with Intel Turbo Boost Technology, 3 MB cache, 2 cores); Intel® Core™ i5-6200U with Intel HD Graphics 520 (2.3 GHz, up to 2.8 GHz with Intel Turbo Boost Technology, 3 MB cache, 2 cores); Intel® Core™ i3-6100U with Intel HD Graphics 520 (2.3 GHz, 3 MB cache, 2 cores) Intel® vPro™ Technology (select models) ^{34,22}
Chipset	Chipset is integrated with processor
Maximum Memory	16 GB DDR4-2133 SDRAM ⁵ (Transfer rates up to 2133 MT/s. Both slots are customer accessible/upgradeable. Supports dual channel memory.)
Memory Slots	2 SODIMM
Internal Storage	1 TB SATA (5400 rpm) ⁶ 500 GB SATA (7200 rpm) ⁶ 500 GB SATA SED (7200 rpm) ⁶ 500 GB SATA FIPS 140-2 SED (7200 rpm) ⁶ 500 GB SATA SSHD ⁶ 128 GB up to 512 GB SATA TLC SSD ⁶ 180 GB up to 256 GB SATA MLC SSD ⁶ 256 GB M.2 PCIe SSD ⁶
Optical Drive	Blu-ray ROM DVD +/-RW SuperMulti DL; DVD +/-RW SuperMulti DL; DVD-ROM ⁷ (Option of no optical drive.)
Display	15.6" diagonal HD SVA anti-glare slim LED-backlit (1366 x 768); 15.6" diagonal FHD SVA anti-glare slim LED-backlit (1920 x 1080); 15.6" diagonal FHD SVA slim LED-backlit touch screen (1920 x 1080) ¹²
Available Graphics	Integrated: Intel® HD Graphics 520; Intel® HD Graphics 530 Discrete: AMD Radeon™ R7 M365X (2 GB GDDR5 dedicated) (Discrete graphics available in Feb 2016.)
Audio	HD audio with DTS Studio Sound™; two integrated stereo speakers; Dual array microphones; Headphone and microphone combo jack ¹²
Wireless Technologies	HP lt4120 Qualcomm® Snapdragon™ X5 LTE Mobile Broadband Module; HP hs3110 HSPA+ Mobile Broadband; Intel® 802.11 a/b/g/n/ac (2x2) and Bluetooth® 4.2 Combo; Broadcom 802.11 a/b/g/n (2x2) and Bluetooth® 4.0 Combo; Broadcom 802.11 b/g/n (1x1) WiFi and Bluetooth® 4.0 Combo; Realtek 802.11 b/g/n (1x1) Wi-Fi; Near Field Communication (NFC) module (optional); Intel® Pro Wireless Display (WIDI Pro) ^{8,9,10,11} (Support for Miracast (Windows 8.1 and Windows 10))
Communications	Intel® Ethernet Connection I219-V; Intel® Ethernet Connection I219-LM
Expansion Slots	1 media card reader (Supports SD, SDHC, SDXC.)
Ports and Connectors	1 USB 3.0; 1 USB 3.0 charging; 1 USB Type-C™; 1 DisplayPort; 1 VGA; 1 headphone/microphone combo; 1 AC power; 1 RJ-45; 1 docking connector; 1 serial (optional)
Input Device	HP Premium Spill-Resistant Keyboard; HP Premium Spill-Resistant Backlit Keyboard (optional); HP Premium Spill-Resistant Backlit Keyboard and Dual Point (optional); Touchpad with on/off button, supports 2-way scroll, taps and gestures enabled by default, two-finger scrolling, two finger zoom (pinch)
Camera	720p HD webcam (optional) ¹²
Available Software	HP Client Security; HP BIOSphere; HP Client Management Solutions; HP Touchpoint Manager; HP ePrint Driver; HP Mobile Connect Pro; HP Noise Reduction Software; HP Support Assistant ^{13,14,15,16,17,18,19}
Security Management	HP Client Security; HP BIOSphere; Optional Self-Encrypting or FIPS Certified Storage Drives; Security lock slot (lock must be purchased separately); TPM 1.2; Integrated smart card reader (active); Preboot Authentication (password, Smart Card); HP Fingerprint reader (optional) ²⁰
Power	45 W Smart AC adapter; 65 W Smart AC adapter; 90 W Smart adapter HP Long Life 3-cell, 48 Whr Li-Ion prismatic
Dimensions	14.88 x 10.11 x 1.07 in 37.8 x 25.7 x 2.74 cm

HP ProBook 650 G2 Notebook PC

Accessories and services (not included)

HP Adjustable Dual Display Stand



The HP Adjustable Dual Display Stand allows you to use two displays to maximize your productivity and optimize efficiency. Either or both displays can be rotated to landscape or portrait orientation, and the stand is depth-, height-, tilt-, and angle-adjustable so you can view both screens at eye-level as well as slightly facing each other, letting you track multiple applications and information sources at the same time. Integrated base rollers let you rotate the stand so you can more easily share your work.

Product number: AW664AA

HP UltralSlim Keyed Cable Lock



Designed to fit industry standard lock slot on most HP notebooks

Product number: H4D73AA

HP Business Top Load Case



Comfortably carry your notebook and everyday accessories in the stylish and durable HP Business Top Load Case.

Product number: H5M92AA

HP Ultra Mobile Wireless Mouse



Low-profile, long-life, and designed for comfort.

Here's the long-life wireless mouse that's so compact you can toss it in your carrying case without bulking out its profile, so power-smart it keeps up with your work day, and so comfortable you'll look for reasons to use it.

Product number: H6F25AA

Messaging Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

² Sold separately or as an optional feature.

³ Multicore is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

⁴ Cortana experience may vary by device, region and requires Windows 10. Apps sold separately.

⁵ Skype for business subscription required.

⁶ HP BIOSphere features may vary depending on the PC platform and configurations.

⁷ MIL-STD testing is not intended to demonstrate fitness for U.S. Department of Defense contract requirements or for military use. Test results are not a guarantee of future performance under these test conditions. Damage under the MIL-STD test conditions or any accidental damage requires an optional HP Accidental Damage Protection Care Pack.

⁸ HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see www.hp.com/touchpoint for availability information.

Technical Specifications Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

² This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 10 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.

³ Multicore is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

⁴ Some vPro™ functionality, such as Intel® Active management technology and Intel® Virtualization technology, requires additional 3rd party software in order to run. Availability of future "virtual appliances" applications for Intel vPro technology is dependent on 3rd party software providers. Microsoft Windows required.

⁵ Maximum memory capacities assume Windows 64-bit operating systems. With Windows 32-bit operating systems, memory above 3 GB may not all be available due to system resource requirements.

⁶ For storage drives, GB = 1 billion bytes. Actual formatted capacity is less. Up to 30 GB (for Windows 7, 8 and 10) is reserved for system recovery software.

⁷ Double-layer discs can store more data than single layer discs. However, double-layer discs burned with this drive may not be compatible with many existing single-layer DVD drives and players. Note that this drive cannot read or write to 2.6 GB single-sided/5.2 GB double-sided - version 1.0 media. Don't copy copy-right protected materials. With Blu-Ray, certain disc, digital connection, compatibility and/or performance issues may arise, and do not constitute defects in the product. Flawless playback on all systems is not guaranteed. In order for some Blu-ray titles to play, they may require a DVI or HDMI digital connection and your display may require HDCP support. HD-DVD movies cannot be played on this PC.

⁸ 802.11 wireless is an optional feature. Wireless access point and Internet service is required and is not included. Availability of public wireless access points limited.

⁹ WWAN is an optional feature and requires separately purchased service contract. Check with service provider for coverage and availability in your area. Connection speeds will vary due to location, environment, network conditions, and other factors. 4G LTE not available on all products, and in all regions.

¹⁰ Miracast is a wireless technology your PC can use to project your screen to TVs, projectors, and streaming media players that also support Miracast. You can use Miracast to share what you're doing on your PC and present a slide show. For more information: <http://windows.microsoft.com/en-us/windows-8/project-wireless-screen-miracast>.

¹¹ Intel® WIDI Pro support requires Intel vPro processor, Intel Graphics, and Intel 2x2 ac WLAN.

¹² HD content required to view HD images.

¹³ HP Client Security requires Windows. Self Encrypting HDDs (SEDs) are not supported if the encryption pin is enabled by the user.

¹⁴ HP BIOSphere features may vary depending on the PC platform & configuration.

¹⁵ HP Client Management Solutions are sold separately.

¹⁶ HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see www.hp.com/touchpoint for availability information.

¹⁷ HP ePrint Driver requires an Internet connection to HP web-enabled printer and HP ePrint account registration (for a list of eligible printers, supported documents and image types and other HP ePrint details, see www.hp.com/go/businessmobileprinting).

¹⁸ HP Mobile Connect Pro local country plans are available in UK, Ireland, Belgium, Netherlands, Luxembourg and Fearless Roaming plans are available in Germany, France, Spain and Poland. Please visit <http://www.hp.com/go/mobileconnect>.

¹⁹ HP Support Assistant requires Windows

²⁰ This product ships with TPM 1.2 with option to upgrade to TPM 2.0. Upgrade utility is expected to be available by the end of 2015 via HP Customer Support.

²¹ External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.

²² Intel® Core™ i7-6820HQ and Intel® Core™ i5-6440HQ available Feb 2016

²³ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. See <http://www.microsoft.com>.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Bluetooth is a trademark of its proprietor and used by HP Inc. under license. Intel, Core and vPro are trademarks of Intel Corporation in the U.S. and other countries. AMD, Radeon, and the AMD logo are trademarks of Advanced Micro Devices, Inc. Qualcomm, Snapdragon are trademarks of Qualcomm Incorporated, registered in the United States and other countries. Trademarks of Qualcomm Incorporated are used with permission. For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together are registered trademarks, and DTS Studio Sound is a trademark of DTS, Inc. © DTS, Inc. All Rights Reserved. USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. All other trademarks are the property of their respective owners.



