



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 1

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 1135670

Procurement Type: Statewide MA (Open End)

Vendor ID:

Legal Name: HP INC

Alias/DBA:

Total Bid: \$24,231,309.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0212

SO Doc ID: SWC2300000010

Published Date: 12/8/22

Close Date: 12/13/22

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 1135670
Solicitation Description: Addendum #3 Statewide Contract for Computer Equipment
Proc Type: Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2022-12-13 13:30	SR 0212 ESR11292200000002563	1

VENDOR
000000231044 HP INC

Solicitation Number: CRFQ 0212 SWC2300000010

Total Bid: 24231309

Response Date: 2022-12-12

Response Time: 17:37:24

Comments:

FOR INFORMATION CONTACT THE BUYER

Jessica L Hovanec
 304-558-2314
 jessica.l.hovanec@wv.gov

Vendor Signature X	FEIN#	DATE
-----------------------	-------	------

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Standard PC	3500.0000	EA	636.000000	2226000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.2 Standard PC

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Power PC	3100.0000	EA	803.000000	2489300.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.3 Power PC

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Fixed Workstation	250.00000	EA	3027.000000	756750.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.4 Fixed Workstation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Standard Laptop	2500.0000	EA	724.000000	1810000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.5 Standard Laptop

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Power Laptop	9000.0000	EA	1010.000000	9090000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.6 Power Laptop

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Tablet PC	2200.0000	EA	1101.000000	2422200.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.7 Tablet PC

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Mobile Workstation	500.00000	EA	1935.000000	967500.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.8 Mobile Workstation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	20" Monitor	1500.0000	EA	108.000000	162000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.1.1 20" Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	24" Monitor	10000.000	EA	144.000000	1440000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.1.2 24" Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	27" Monitor	1900.0000	EA	162.000000	307800.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.1.3 27" Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Digital Signature Pad	100.00000	EA	265.500000	26550.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.2 Digital Signature Pad

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Docking Station for Standard Laptop	2500.0000	EA	158.000000	395000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.3 Docking Station for Standard Laptop

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Docking Station for Power Laptop	9000.0000	EA	158.000000	1422000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.4 Docking Station for Power Laptop

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Docking Station for Tablet	2200.0000	EA	158.000000	347600.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.5 Docking Station for Tablet

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Docking Station for Mobile Workstation	500.00000	EA	253.000000	126500.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.6 Docking Station for Mobile Workstation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	SSD SATA 1TB 2.5"	600.00000	EA	155.100000	93060.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.7 SSD SATA 1TB 2.5"

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	SSD M.2 1TB NVME 2280	100.00000	EA	138.000000	13800.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.8 SSD M.2 1TB NVME 2.5"

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	USB DVD/RW Drive	500.00000	EA	30.000000	15000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP s pricing.

Extended Description:

3.1.9.9 Optional USB DVD/RW Drive

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	USB Smart Card Reader	100.00000	EA	22.490000	2249.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP's pricing.

Extended Description:

3.1.9.10 USB Smart Card Reader

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Four-Year Accidental Damage Coverage	500.00000	EA	236.000000	118000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: HP's 4-year ADP Coverage pricing varies by Standard Laptop (\$209.00 per unit), Power Laptop (\$181.00 per unit), Tablet PC (\$236.00 per unit).
Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf for HP's pricing.

Extended Description:

3.1.9.11 Four-Year Accidental Damage Coverage

Response to
State of West Virginia
For Computer Equipment and Accessories from HP Inc.



December 13, 2022

CRFQ No.: 0212 SWC2300000010





December 12, 2022

Ms. Jessica L. Hovanec
Senior Buyer
State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-3670

Dear Ms. Hovanec:

HP Inc. (HP) is pleased to submit the enclosed proposal in response to the State of West Virginia's (the State), Request for Quotation Number 0212 SWC2300000010 for Computer Equipment and Accessories. Our response 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, sustainability, security and manageability will help the State reduce its cost of ownership and improve its bottom line.