Attachment 12 – HP EliteBook Revolve 810 G3



Datasheet

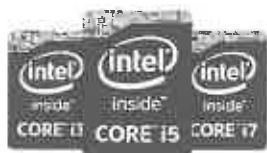
HP EliteBook Revolve 810 G3 Tablet



Work with the enterprise-class EliteBook built to adapt to your needs. The HP EliteBook Revolve 810 transforms to five usage modes all backed by Elite-class durability, performance, security, and manageability for work in the office or on the road.



- Windows 10 Pro
- 11.6-inch diagonal display



Designed for durability

HP's ultra-thin full-performance EliteBook Ultrabook™² that converts to a tablet and is designed to pass MIL-STD 810G tests³ and features a magnesium chassis and spill resistant keyboard.

Bend over backwards flexibility

Take advantage of built-in flexibility with your choice of input from the optional HP Executive Pen,⁴ touchscreen, or keyboard to work with the five usage modes available on the HP EliteBook Revolve 810.

No-compromise performance

Boost your productivity with Windows 8.1,⁵ the latest 5th generation Intel® Core™ i3/i5/i7 ULT processor⁶ technology, long battery life, enterprise-class docking and high performance storage options.

Heavy security, effectively managed

Get security and manageability tools that ease the burden on IT with optional Intel® vPro™⁶ and a comprehensive suite of tools from HP including HP BIOSphere,⁷ HP Sure Start, and HP Touchpoint Manager.⁸

Featuring

- Work with confidence using the heavily tested HP EliteBook Revolve 810.
- Premium components like a magnesium chassis and spill-resistant backlit keyboard allow you to focus on work.
- Help improve your productivity with the optional HP Executive Tablet Pen⁴ with enhanced responsive touch and pinpoint control features.
- Work in more places with multiple connectivity options to help you stay connected on-the-go.
- HP Sure Start detects corruption and self-heals the BIOS.
- Manage data, security, and devices from a single cloud-based solution with HP Touchpoint Manager.⁸
- Take advantage of HP's warranty and Global Series support.
- Simplify technical support with Helpdesk by HP Care Services. Rely on cost-effective expertise that's available 24x7, covering multiple brands, devices and operating systems.⁹
- Help maximize cash flow with a monthly subscription to use best-in-class hardware and services — plus, it allows you to replace your PC with a new one every three years.¹⁰

HP EliteBook Revolve 810 G3 Tablet Specifications Table



Available Operating System	Windows 10 Pro 64 ¹ Windows 8.1 Pro for Education 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 10 Pro) ² Windows 8.1 Pro 64 ¹ Windows 8.1 64 ¹ Windows 7 Professional 64 (available through downgrade rights from Windows 8.1 Pro) ²⁰ Windows 7 Professional 64 ¹ FreeDOS ¹
Processor Family	Intel® Core™ i7 processor; Intel® Core™ i5 processor; Intel® Core™ i3 processor
Available Processors¹⁶	Intel® Core™ i7-5600U with Intel HD Graphics 5500 (2.6 GHz, up to 3.2 GHz with Intel Turbo Boost Technology, 4 MB cache, 2 cores); Intel® Core™ i7-5500U with Intel HD Graphics 5500 (2.4 GHz, up to 3 GHz with Intel Turbo Boost Technology, 4 MB cache, 2 cores); Intel® Core™ i5-5300U with Intel HD Graphics 5500 (2.3 GHz, up to 2.9 GHz with Intel Turbo Boost Technology, 3 MB cache, 2 cores); Intel® Core™ i5-5200U with Intel HD Graphics 5500 (2.2 GHz, up to 2.7 GHz with Intel Turbo Boost Technology, 3 MB cache, 2 cores); Intel® Core™ i3-5010U with Intel HD Graphics 5500 (2.1 GHz, 3 MB cache, 2 cores)
Chipset	Chipset is integrated with processor
Memory	4 GB DDR3L-1600 SDRAM (onboard); 4 GB DDR3L-1600 SDRAM (optional); 8 GB DDR3L-1600 SDRAM (optional) (Transfer rates up to 1600 MT/s; 4 GB memory onboard, may add additional: 4 GB (8 GB total) or 8 GB (12 GB total))
Internal Storage	128 GB M.2 SSD; 180 GB M.2 SSD; 256 GB M.2 SSD; 512 GB M.2 SSD; 180 GB M.2 SE SSD; 256 GB M.2 SE SSD ³
Display	11.6" diagonal HD UWVA multitouch-enabled ultra slim LED-backlit (1366 x 768) ⁸
Available Graphics	Intel® HD Graphics 5500 ⁸
Audio	DTS Studio Sound™; Integrated stereo speakers; Integrated microphone (dual-microphone array); Headphone/microphone combo jack; Buttons for volume up and down
Keyboard	Full size, spill-resistant backlit keyboard
Accessories	Active pen (select configurations)
Wireless Technologies	HP hs3110 HSPA+ Mobile Broadband; HP lt4112 LTE/HSPA+ Qualcomm® Gobi™ 4G Mobile Broadband; HP lt4211 LTE/EV-DO/HSPA+ Qualcomm® Gobi™ 4G Mobile Broadband; Intel Dual Band Wireless-N 7265AN 802.11 a/b/g/n WIDI (2x2) WiFi and Bluetooth® 4.0 Combo; Intel Dual Band Wireless-AC 7265 802.11 a/b/g/b/ac WIDI (2x2) WiFi and Bluetooth® 4.0 Combo ^{4,5,6,7}
Expansion Slots	1 microSD
Ports and Connectors	1 USB 3.0; 1 USB 3.0 charging; 1 DisplayPort 1.2; 1 headphone/microphone combo; 1 side docking connector; 1 RJ-45; 1 AC power
Camera	720p HD camera ⁹
Available Software	Buy Office; HP PageLift; HP ePrint; PDF Complete Corporate Edition; Evernote; Adobe Flash Player; Skype-ready; HP Power Assistant ^{15,17}
Security Management	HP Client Security Suite; HP Credential Manager; HP Password Manager; HP File Sanitizer; HP Device Access Manager with Just in Time Authentication; HP BIOS with Sure Start 2.0; HP Secure Erase; HP Trust Circles; Microsoft Security Essentials (models with Windows 7 only); Microsoft Defender (models with Windows 8.1); HP SpareKey; Absolute Data Protect; Absolute Persistence Module (models with Windows 7 and Windows 8.1); TPM Embedded Security Chip 1.2; Security lock slot (lock sold separately); HP Touchpoint Manager ^{9,10,11,12,13,14,15}
Dimensions	11.22 x 8.35 x 0.87 in 285 x 212 x 22.2 mm
Weight	Starting at 3.08 lb Starting at 1.4 kg
Power	45 W Smart AC adapter 6 cell, long life 44 WHr Li-ion polymer Up to 12 hours ¹⁹
Sensors	Gyro; Accelerometer; Compass; Ambient light sensor; Proximity; Near Field Communication (NFC)
Energy Efficiency Compliance	ENERGY STAR® certified
Expansion Solutions	HP 2013 UltraSlim Docking Station
Warranty	1-year standard parts, labor and onsite limited warranty, depending on country; 1-year limited warranty on primary battery. Optional HP Care Pack Services are extended service contracts which go beyond your standard warranties. Service levels and response times for HP Care Packs may vary depending on your geographic location. Restrictions and limitations apply. Service starts at date of hardware purchase. For details, visit www.hp.com/go/cpc .

HP EliteBook Revolve 810 G3 Tablet

Accessories and services (not included)

HP 2013 UltraSlim Docking Station



Quickly and easily expand your display, network, and device connectivity to customize an always-ready workspace with the HP 2013 UltraSlim Docking Station, a simple one-click, slide-in side dock for select ultraslim HP EliteBook Notebook PCs.
Product number: D9Y32AA

HP Executive Tablet Pen G2



Write messages and notes in your own handwriting directly on your HP EliteBook Revolve 810 G2 or HP Pro Tablet 610 screen. Then save it—or convert it to typed text to use in other applications.
Product number: F3G73AA

HP DisplayPort To VGA Adapter



Make the most of the available ports on your HP Business Notebook by converting its DisplayPort output to VGA for quick and easy connection to external displays and projectors.
Product number: F7W97AA

HP Comfort Grip Wireless Mouse



The HP Comfort Grip Wireless Mouse features a 30-month battery life and a bold, modern design that integrates seamlessly with HP Business Notebooks.
Product number: H2L63AA

HP OD06XL Long Life Notebook Battery



The HP OD06XL Long Life Battery is an additional or replacement battery for the HP EliteBook Revolve Tablet PC.
Product number: H6L25AA

HP 810 Revolve Protective Case



Enjoy maximum mobility for your HP Elitebook Revolve 810 G1 and G2. Present a picture of durable convenience with the HP Revolve Protective Case with a sleek design that's durable enough to go wherever you go.
Product number: L3580AA

Messaging Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. See <http://www.microsoft.com>.

² Not all configurations will qualify as an Ultrabook™.

³ MIL-STD testing is pending and is not intended to demonstrate fitness for U.S. Department of Defense contract requirements or for military use. Test results are not a guarantee of future performance under these test conditions.

⁴ Sold separately or as an optional feature.

⁵ Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. 64-bit computing system required. Performance will vary depending on your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

⁶ Some functionality of this technology, such as Intel® Active management technology and Intel Virtualization technology, requires additional 3rd party software in order to run. Availability of future "virtual appliances" applications for Intel vPro technology is dependent on 3rd party software providers. Microsoft Windows required.

⁷ HP BIOSphere features may vary depending on the PC platform & configuration.

⁸ HP Touchpoint Manager supports Android™, iOS and Windows operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries; see www.hp.com/touchpoint for availability information. Touchpoint Manager requires purchase of a subscription.

⁹ HP Care Services are optional. Service levels and response times for HP Care Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/care. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

¹⁰ Financing and service offerings available through Hewlett-Packard Financial Services Company and its subsidiaries and affiliates (collectively HPFSC) in certain countries and is subject to credit approval and execution of standard HPFSC documentation. Subscriptions to use are available for 24 or 36 month terms. Rates and terms are based on customer's credit rating, offering types, services and/or equipment type and options. Not all customers may qualify. Not all services or offers are available in all countries. Other restrictions may apply. HPFSC reserves the right to change or cancel this program at any time without notice.

Technical Specifications Footnotes

¹ Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.microsoft.com>.

² This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 10 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.

³ For solid state drives, GB = 1 billion bytes. Actual formatted capacity is less. Up to 16 GB (for Windows 7) and up to 30 GB (for Windows 8.1/10) of system disk is reserved for system recovery software.

⁴ For 802.11, wireless access point and Internet service is required and is not included. Availability of public wireless access points limited.

⁵ WWAN is an optional feature. Broadband use requires separately purchased service contract. Check with service provider for coverage and availability in your area. Connection speeds will vary due to location, environment, network conditions, and other factors. 4G LTE not available on all products, in all regions.

⁶ Bluetooth™ 4.0 is available on Windows 8.1 operating system only.

⁷ 802.11 + Bluetooth combos sold separately or as an optional feature.

⁸ HD content required to view HD images.

⁹ HP Touchpoint Manager supports Android™, iOS and Windows operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries; see www.hp.com/touchpoint for availability information. Touchpoint Manager requires purchase of a subscription. Out-of-band HP only Wipe, Lock, Unlock and reporting of BIOS boot error codes is planned to be available on select HP EliteBooks and required Intel® vPro™ technology and functions in S3/Sleep, S4/Hibernate and S5/Soft Off power states.

¹⁰ HP File Sanitizer is for the use cases outlined in the DOD 5220.22-M Supplement. Does not support Solid State Drives (SSDs). Initial setup required. Web history deleted only in Internet Explorer and Firefox browsers and must be user enabled. With Windows 8.1, user must turn off Enhanced Protection Mode in IE11 for shared on browser close feature.

¹¹ Secure Erase is for the methods outlined in the National Institute of Standards and Technology Special Publication 800-88.

¹² Absolute Data Protect software is preloaded, subscription required. See <http://www.absolute.com/landing/2012/computrace-hp> for complete details. Absolute Data Protect agent is shipped turned off, and must be activated by customers. Service may be limited, check with Absolute for availability outside the U.S. The optional subscription service of Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-software>. If Data Delete is utilized, the Recovery Guarantee payment is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either create a PIN or purchase one or more RSA SecurID tokens from Absolute Software.

¹³ HP Client Security Suite requires Windows

¹⁴ HP SpareKey requires initial user setup

¹⁵ BIOS Absolute Persistence module is shipped turned off, and will be activated when customers purchase and activate a subscription. Service may be limited. Check with Absolute for availability outside the U.S. The optional subscription service of Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-software>. If Data Delete is utilized, the Recovery Guarantee payment is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either create a PIN or purchase one or more RSA SecurID tokens from Absolute Software.

¹⁶ HP ePrint Requires an internet connection to HP web-enabled printer and HP ePrint account registration (for a list of eligible printers, supported documents and image types and other HP ePrint details, see www.hp.com/go/businessmobileprinting)

¹⁷ HP PageLift requires Windows 7 or higher.

¹⁸ Multi-Core is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. 64-bit computing on Intel® architecture requires a computer system with a processor, chipset, BIOS, operating system, device drivers, and applications enabled for Intel® 64 architecture. Processors will not operate (including 32-bit operation) without an Intel® 64 architecture-enabled BIOS. Performance will vary depending on your hardware and software configurations. Intel's numbering is not a measurement of higher performance.

¹⁹ Windows 8 MM12 battery life will vary depending on various factors including product, model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. See www.hp.com for additional details.

²⁰ This system is preinstalled with Windows 7 Professional software and also comes with a license and media for Windows 8.1 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version. You must back up all data (files, photos, etc.) before uninstalling and installing operating systems to avoid loss of your data.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2014, 2015. Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Bluetooth is a trademark of its proprietor and used by Hewlett-Packard Company under license. Intel and Core are trademarks of Intel Corporation in the U.S. and other countries. Qualcomm and Gobi are trademarks of Qualcomm Incorporated, registered in the United States and other countries. Trademarks of Qualcomm Incorporated are used with permission. For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS Licensing Limited. DTS, the Symbol, & DTS and the Symbol together are registered trademarks, and DTS Studio Sound is a trademark of DTS, Inc. © DTS, Inc. All Rights Reserved. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. All other trademarks are the property of their respective owners.



Attachment 13 – HP Elite x2 1012 G1



Datasheet

HP Elite x2 1012 G1



Experience beauty and power that goes beyond expectations with the HP Elite x2 1012. It's a tested-tough 2 in 1 with precision-crafted keyboards³, and a thin and light powerhouse designed to the exacting standards of the enterprise.



- Windows 10 Pro¹
- 12-inch diagonal display

Mobility and style without compromise

Strikingly thin and elegant, the Elite x2 1012 is a 2 in 1 for the mobile workforce and executives who want no compromises when it comes to enterprise-class power, durability, optional LTE connectivity⁴ and productivity on the go, in a stylish design.

Designed for IT, loved by users

Stunning IT friendly design. Elite x2 1012 incorporates Elite global enterprise-class security and manageability features, enterprise-class durability, on-site serviceability,² global sku availability and support across 180 countries.

Accessories built for how you work

At your desk or on the road, meet the specific needs of your work day with the included HP Active Pen with App Launch that uses Wacom technology. Accessorize to boost your efficiency. Add optional enterprise docking solutions⁵ and advanced keyboards.³

Featuring

- Start, work, and transition between modes easily with Windows 10 Pro.¹
- Superb typing experience, with high performance keyboards for productivity on the go with the HP Elite x2 1012 keyboard options.³
- Create with the precision and accuracy of industry preferred Wacom technology in the HP Active Pen with App Launch.
- The quiet fanless design and 10 hours of battery life⁶ lets you work, surf, and connect with colleagues.
- Charge devices, transfer data quickly, and connect to 4k devices with the USB-C™ port with Thunderbolt™ technology.
- Conduct virtual meetings with Audio by Bang & Olufsen, HP Noise Reduction Software and front/back camera.
- Help keep sensitive information safe with the latest with Windows 10 Pro¹ and HP Client Security⁶ technology solutions.
- Reduce management time thanks to the 2 in 1 design and HP Client Management Solutions⁵ and Intel® vPro™⁵
- Simplify technical support with Helpdesk by HP Care. Rely on cost-effective expertise that's available 24x7, covering multiple brands, devices and operating systems.⁷

HP Elite x2 1012 G5

Accessories and services (not included)

HP Elite x2 1012 Protective Case



Give your HP Elite x2 1012 an extra layer of protection wherever the day takes you with the stylish, business-class HP Elite x2 1012 Protective Case.
Product number: T3P15AA

HP USB-C to HDMI Adapter



Project your notebook or tablet's high-definition video and audio content to an external display, TV, or projector with the HP USB-C™ to HDMI Adapter.
Product number: N9K77AA

HP USB-C to VGA Adapter



Drive your notebook or tablet's video content to an external display, TV, or projector with the HP USB-C™ to VGA Adapter.
Product number: N9K76AA

HP USB 3.0 to Gigabit LAN Adapter



Convert your notebook's high-speed USB 3.0 connection to a fast 10/100/1000 Ethernet connection with the USB 3.0 to Giga LAN Adapter.
Product number: N7P47AA

HP Elite Thunderbolt 3 65W Dock



Create a remarkably powerful and streamlined workspace without the clutter with the HP Elite Thunderbolt 3¹ 65W Dock. Get expansive device, display, and network connectivity plus simultaneous charging of your system through one simple cable from the dock to your HP EliteBook.
Product number: P5Q54AA

HP Elite Top Load Colombian Leather Case



Set a new style standard when you're on the move with the HP Elite Top Load Colombian Leather Case¹, a beautifully lush full-grain leather bag that helps protect your devices and data and has ultimate expandability for your everyday essentials without the extra bulk.
Product number: T9H72AA

HP Tablet Master Key Lock



Help protect your mobile device from walking away with the HP Tablet Master Key Lock.¹
Product number: T8X45AA

Attachment 14 – HP ProDisplay P222va

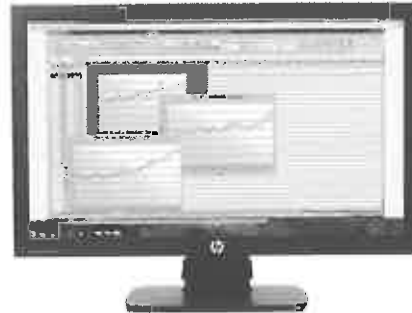


Datasheet

HP ProDisplay P222va 21.5-inch Monitor



Put your HP Pro PC content front and center on an ample 21.5-inch diagonal display with the HP ProDisplay P222va Monitor. The sleek design delivers essential presentation features and advanced connectivity for your everyday business productivity at a highly affordable price point.



Fabulous front-of-screen.

- Get crisp image clarity for all your content on the 21.5-inch diagonal screen with 1920 x 1080 resolution, and 3000:1 contrast ratio.¹ 178-degree viewing angles mean everybody has a great view of the screen.

High-speed connection for FHD Imagery.

- Experience stunning FHD picture quality, ultra-fast graphics refresh, and vivid colors from the DisplayPort connection, which also supports multiple monitor connections from a single PC. Get legacy device compatibility from the VGA connector.

Create an efficient, easy-to-use workspace.

- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.² Mounting solution requires the additional purchase of HP Quick Release EM870AA. Keep things tidy with an integrated power supply and cable management features.

Additional features

- Reduce power consumption and help lower your costs with an intelligent, energy-efficient, low halogen³ design that is ENERGY STAR[®] and TCO certified and EPEAT[®] Gold registered.⁴
- Free up valuable desk space—the integrated 100-mm VESA pattern supports wall or HP Single Monitor Arm⁵ mounting with the HP Quick Release⁵—or select the head-only model⁵ if you don't need a stand at all.
- Customize a total solution with options⁵ designed for your display.
- Design the screen for how you work with HP Display Assistant software.
- Rest assured that your IT investment is supported by a three-year standard limited warranty. Select HP Care Pack Services⁶ to extend your protection beyond the standard limited warranties.