HP would do a superior job of tackling the State's technology needs and challenges, offering the following benefits:

- Consistent, competitive pricing
- A single point of contact through the HP Account Team
- An extensive HP team supporting the HP Account Team behind the scenes
- A 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 lifecycles with transition support for future new technologies
- EPEAT-rated systems and peripherals
- Best-in-class sustainability initiatives with multiple global awards
- Strong alliances with leading technology providers such as Intel® and Microsoft®
- Technology leadership backed by a \$1.9 billion investment in research and development in 2021

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

We look forward to a strong and mutually beneficial business relationship. Please contact me directly at 614.203.5224 or steven.m.monjaras@hp.com if you have any questions regarding HP's proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Monjaras', written in a cursive style.

Steven Monjaras
Account Manager



Important Notice

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

© Copyright 2022 HP Development Company, L.P.



Table of Contents

CRFQ Bid Form	7
Instructions to Vendors Submitting Bids	20
1. Review Documents Thoroughly	20
2. Mandatory Terms	20
3. Prebid Meeting.....	20
4. Vendor Question Deadline	21
5. Verbal Communication	21
6. Bid Submission	22
7. Bid Opening.....	23
8. Addendum Acknowledgement	23
9. Bid Formatting	23
10. Alternate Model or Brand.....	24
11. Exceptions and Clarifications	24
12. Communication Limitations.....	25
13. Registration.....	25
14. Unit Price.....	25
15. Preference.....	25
15A. Reciprocal Preference.....	25
16. Small, Women-Owned, or Minority-Owned Businesses.....	26
17. Waiver Of Minor Irregularities	26
18. Electronic File Access Restrictions	26
19. Non-Responsible.....	27
20. Acceptance/Rejection	27
21. Your Submission Is A Public Document.....	27
22. With the Bid Requirements.....	27
23. Email Notification of Award	28
24. Israel Boycott Certification	28
General Terms and Conditions	29
1. Contractual Agreement	29
2. Definitions.....	29
3. Contract Term; Renewal; Extension	30
4. Authority to Proceed	31
5. Quantities.....	31
6. Emergency Purchases	32
7. Required Documents	32
8. Insurance.....	32
9. Workers' Compensation Insurance	33
10. Venue	33
11. Liquidated Damages.....	33
12. Acceptance.....	34
13. Pricing.....	34
14. Payment in Arrears.....	34
15. Payment Methods.....	34
16. Taxes	35
17. Additional Fees.....	35
18. Funding	35
19. Cancellation	35



20. Time.....	36
21. Applicable Law.....	36
22. Compliance with Laws.....	36
Subcontractor Compliance.....	36
23. Arbitration.....	36
24. Modifications.....	37
25. Waiver.....	37
26. Subsequent Forms.....	37
27. Assignment.....	38
28. Warranty.....	38
29. State Employees.....	38
30. Privacy, Security, and Confidentiality.....	38
31. Your Submission is a Public Document.....	39
32. Licensing.....	39
Subcontractor Compliance.....	39
33. Antitrust.....	40
34. Vendor Non-Conflict.....	40
35. Vendor Relationship.....	40
36. Indemnification.....	41
37. No Debt Certification.....	41
38. Conflict of Interest.....	41
39. Reports.....	42
40. Background Check.....	42
41. Preference for Use of Domestic Steel Products.....	42
42. Preference for Use of Domestic Aluminum, Glass, and Steel.....	43
43. Interested Party Supplemental Disclosure.....	44
44. Prohibition Against Used or Refurbished.....	44
45. Void Contract Clauses.....	45
46. Israel Boycott.....	45
Designated Contact.....	45
Certification And Signature.....	45
Federal Funds Addendum 2 C.F.R. §§ 200.317 - 200.327.....	47
Purpose.....	47
Instructions.....	47
Changes to Specifications.....	47
Award.....	48
State Government Use Caution.....	48
County/Local Government Use Caution.....	48
Required Contract Provisions for Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317).....	48
1. Minority Businesses, Women's Business Enterprises, and Labor Surplus Area Firms.....	49
2. Domestic Preferences.....	49
3. Breach of Contract Remedies and Penalties.....	50
4. Termination for Cause and Convenience.....	50
5. Equal Employment Opportunity.....	50
6. Davis-Bacon Wage Rates.....	51
7. Anti-Kickback Act.....	51
8. Contract Work Hours and Safety Standards Act.....	52
9. Rights to Inventions Made Under a Contract or Agreement.....	52