Vertical alignment



Ports: DisplayPort, VGA



Eco Solutions



Efficient Workspace

HP ProDisplay P222va 21.5-inch Monitor Specifications Table



Product Number	K7X30AA, head only LSU12AA
Display Size (diagonal)	21.5"
Display Type	VA w/LED Backlight
Panel Active Area	18.74 x 10.53 in; 476 x 267.7 mm
Viewing Angle	178° horizontal; 178° vertical
Brightness	250 cd/m ² ¹
Contrast Ratio	3000:1 static; 5000000:1 dynamic ¹
Response Time	8 ms gray to gray ¹
Aspect Ratio	16:9
Native Resolution	1920 x 1080
Resolutions Supported	1920 X 1080; 1680 X 1050; 1600 X 900; 1440 X 900; 1280 X 1024; 1280 x 800; 1280 X 720; 1024 X 768; 800 X 600; 640 X 480
Display Features	Anti-glare; Language selection; LED Backlights; On-screen controls; Plug and Play; User programmable
Input Signal	1 VGA; 1 DisplayPort 1.2 (with HDCP support);
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	28 W (maximum), 24 W (typical), 0.5 W (standby)
Dimensions with Stand (W x D x H)	20.39 x 7.35 x 14.93 in 51.8 x 18.66 x 37.92 cm
Dimensions without Stand (W x D x H)	20.39 x 1.87 x 12.41 in 51.8 x 4.75 x 31.52 cm
Weight	7.95 lb 3.61 kg With stand
Ergonomic Features	Tilt: -5 to +22°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
Energy Efficiency Compliance	ENERGY STAR® certified
What's in the box	AC power cord; VGA cable; DisplayPort cable; CD (includes user guide, warranty, drivers)
Warranty	Protected by HP, including a 3-year standard limited warranty. Optional HP Care Pack Services are extended service contracts that extend your protection beyond the standard warranties. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc .

See important legal disclaimers on the last page

Accessories and services (not included)

HP Quick Release Bracket



HP Quick Release is an easy to use, 100 mm VESA-compliant, LCD monitor mounting solution that allows you to quickly and securely attach a flat panel monitor to a variety of stands, brackets, arms or wall mounts. HP Quick Release can also be used for mounting any combination of devices that are compatible with the 100 mm VESA Flat Display Mounting Interface Standard. The failsafe "Sure-Lock" mechanism snaps the monitor (or mounted device) securely in place, and can be further secured with a theft-deterrent security screw.

Product number: EM870AA

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.

Product number: BT861AA

HP Dual Output USB Graphics Adapter



Increase screen real estate and productivity with a dual-monitor setup with the HP Dual Output USB Graphics Adapter, featuring DVI-I and DisplayPort outputs to drive displays at high resolutions through a single USB 3.0 B connection to your PC.

Product number: CSU89AA

HP USB Graphics Adapter



The super-compact HP USB Graphics Adapter enables connection of up to six simultaneous displays (one per adapter) to help you boost productivity and multi-task across several open applications.

Product number: NLS71AA

HP LCD Speaker Bar



The LCD Speaker Bar seamlessly attaches to the bezel of the HP Business Monitor and provides full multimedia capabilities.

Product number: NQ576AA

HP Business PC Security Lock Kit



Protect your HP Business PC from tampering or theft in public locations by locking-down peripherals such as keyboards, mice, monitors or USB security devices and preventing the removal of the PC chassis cover.

Product number: PV606AA

HP 4 year Next business day Exchange Standard Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Product Id: 5d1 Cer: UQJ10E

Messaging Footnotes

¹ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² Requires HP Quick Release, sold separately. See product QuickSpecs for exact PC and thin client compatibility.

³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

⁴ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

⁵ Each accessory sold separately. Mounting hardware sold separately. Head only model sold separately.

⁶ HP Care Pack Services are sold separately. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts from date of hardware purchase. Restrictions and limitations apply. See www.hp.com/go/cpc for details. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

The product could differ from the images shown. © 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR® and the ENERGY STAR® mark are registered trademarks of the U.S. Environmental Protection Agency.



Attachment 15 – HP ProDisplay P232



Datasheet

HP ProDisplay P232 23-inch Monitor



Project your HP Pro PC content to a 23-inch diagonal display with the HP ProDisplay P232 Monitor, which has a sleek design, essential presentation features, and advanced connectivity for your everyday business productivity, all at a highly affordable price point.



High-speed connection for FHD imagery.

- Experience stunning FHD picture quality, ultra-fast graphics refresh, and vivid colors from the DisplayPort connection, which also supports multiple monitor connections from a single PC. Get legacy device compatibility from the VGA connector.

Create an efficient, easy-to-use workspace.

- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.¹ Mounting solution requires the additional purchase of HP Quick Release EM870AA. Keep things tidy with an integrated power supply and cable management features.

Designed with the environment in mind.

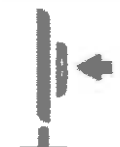
- Reduce power consumption and help lower your costs with an intelligent, energy-efficient, low halogen² design that is ENERGY STAR[®] and TCO certified and EPEAT[®] Gold registered.³

Additional features

- Enjoy crisp, clear Full HD color for all of your content on the 23-inch diagonal screen with 1920 x1080 resolution, 5 ms response time, and 1000:1 contrast ratio.⁴
- Free up valuable desk space—the integrated 100-mm VESA pattern supports wall or HP Single Monitor Arm⁵ mounting. Select the head-only model⁶ if you don't need a stand at all.
- Customize a total solution with options⁷ designed for your display.
- Design the screen for how you work with HP Display Assistant software.
- Rest assured that your IT investment is supported by a three-year standard limited warranty, and a stable product lifecycle and minimum one-year lifespan. Add HP Care Pack Services⁸ to extend your protection beyond the standard limited warranties.



Ports: Display, VGA



Efficient Workspace



Eco Solutions

HP ProDisplay P232 23-inch Monitor Specifications Table



Product Number	K7X31AA
Display Size (diagonal)	23"
Display Type	TN w/LED backlight
Panel Active Area	20.04 x 11.27 in; 509.2 x 286.4 mm
Viewing Angle	170° horizontal; 160° vertical
Brightness	250 cd/m ² ¹
Contrast Ratio	1000:1 static; 5000000:1 dynamic ¹
Response Time	5 ms on/off ¹
Aspect Ratio	16:9
Native Resolution	1920 x 1080
Resolutions Supported	1920 X 1080; 1680 X 1050; 1600 X 900; 1440 X 900; 1280 X 1024; 1280 x 800; 1280 X 720; 1024 X 768; 800 X 600; 640 X 480
Display Features	Anti-glare; Language selection; LED Backlights; On-screen controls; Plug and Play; User programmable
User Controls	Menu; Minus ("-"); Plus ("+") /Source; OK/Auto; Power
Input Signal	1 VGA; 1 DisplayPort 1.2 (with HDCP support);
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	30 W (maximum), 24 W (typical), 0.5 W (standby)
Dimensions with Stand (W x D x H)	21.6 x 7.31 x 16.07 in 54.86 x 18.5 x 40.83 cm
Dimensions without Stand (W x D x H)	21.6 x 2.16 x 13.63 in 54.86 x 5.5 x 34.63 cm
Weight	8.82 lb 4 kg With stand
Ergonomic Features	Tilt: -5 to +22°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
Energy Efficiency Compliance	ENERGY STAR® certified
What's in the box	AC power cord; VGA cable; DisplayPort cable; HP Display Assistant software; CD (includes user guide, warranty, drivers)
Warranty	Protected by HP, including a 3-year standard limited warranty. Optional HP Care Pack Services are extended service contracts that extend your protection beyond the standard warranties. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc .

See important legal disclaimers on the last page

Accessories and services (not included)

HP Adjustable Dual Display Stand



The HP Adjustable Dual Display Stand allows you to use two displays to maximize your productivity and optimize efficiency. Either or both displays can be rotated to landscape or portrait orientation, and the stand is depth-, height-, tilt-, and angle-adjustable so you can view both screens at eye-level as well as slightly facing each other, letting you track multiple applications and information sources at the same time. Integrated base rollers let you rotate the stand so you can more easily share your work.

Product number: AW664AA

HP Dual Output USB Graphics Adapter



Increase screen real estate and productivity with a dual-monitor setup with the HP Dual Output USB Graphics Adapter, featuring DVI-I and DisplayPort outputs to drive displays at high resolutions through a single USB 3.0 B connection to your PC.

Product number: C5U89AA

HP Quick Release Bracket



HP Quick Release is an easy to use, 100 mm VESA-compliant, LCD monitor mounting solution that allows you to quickly and securely attach a flat panel monitor to a variety of stands, brackets, arms or wall mounts. HP Quick Release can also be used for mounting any combination of devices that are compatible with the 100 mm VESA Flat Display Mounting Interface Standard. The failsafe "Sure-Lock" mechanism snaps the monitor (or mounted device) securely in place, and can be further secured with a theft-deterrent security screw.

Product number: EM870AA

HP USB Graphics Adapter



The super-compact HP USB Graphics Adapter enables connection of up to six simultaneous displays (one per adapter) to help you boost productivity and multi-task across several open applications.

Product number: NL571AA

HP LCD Speaker Bar



The LCD Speaker Bar seamlessly attaches to the bezel of the HP Business Monitor and provides full multimedia capabilities.

Product number: NQ576AA

HP Business PC Security Lock Kit



Protect your HP Business PC from tampering or theft in public locations by locking-down peripherals such as keyboards, mice, monitors or USB security devices and preventing the removal of the PC chassis cover.

Product number: PV606AA

HP 4 year Next business day Exchange Large Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Product number: UOJ12E

Messaging Footnotes

¹ Requires HP Quick Release, sold separately. See product QuickSpecs for exact PC and thin client compatibility.

² EPEAT[®] registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

³ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

⁴ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

⁵ Each accessory sold separately. Mounting hardware sold separately. Head only model sold separately.

⁶ HP Care Pack Services are sold separately. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts from date of hardware purchase. Restrictions and limitations apply. See www.hp.com/go/kpc for details. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

The product could differ from the images shown. © 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR[®] and the ENERGY STAR[®] mark are registered trademarks of the U.S. Environmental Protection Agency.



Attachment 16 – HP EliteDisplay E190i



Datasheet

HP EliteDisplay E190i 48 cm (18.9") 5:4 LED Backlit IPS Monitor



The legacy-friendly, business-critical IPS display

The legacy friendly, business-critical IPS display. Get a 5:4 aspect ratio display designed for all of your business-specific applications, now with the impeccable presentation and extra-wide viewing angles of IPS technology. Enjoy customizable comfort from a completely adjustable stand and be environmentally responsible with designed-in energy efficiency.



Now see everything.

- Get great 178-degree viewing angles and stunning color integrity from In-Plane Switching (IPS) technology. Accurately view sharp images and consistent color from almost any angle—with less distortion than conventional TN (Twisted Nematic) panels.

Stay the course.

- Keep the 5:4 aspect ratio that your business-specific enterprise and public sector applications are designed to work with. Enjoy ample space for all your tasks on the 48 cm (18.89") diagonal screen.

Power through your day in comfort.

- Find your most comfortable viewing position with customizable tilt, height adjustment, swivel, and pivot settings.

Help control your environmental impact.

- Reduce power consumption and help lower your costs with an intelligent, energy efficient design that's ENERGY STAR® qualified and EPEAT® Gold registered.¹
- The display also includes mercury-free display backlights, low halogen components,² and arsenic-free display glass.

Performance and connectivity.

- Get crisp, clear content and video from the high 3M:1 dynamic contrast ratio and fast response time.³
- Easily connect media and devices at the monitor with convenient VGA, DVI, and DisplayPort inputs and the integrated USB hub.

Productivity and management software.

- Personalize your workspace with resizable screen partitions and work in documents, spreadsheets, and e-mail in separate regions of the screen—at the same time—with HP Display Assistant software.
- View open applications on all of your connected displays with the expanded toolbar.
- Deter theft with a user-designated PIN that deactivates the monitor if it's disconnected from a PC without approval.

Global HP service and support.

- Rest assured that your IT investment is supported by a standard, three-year limited warranty.
- Rest assured that your IT investment is supported by a standard, three-year limited warranty.
- Select optional HP Care Pack Services⁴ to extend your protection beyond the standard warranties.

HP EliteDisplay E190i 48 cm (18.9") 5:4 LED Backlit IPS Monitor Specifications Table



Product Number	E4U30AA; E4U30AS; E4U30AT
Display size (diagonal)	48 cm (18.9")
Viewing Angle	178° horizontal; 178° vertical
Brightness	250 cd/m ²
Contrast Ratio	1000:1 static; 3000000:1 dynamic ¹
Response Ratio	8 ms gray to gray ¹
Aspect Ratio	5:4
Native Resolution	1280 x 1024
Resolutions Supported	1280 x 1024; 1280 x 800; 1024 x 768; 800 x 600; 720 x 400; 640 x 480
Display Features	Plug and Play; Anti-glare; Anti-static; Asset Control; User programmable; Language selection; On-screen controls; LED Backlights; In plane switching
User Controls	Menu; Minus ("−"); Plus ("+"); OK; Power
Input signal	1 VGA; 1 DVI-D; 1 DisplayPort
Ports and Connectors	3 USB 2.0 (one upstream, two downstream)
Input power	Input voltage: 100 to 240 VAC
Power consumption	28 W (maximum), 25 W (typical), < 0.5 W (standby)
Dimensions with Stand (W x D x H)	41.7 x 19.2 x 48.6 cm (at full height)
Dimensions without Stand (W x D x H)	41.7 x 4.7 x 34.7 cm
Weight	4.9 kg (With stand)
Ergonomic features	Tilt: -5 to +25°; Swivel: ±180°; Pivot rotation: 90°
Environmental	Mercury-free display backlights; Arsenic-free display glass; Low halogen
Energy Efficiency Compliance	ENERGY STAR® qualified
Warranty	3-years limited warranty including 3 years of parts and labour. Certain restrictions and exclusions apply.

HP EliteDisplay E190i 48 cm (18.9") 5:4 LED Backlit IPS Monitor

Accessories and services (not included)

HP Dual Output USB Graphics Adapter



Increase screen real estate and productivity with a dual-monitor setup with the HP Dual Output USB Graphics Adapter, featuring DVI-I and DisplayPort outputs to drive displays at high resolutions through a single USB 3.0 B connection to your PC.

Product number: CSU89AA

HP Integrated Work Center Stand for Ultra Slim Desktop and Thin Client



The HP Integrated Work Center Stand is designed to help maximize the use of limited desk space without compromising performance or productivity by accommodating an HP Compaq 6005 Pro, or 8000 Series HP Ultra-slim Desktop PC or an HP Thin Client and most HP 17 to 24-inch* (43,18 to 60,96 cm) diagonal LCD monitors (please refer to compatibility in the Quick Spec) with VESA standard mounting brackets. * HP monitors weighing 3,4 kg to 4,8 kg (7.5 lbs to 10.5 lbs).

Product number: EBH16AA

HP Quick Release



A secure and easy-to-use mounting solution for your VESA-compliant HP thin clients, compatible HP flat panel monitors and other HP desktop products. Attach to any a compatible stand, bracket or wall mount and make the most of your workspace.

Product number: EM870AA

HP LCD Speaker Bar



Attach seamlessly to the front bezel of your monitor to add full multimedia support features, including stereo speakers with full sound range and an external jack for headphones.

Product number: NQ576AA

HP DisplayPort Cable Kit



Connects a DisplayPort connector on an HP Business Desktop computer to a DisplayPort connector on a monitor.

Product number: VN567AA

5-year Next Business Day Onsite



Receive 5 years of next business day onsite repair from an HP-qualified technician for your computing device, if the issue cannot be solved remotely

Product number: U7935E

Learn more at
www.hp.eu/hpoptions

HP EliteDisplay E190i 48 cm (18.9") 5:4 LED Backlit IPS Monitor

Messaging Footnotes

- ¹ EPEAT® Gold where HP registers commercial display products. See www.epeat.net for registration status in your country.
- ² External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.
- ³ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.
- ⁴ HP Care Pack Services are sold separately. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts from date of hardware purchase. Restrictions and limitations apply. See www.hp.com/go/tpc for details.

Technical specifications disclaimers

- ¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

Learn more at
www.hp.eu/monitors

Get engaged with HP Financial Services
Get engaged with HP Financial Services to implement innovative technologies essential for driving business value and competitive differentiation. More information on www.hp.com/go/hpfs.

Sign up for updates
www.hp.com/go/getupdated

The product could differ from the images shown. © 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA5-0321EEE, October 2014



Attachment 17 – HP ProDisplay P202m



Datasheet

HP ProDisplay P2v21 2v.i5-h n o5itor



Complement your HP Pro PC with the HP ProDisplay P202m Monitor, a sleek display that delivers essential presentation features, integrated audio speakers, and advanced connectivity for your everyday business productivity, all at a highly affordable price point.



(oA hear this)

- Enjoy stereo audio at the display—no external speakers required! With an audio signal streamed over the DisplayPort connection or the traditional audio jack, you get a complete media experience without the extra clutter.

HiFh. speeb -o55e-tio5 uor HD i1 aFery)

- Experience stunning HD picture quality, ultra-fast graphics refresh, and vivid colors from the DisplayPort connection, which also supports multiple monitor connections from a single PC. Get legacy device compatibility from the VGA connector.

f reate a5 emi-ie5tgeasy. to. dse A ormpa-e)

- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.¹ Mounting solution requires the additional purchase of HP Quick Release EM870AA. Keep things tidy with an integrated power supply and cable management features.

Sbbitio5al ueatdres

- Reduce power consumption and help lower your costs with an intelligent, energy-efficient, low halogen² design that is ENERGY STAR[®] and TCO certified and EPEAT[®] Gold registered.³
- Enjoy crisp, clear HD color for all of your content on the 20-inch diagonal screen with 1600 x900 resolution, 5 ms response time, and 1000:1 contrast ratio.⁴
- Free up valuable desk space with mounting options⁵ enabled by the 100-mm VESA pattern, including the HP Adjustable Dual Display Stand, which holds two displays in a single-stand footprint. Select the head-only model⁶ if you don't need a stand.
- Customize a total solution with options⁷ designed for your display.
- Design the screen for how you work with HP Display Assistant software.
- Rest assured that your IT investment is supported by a three-year standard limited warranty. Select HP Care Pack Services⁸ to extend your protection beyond the standard limited warranties.



Integrated Speakers



Ports: DisplayPort, VGA



Eco Solutions

HP ProDisplay P2v21 2v.i5-h n o5itor Gpe-iui-atio5s TaCle



Product ID	K7X28AA
Display Size	20"
Display Type	TN w/LED backlight
Panel Size	17.43 x 9.8 in; 442.8 x 249.1 mm
Viewing Angle	170° horizontal; 160° vertical
Brightness	250 cd/m ² 1
Contrast Ratio	1000:1 static; 5000000:1 dynamic 1
Response Time	5 ms on/off 1
Aspect Ratio	16:9
Native Resolution	1600 x 900
Supported Resolutions	1600 X 900; 1440 X 900; 1280 X 1024; 1280 x 800; 1280 X 720; 1024 X 768; 800 X 600; 640 X 480
Display Features	Anti-glare; Language selection; LED Backlights; On-screen controls; Plug and Play; User programmable
Keyboard Controls	Menu; Minus ("-"); Plus ("+") /Input Control; OK/Auto; Power
Inputs	1 VGA; 1 DisplayPort 1.2;
Ports	1 audio
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	24.45 W (maximum), 23.6 W (typical), 0.5 W (standby)
Dimensions with Stand	18.98 x 7.35 x 14.14 in 48.2 x 18.66 x 35.92 cm
Dimensions without Stand	18.98 x 1.87 x 14.14 in 48.2 x 4.75 x 35.92 cm
Weight	7.59 lb 3.45 kg With stand
Adjustability	Tilt: -5 to +22°
Materials	Arsenic-free display glass; Mercury-free display backlights; Low halogen 2
Energy Efficiency	ENERGY STAR® certified
What's in the Box	AC power cord; VGA cable; DisplayPort cable; Audio cable; CD (includes user guide, warranty, drivers); HP Display Assistant software
Warranty	Protected by HP, including a 3-year standard limited warranty. Optional HP Care Pack Services are extended service contracts that extend your protection beyond the standard warranties. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc .

See important legal disclaimers on the last page

Accessories and services (not included)

HP Quick Release Bracket



HP Quick Release is an easy to use, 100 mm VESA-compliant, LCD monitor mounting solution that allows you to quickly and securely attach a flat panel monitor to a variety of stands, brackets, arms or wall mounts. HP Quick Release can also be used for mounting any combination of devices that are compatible with the 100 mm VESA Flat Display Mounting Interface Standard. The failsafe "Sure-Lock" mechanism snaps the monitor (or mounted device) securely in place, and can be further secured with a theft-deterrent security screw.

Product ID: P01001 Cer: Ph B7v55

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.

Product ID: P01001 Cer: zT80655

HP Dual Output USB Graphics Adapter



Increase screen real estate and productivity with a dual-monitor setup with the HP Dual Output USB Graphics Adapter, featuring DVI-I and DisplayPort outputs to drive displays at high resolutions through a single USB 3.0 B connection to your PC.

Product ID: P01001 Cer: fU88955

HP USB Graphics Adapter



The super-compact HP USB Graphics Adapter enables connection of up to six simultaneous displays (one per adapter) to help you boost productivity and multi-task across several open applications.

Product ID: P01001 Cer: LU7655

HP Business PC Locking Kit



Protect your HP Business PC from tampering or theft in public locations by locking-down peripherals such as keyboards, mice, monitors or USB security devices and preventing the removal of the PC chassis cover.

Product ID: P01001 Cer: Pk0v055

HP 4 year Next business day Exchange Standard Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Product ID: P01001 Cer: U0J10E

Energy Star Footnotes

- ¹ Requires HP Quick Release, sold separately. See product QuickSpecs for exact PC and thin client compatibility.
- ² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.
- ³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ⁴ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.
- ⁵ Each accessory sold separately. Mounting hardware sold separately. Head only model sold separately.
- ⁶ HP Care Pack Services are sold separately. Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts from date of hardware purchase. Restrictions and limitations apply. See www.hp.com/go/cpc for details. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

- ¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.
- ² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

HP Display
hp.com/fo/fetdpbateb

Learn more at
hp.com

The product could differ from the images shown. © 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR® and the ENERGY STAR® mark are registered trademarks of the U.S. Environmental Protection Agency.





HP EliteDisplay E202 20-inch Monitor

Get comfortable and be productive with the affordable, easy-to-deploy HP EliteDisplay E202 20-inch Monitor, an HD+ IPS display that is Certified for Windows 10 and includes excellent ergonomic adjustability and crisp, clear color presentation.



It's all in the details.

- Show and share projects around the room with 178-degree, wide-angle IPS technology. Keep your work front and center on the ample 20-inch diagonal screen and enjoy 1600 x 900¹ HD+ color and clarity for all of your content.

Find your comfort zone.

- Settle into your most comfortable position with adjustable tilt and swivel settings and an impressive 150 mm height adjustment range. Use pivot rotation to customize portrait or landscape views.

Ports for every peripheral.

- Connect to a range of PCs and devices with HDMI, DisplayPort, and VGA inputs. The integrated USB hub keeps everyday devices close at hand with USB connections at the display.

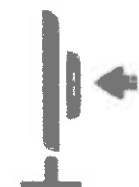
- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.² Keep things tidy with an integrated power supply and cable management features.
- Connect the display to your PC or notebook and experience all Windows 10 has to offer.
- Get an intelligent, energy-efficient design that is ENERGY STAR[®] certified, EPEAT[®] Gold registered³, and meets TCO Certified Edge requirements with 85% Post-Consumer Recycled plastics.
- Design the screen for how you work with HP Display Assistant software.
- Customize a complete solution with HP accessories.⁴ Add audio with the HP Speaker Bar, use an HP Single Arm to take the display off the desk, or choose an HP USB Graphics Adapter for multi-monitor⁵ setups.
- Get three years of service and support, and extend your protection with optional HP Care Packs.⁶



Ergonomic Display



Displayport,
HDMI, VGA



Efficient Workspace

HP EliteDisplay E202 20-inch Monitor Specifications Table



Product Number	M1F41AA
Display Size (diagonal)	50.8 cm (20")
Display Type	IPS w/LED backlight
Panel Active Area	17.43 x 9.81 in; 442.8 x 249.075 mm
Viewing Angle	178° horizontal; 160° vertical
Brightness	250 cd/m ² ¹
Contrast Ratio	1000:1 static; 5000000:1 dynamic ¹
Response Time	7 ms gray to gray ¹
Aspect Ratio	16:9
Native Resolution	1600 x 900 @ 60 Hz (The video card of the connected PC must be capable of supporting 1280 x 720 at 60 Hz and include 1 HDMI outputs to drive the monitor at the Preferred Mode.)
Resolutions Supported	1600 x 900; 1440 x 900; 1280 x 1024; 1280 x 800; 1280 x 720; 1024 x 768; 800 x 600; 720 x 400; 640 x 480
Display Features	Anti-glare; In plane switching; Language selection; LED Backlights; On-screen controls; Pivot rotation; Plug and Play; User programmable
User Controls	Menu; Minus ("−")/Information; Plus ("+")/Input Control; OK/Auto; Power
Input Signal	1 VGA; 1 HDMI (with HDCP support); 1 DisplayPort 1.2 (with HDCP support);
Ports and Connectors	3 USB 2.0 (two downstream and one upstream) ¹
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	33 W (maximum), 22 W (typical), 0.5 W (standby)
Dimensions with Stand (W x D x H)	18.85 x 7.44 x 19.42 in 47.9 x 18.9 x 49.33 cm
Dimensions without Stand (W x D x H)	18.85 x 7.44 x 11.68 in 47.89 x 4.97 x 29.67cm Without stand
Weight	10.12 lb 4.6 kg With stand
Ergonomic Features	Tilt: −5 to +20°; Swivel: ±45°; Height: 150 mm; Pivot rotation: 90°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
What's in the box	Monitor; AC power cord; USB cable; DisplayPort cable; VGA cable; CD (includes User Guide, warranty, drivers)

See important legal disclaimers on the last page

Accessories and services (not included)

HP PC Mounting Bracket for Monitors



Customize an altogether better solution with the HP PC Mounting Bracket for Monitors, which lets you attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind select HP Z Displays and EliteDisplays.

Product number: N6ND0AA

HP Desktop Mini Security/Dual VESA Sleeve



Wrap your HP Desktop Mini PC in the HP Desktop Mini Security/Dual VESA Sleeve to securely mount your PC behind your display, position your solution on a wall, and lock it down with the optional HP Ultra-Slim Cable Lock.

Product number: G1K22AA

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.

Product number: BT861AA

HP Adjustable Dual Display Stand



The HP Adjustable Dual Display Stand allows you to use two displays to maximize your productivity and optimize efficiency. Either or both displays can be rotated to landscape or portrait orientation, and the stand is depth-, height-, tilt-, and angle-adjustable so you can view both screens at eye-level as well as slightly facing each other, letting you track multiple applications and information sources at the same time. Integrated base rollers let you rotate the stand so you can more easily share your work.

Product number: AW664AA

HP LCD Speaker Bar



The LCD Speaker Bar seamlessly attached to the bezel of the HP Business Monitor and provides full multimedia capabilities.

Product number: NQ576AA

HP UHD USB Graphics Adapter



Boost your productivity by extending or mirroring your desktop to a UHD display with the HP UHD USB Graphics Adapter.

Product number: N2UB1AA

HP 4 year Next business day Exchange Standard Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Product number: U0J10E

Messaging Footnotes

¹ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² Requires HP PC Mounting Bracket for Monitors, sold separately. See product QuickSpecs for exact PC and thin client compatibility.

³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

⁴ Each sold separately.

⁵ Sold separately. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/kpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

The product could differ from the images shown. © 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR® and the ENERGY STAR® mark are registered trademarks of the U.S. Environmental Protection Agency.



Attachment 19 – HP EliteDisplay E242



Datasheet

HP EliteDisplay E242 24-inch Monitor



Be a master at multi-tasking with HP EliteDisplay E242 24-inch Monitor, which delivers Full HD resolution, TCO Edge Certified comfort features, and an extra-large screen for all of your work.



Room to navigate.

- See more of your work onscreen at the same time with 1920 x 1200 resolution¹ and a 16:10 aspect ratio on a 24-inch diagonal screen. Collaborate easily with 178-degree viewing angle IPS technology that gives almost everyone in the room a great view.

Suit yourself.

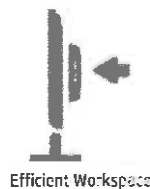
- Meet your comfort requirements and be productive with adjustable tilt and swivel and an impressive 150 mm height adjustment range. Use pivot rotation to customize portrait or landscape views.

Ports for your platforms and peripherals.

- Connect to a range of PCs and USB devices with HDMI, DisplayPort, VGA, and USB ports.

Featuring

- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.² Keep things tidy with an integrated power supply and cable management features.
- Get a display that's ENERGY STAR[®] certified, EPEAT[®] Gold registered³, and meets TCO Certified Edge requirements with 85% Post-Consumer Recycled plastics. It also has mercury-free display backlights, low halogen⁴, and arsenic-free display glass.
- Design the screen for how you work with HP Display Assistant software.
- Customize a complete solution with HP accessories⁵ designed and tested to work with your display.



HP EliteDisplay E242 24-inch Monitor Specifications Table



Product Number	M1P02AA NQ25AA (Head Only)
Display Size (diagonal)	60.96 cm (24")
Display Type	IPS w/LED backlight
Panel Active Area	20.41 x 12.76 in; 518.4 x 324.0 mm
Viewing Angle	178° horizontal; 178° vertical
Brightness	250 cd/m ² ¹
Contrast Ratio	1000:1 static; 5000000:1 dynamic ¹
Response Time	7 ms gray to gray ¹
Aspect Ratio	16:10
Native Resolution	1920 x 1200 @ 60 Hz (The video card of the connected PC must be capable of supporting 1920 x 1200 at 60 Hz and include 1 VGA or 1 DisplayPort or 1 HDMI outputs to drive the monitor at the Preferred Mode.)
Resolutions Supported	1920 x 1200; 1920 x 1080; 1680 x 1050; 1600 x 1200; 1600 x 900; 1440 x 900; 1280 x 1024; 1280 x 800; 1280 x 720; 1024 x 768; 800 x 600; 720 x 400; 640 x 480
Display Features	Anti-glare; In plane switching; Language selection; LED Backlights; On-screen controls; Pivot rotation; Plug and Play; User programmable; User controls
User Controls	Menu; Minus ("−"); Plus ("+"); OK; Power
Input Signal	(1 VGA; 1 HDMI (with HDCP support); 1 DisplayPort 1.2 (with HDCP support))
Ports and Connectors	3 USB 2.0 (Two downstream and one upstream) ¹
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	38 W (maximum), 30 W (typical), 0.5 W (standby)
Dimensions with Stand (W x D x H)	22.13 x 1.97 x 14.86 in 56.22 x 18.9 x 51.9 cm
Dimensions without Stand (W x D x H)	22.13 x 1.97 x 14.86 in 56.22 x 5 x 37.74 cm Without stand
Weight	13.73 lb 6.23 kg With stand
Ergonomic Features	Tilt: -5 to +25°; Swivel: ±45°; Height: 150 mm; Pivot rotation: 90°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
Energy Efficiency Compliance	EPEAT® Silver; ENERGY STAR® certified
What's in the box	Monitor; AC power cord; VGA cable; USB cable; DisplayPort cable; CD (includes User Guide, warranty, drivers)

See important legal disclaimers on the last page

Accessories and services (not included)

HP Adjustable Dual Display Stand



The HP Adjustable Dual Display Stand allows you to use two displays to maximize your productivity and optimize efficiency. Either or both displays can be rotated to landscape or portrait orientation, and the stand is depth-, height-, tilt-, and angle-adjustable so you can view both screens at eye-level as well as slightly facing each other, letting you track multiple applications and information sources at the same time. Integrated base rollers let you rotate the stand so you can more easily share your work.

Product number: AW664AA

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.

Product number: BT861AA

HP Desktop Mini Security/Dual VESA Sleeve



Wrap your HP Desktop Mini PC in the HP Desktop Mini Security/Dual VESA Sleeve to securely mount your PC behind your display, position your solution on a wall, and lock it down with the optional HP Ultra-Slim Cable Lock.

Product number: G1K22AA

HP UHD USB Graphics Adapter



Boost your productivity by extending or mirroring your desktop to a UHD display with the HP UHD USB Graphics Adapter.

Product number: N2U81AA

HP PC Mounting Bracket for Monitors



Customize an altogether better solution with the HP PC Mounting Bracket for Monitors, which lets you attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind select HP Z Displays and EliteDisplays.

Product number: N6N00AA

HP LCD Speaker Bar



The LCD Speaker Bar seamlessly attaches to the bezel of the HP Business Monitor and provides full multimedia capabilities.

Product number: NQ576AA

HP 4 year Next business day Exchange Large Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Product number: U0J12E

Messaging Footnotes

- ¹ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.
- ² Requires HP PC Mounting Bracket for Monitors, sold separately. See product QuickSpecs for exact PC and thin client compatibility.
- ³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- ⁴ Each sold separately.

Technical Specifications Footnotes

- ¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.
- ² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.
- ³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2015 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR® and the ENERGY STAR® mark are registered trademarks of the U.S. Environmental Protection Agency.



Attachment 20 – HP EliteDisplay E222



Datasheet

HP EliteDisplay E222 21.5-inch Monitor



Be productive and comfortable with the HP EliteDisplay E222 21.5-inch Monitor, a Full HD IPS display that delivers crisp, clear color for all of your projects and excellent ergonomic adjustability at an attractive price point.



Clear viewing ahead.

- Collaborate freely with 178-degree views from almost anywhere in the room thanks to IPS technology. An ample 21.5-inch diagonal screen keeps your work front and center and Full HD 1920 x 1080 resolution¹ makes your colors and content pop.

Settle in.

- Be comfortable and productive with adjustable tilt and swivel settings and an impressive 150 mm height adjustment range. Use pivot rotation to customize portrait or landscape views.

Simple, expansive connections.

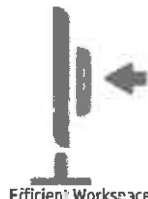
- Enjoy easy connectivity to a range of PCs and devices with HDMI, DisplayPort, and VGA inputs. The integrated USB hub keeps everyday devices close at hand with USB connections at the display.
- Attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind the display.² Keep things tidy with an integrated power supply and cable management features.
- Get a display that's ENERGY STAR[®] certified, EPEAT[®] Gold registered³, and meets TCO Certified Edge requirements with 85% Post-Consumer Recycled plastics. It also has mercury-free display backlights, low halogen⁴, and arsenic-free display glass.
- Design the screen for how you work with HP Display Assistant software.
- Customize a complete solution with HP accessories⁵ designed and tested to work with your display.
- Get three years of service and support, and extend your protection with optional HP Care Packs.⁶



Ergonomic Display



Displayport,
HDMI, VGA



Efficient Workspace

HP EliteDisplay E222 21.5-inch Monitor Specifications Table



Product Number	M1N96AA
Display Size (diagonal)	54.61 cm (21.5")
Display Type	IPS w/LED backlight
Panel Active Area	18.74 x 10.54 in; 476.064 x 267.786 mm
Viewing Angle	178° horizontal; 178° vertical
Brightness	250 cd/m ² ¹
Contrast Ratio	1000:1 static; 5000000:1 dynamic ¹
Response Time	7 ms gray to gray ¹
Aspect Ratio	16:9
Native Resolution	1920 x 1080 @ 60Hz (The video card of the connected PC must be capable of supporting 1920 x 1080 at 60 Hz and include 1 VGA or 1 DisplayPort or 1 HDMI outputs to drive the monitor at the Preferred Mode.)
Resolutions Supported	1920 x 1080; 1680 x 1050; 1600 x 900; 1440 x 900; 1280 x 1024; 1280 x 800; 1280 x 720; 1024 x 768; 800 x 600; 640 x 480
Display Features	Anti-glare; In plane switching; Language selection; LED Backlights; On-screen controls; Pivot rotation; Plug and Play; User programmable
User Controls	Menu; Minus ("−"); Plus ("+") /Input Control; Exit/Auto; Power
Input Signal	(1 VGA; 1 HDMI (with HDCP support); 1 DisplayPort 1.2 (with HDCP support))
Ports and Connectors	3 USB 2.0 (Two downstream and one upstream) ¹
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	35 W (maximum), 25 W (typical), 0.5 W (standby)
Dimensions with Stand (W x D x H)	20.22 x 7.44 x 13.13 in 51.37 x 18.9 x 33.35 cm
Dimensions without Stand (W x D x H)	20.22 x 1.96 x 12.48 in 51.37 x 4.98 x 31.69 cm Without stand
Weight	11.62 lb 5.27 kg With stand
Ergonomic Features	Tilt: -5 to +25°; Swivel: 45°; Height: 150.92 mm; Pivot rotation: 90°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
Energy Efficiency Compliance	EPEAT® Silver; ENERGY STAR® certified
What's in the box	Monitor; AC power cord; VGA cable; USB cable; DisplayPort cable; CD (includes User Guide, warranty, drivers); HP Display Assistant software

See important legal disclaimers on the last page

Accessories and services (not included)

HP PC Mounting Bracket for Monitors



Customize an altogether better solution with the HP PC Mounting Bracket for Monitors, which lets you attach your HP Desktop Mini, HP Chromebox, or select HP Thin Client directly behind select HP WDisplays and EliteDisplays.
Product number: N6N00AA

HP Desktop Mini Security/Dual VESA Sleeve



Trap your HP Desktop Mini PC in the HP Desktop Mini Security/Dual VESA Sleeve to securely mount your PC behind your display, position your solution on a wall, and lock it down with the optional HP Ultra-Slim Cable Lock.
Product number: G1K22AA

HP Single Monitor Arm



The HP Single Monitor Arm is the perfect desk accessory for your work life. Sleek and streamlined, the HP Single Monitor Arm is designed to complement the way you work.
Product number: BT861AA

HP Adjustable Dual Display Stand



The HP Adjustable Dual Display Stand allows you to use two displays to maximize your productivity and optimize efficiency. Either or both displays can be rotated to landscape or portrait orientation, and the stand is depth-, height-, tilt-, and angle-adjustable so you can view both screens at eye-level as well as slightly facing each other, letting you track multiple applications and information sources at the same time. Integrated base rollers let you rotate the stand so you can more easily share your work.
Product number: AW664AA

HP LCD Speaker Bar



The /CD Speaker Bar seamlessly attaches to the bezel of the HP Business Monitor and provides full multimedia capabilities.
Product number: NQ576AA

HP UHD USB Graphics Adapter



Boost your productivity by extending or mirroring your desktop to a UHD display with the HP UHD USB Graphics Adapter.
Product number: N2U81AA

HP 4 year Next business day Exchange Standard Monitor Service



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support. HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or eEquivalent to new in performance.
Product number: U0J10E

Messaging Footnotes

¹ All performance specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² Requires HP PC Mounting Bracket for Monitors, sold separately. See product QuickSpecs for exact PC and thin client compatibility.

³ EPEAT® registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.

⁴ Each sold separately.

⁵ Sold separately. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

The product could differ from the images shown. © 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. Specific features may vary from model to model. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

ENERGY STAR® and the ENERGY STAR® mark are registered trademarks of the U.S. Environmental Protection Agency.



Attachment 21 – HP DreamColor Z24x Professional Display



HP DreamColor Z24x Display



Enjoy pure, consistent color accuracy from design to production with push-button color space selection and easy color calibration on the amazingly affordable HP DreamColor Z24x Display.



Turn on your creativity with a premium display.

- Bring your dreams to life with a 24-inch diagonal DreamColor panel that produces up to a billion colors from a massive color gamut covering 99% of Adobe® RGB.

The power tool for your color workflow.

- Experience push-button color space selection as the HP DreamColor Engine 2 powers through your content with a bit depth of 10 bit (8+2 FRC).¹

Easy color customization at your fingertips.

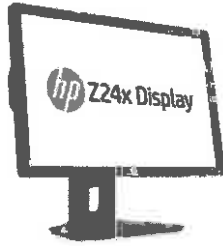
- Use the optional HP DreamColor Calibration Solution² to recalibrate any preset or create your own color space.

Featuring

- Get pro-class color quality with digital cinema-class gamuts and great views from anywhere in the room with wide-angle IPS.
- Enjoy a bit depth of 10 bit (8+2 FRC)¹ that produces 1,024 gray levels per channel—twice that of standard displays—and up to a billion colors, all driven by the HP DreamColor Engine 2.
- Create your own custom color space and calibrate any of the five color space presets—sRGB, Adobe® RGB, BT.709, User and Native—with the optional HP DreamColor Calibration Solution.²
- Eliminate distractions and accelerate productivity in low-light environments with the HP Night Vision UI's auto-fade button backlights and four programmable hotkeys.
- Connect your display to a PC, workstation, and range of digital video devices with DVI, DisplayPort, and HDMI inputs and a 4-port USB hub.
- Find your most comfortable position with adjustable height, swivel, and tilt settings. Pivot the display into portrait mode when working in long documents or vertical designs, or use in a dual-screen setup.
- Create a clean, compact all-in-one with the optional HP Thin Client Mount Kit³ that combines a display and thin client.
- Be a better consumer with a display that has environmentally responsible components that include low halogen⁴, arsenic-free glass, and mercury-free backlights.
- Rest assured that your IT investment is supported by a three-year standard limited warranty. Select an optional HP Care service⁵ to extend your protection up to 5 years.



HP DreamColor Z24x Display Specifications Table



Product Number	E9Q82A4
Display Size (diagonal)	24"
Viewing Angle	178° horizontal; 178° vertical
Brightness	350 cd/m ² ¹
Contrast Ratio	1000:1 static; 5000000:1 dynamic ¹
Response Time	20 ms on/off; 6 ms gray to gray
Aspect Ratio	16:10
Native Resolution	1920 x 1200
Resolutions Supported	1920 x 1200; 1680 x 1050; 1600 x 1200; 1440 x 900; 1280 x 1024; 1280 x 960; 1280 x 720; 1024 x 768; 800 x 600; 640 x 480
Display Features	Plug and Play; Anti-glare; User programmable; Language selection; On-screen controls; LED Backlights; In plane switching
User Controls	Power; Back; Up (adjusts the settings up); Down (adjusts the settings down); OK; Exit
Input Signal	1 DVI-D (with HDCP support); 1 HDMI (with HDCP support); 1 DisplayPort 1.2 in (with HDCP support); 1 DisplayPort 1.2 out (with HDCP support);
Ports and Connectors	5 USB 3.0 (one upstream, four downstream); 2 DreamColor ports; 1 analog audio output
Input Power	Input voltage: 100 to 240 VAC
Power Consumption	84 W (maximum), 58 W (typical), > 0.5 W (standby)
Dimensions with Stand (W x D x H)	22 x 9.4 x 20.7 in 55.94 x 23.8 x 52.5 cm
Dimensions without Stand (W x D x H)	22 x 2.6 x 14.4 in 55.94 x 6.65 x 36.5 cm
Weight	15.4 lb 6.98 kg With stand
Ergonomic Features	Tilt: -5 to +20°; Swivel: ±45°; Pivot rotation: 90°
Environmental	Arsenic-free display glass; Mercury-free display backlights; Low halogen ²
What's in the box	Monitor with stand; AC power cord; USB cable; DisplayPort 1.2 cable; DVI-D cable; DVD documentation kit; Factory calibration report
Warranty	Protected by HP, including a 3-year standard limited warranty. Optional HP Care Pack Services are extended service contracts that extend your protection beyond the standard warranties. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc . HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

See important legal disclaimers on the last page

Accessories and services (not included)

HP DreamColor Calibration Solution



The HP DreamColor Calibration System (DCS) is an LCD monitor option designed for professional users who require precision color accuracy in their work output. It allows users to quickly and accurately calibrate monitor front-of-screen settings to prevent any drift of critical monitor color or whitepoint settings.

Product number: B1F63AA

HP Thin Client Mount Kit



Attach your HP Thin Client or USDT PC to the back of select HP Z Displays and maintain optimal ergonomic adjustability with the HP Thin Client Mount Kit.¹

Product number: E5J35AA

HP LCD Speaker Bar



The LCD Speaker Bar seamlessly attaches to the bezel of the HP Business Monitor and provides full multimedia capabilities.

Product number: NQ576AA

Messaging Footnotes

¹ FRC = Frame Rate Control, which uses spatial/temporal dithering to increase perceived bit depth.

² Sold separately.

³ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

⁴ Sold separately. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/kpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

Technical Specifications Footnotes

¹ All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

² External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

Sign up for updates
hp.com/go/getupdated

Learn more at
hp.com

© Copyright 2014, 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.



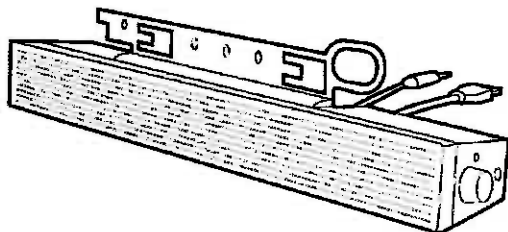
Attachment 22 – HP LCD Speaker Bar



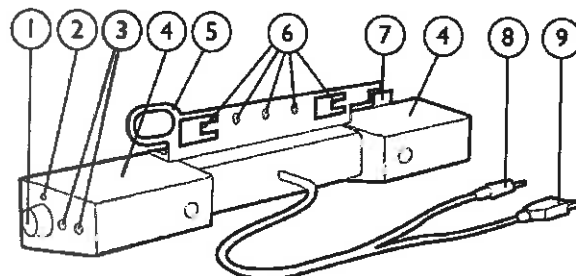
QuickSpecs

HP LCD Speaker Bar

Overview



1. On/Off and volume knob
2. Power LED indicator
3. Headphone jacks
4. Left and right speakers
5. Security cable provision



6. Mounting tabs/screw holes
7. Release tab
8. Audio input cable
9. USB cable

Models

Part Number: NQ576AA

Introduction

Because we recognize that your monitor is the center of your computing world, HP offers a variety of optional products (each sold separately) designed to complement our monitors and enhance the overall computing experience.

The HP LCD Speaker Bar lets you add stereo audio output to your HP flat panel monitor without taking up any additional desk space. The HP LCD Speaker Bar is an excellent choice for improving the quality of multimedia presentations, streaming online video or Web-based seminars. It attaches easily to the bottom of the monitor to bring audio support features such as high-quality speakers and an external headphone jack right to the desktop.

The Speaker Bar is conveniently powered through a USB port located either on the PC or monitor (if the monitor has an integrated USB hub), so there are no power cords or AC adapters to be concerned about. This lightweight, elegantly-designed sound bar is fully supported by HP Technical Support when used with an HP system.

Key features and benefits

- Delivers two watts of total RMS output for a quality business audio experience
- Designed to easily attach and visually complement selected models of current and future HP LCD monitors (see compatibility chart below)
- Secures to the monitor with a Kensington lock slot
- Tested and qualified with HP Business Desktop and LCD monitors

Compatibility

The HP LCD Speaker Bar is designed to integrate with all Essential, Advantage, and Performance series HP business LCD monitors.



Overview

Service and support

Your Option Limited Warranty is a one (1) year (HP Option Limited Warranty Period) parts replacement warranty on any HP-branded or Compaq-branded options (HP Options). If your HP Option is installed in an HP Hardware Product, HP may provide warranty service either for the HP Option Limited Warranty Period or the remaining Limited Warranty Period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer but not to exceed three (3) years from the date you purchased the HP Option.

QuickSpecs

HP LCD Speaker Bar

Technical Specifications

Audio	Sound Output	1.3 watts RMS per channel @ 10% Total Harmonic Distortion (THD)	
	Frequency Response	200 Hz to 20 kHz	
	Sound Pressure Level	86 dB +/-3dB (0.1 watt/0.1 meter) averaged at 600, 800, 1200, 1500 Hz Input: 180 mV; Output: volume max	
Controls	Driver unit impedance	6 ohms	
	On/Off/Volume Control	Yes, side of Speaker Bar	
	Stereo Headphone Jack	Yes, two	
Mechanical	Dimensions (H x W x D)	Packaged:	2.9 x 13.8 x 3.2 in (7.30 x 35.00 x 8.20 cm)
		Unpackaged:	2.8 x 13.0 x 2.4 in (6.98 x 32.92 x 6.05 cm)
	Weight	Packaged:	1.18 lbs (539 g)
		Unpackaged:	0.78 lbs (358 g)
Power	HP Lock Ready	Yes	
Option kit contents		USB powered; 5V (DC), 0.5 amp Speaker Bar with captive USB (power) cable and color-coded audio cable; 1/8-inch stereo mini	
Cable lengths	USB Power (including connector)	70.9 in (180 cm)	
	Audio Cable	70.9 in (180 cm)	
Cabinet and grill color		Black	

© 2009 Hewlett-Packard Development Company, L.P.

HP shall not be liable for technical or editorial errors or omissions contained herein. The information is provided as is without warranty of any kind and is subject to change without notice. The warranties for HP products are set forth in the express limited warranty statements accompanying such products. Nothing herein should be construed as constituting an additional warranty. All performance specifications are provided by the component manufacturer. Performance specifications represent component manufacturer averages and actual performance may vary.