10.	Clean Air Act	52
11.	Debarment And Suspension	53
12.	Byrd Anti-Lobbying Amendment	53
13.	Procurement of Recovered Materials.....	53
14.	Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment	54
	Exhibit A to: Required Contract Provisions For Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317).....	55
	Exhibit B to: Required Contract Provisions For Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317).....	59
	Specifications.....	60
1.	Purpose and Scope	60
2.	Definitions.....	60
3.	General Requirements	62
4.	Contract Award.....	76
5.	Ordering and Payment	77
6.	Delivery and Return.....	78
7.	Vendor Default	79
8.	Miscellaneous	80
	HP Attachments	82
	Attachment 1 - HP Pricing and Configuration Details.....	83
	Attachment 2 - Addendum Acknowledgement Form	91
	Attachment 3 - HP Certificate of Insurance	106
	Attachment 4 - HP Customer Terms	109
	Attachment 5 - HP Certificate of Authorization	117
	Attachment 6 - West Virginia Tax Letter of Good Standing	119
	Attachment 7 - HP Hardware Support Onsite Service.....	121
	Attachment 8 - HP State and Local Government and Education Customer Return Policy	141
	Attachment 9 - HP Custom System Settings Services	144
	Attachment 10 - HP Absolute Platform Support Service	148
	Attachment 11 - HP Priority Services.....	153
	Attachment 12 - HP Integration and Packaging Services	159
	Attachment 13 - HP Documentation for Proposed Products.....	164



CRFQ Bid Form

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



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

State of West Virginia
 Centralized Request for Quote
 Info Technology

Proc Folder: 1135670			Reason for Modification: Addendum #3 to attach additional vendor questions and answers.
Doc Description: Addendum #3 Statewide Contract for Computer Equipment			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-12-08	2022-12-13 13:30	CRFQ 0212 SWC2300000010	4

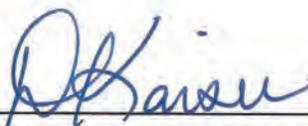
BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000231044
 Vendor Name : HP Inc.
 Address :
 Street : 1501 Page Mill Road
 City : Palo Alto
 State : CA Country : USA Zip : 94304-1126
 Principal Contact : Steven Monjaras
 Vendor Contact Phone: (614) 203-5224 Extension: N/A

FOR INFORMATION CONTACT THE BUYER
 Jessica L Hovanec
 304-558-2314
 jessica.l.hovanec@wv.gov

Vendor Signature X  FEIN# 94-1081436 DATE 12-9-2022

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

ADDITIONAL INFORMATION

Addendum #3 to attach additional vendor questions and answers.

Addendum #2 to answer an additional vendor question and answer.

Addendum #1 to publish Vendor questions and answers and to move the bid opening date to 12/13/2022 at 1:30 PM ET.

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end statewide contract for the purchase of Windows-based computers and peripherals per the Specifications and Terms and Conditions as attached hereto.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Standard PC	3500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.2 Standard PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Power PC	3100.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.3 Power PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Fixed Workstation	250.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.4 Fixed Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Standard Laptop	2500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.5 Standard Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Power Laptop	9000.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.6 Power Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Tablet PC	2200.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.7 Tablet PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Mobile Workstation	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.8 Mobile Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	20" Monitor	1500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.1.1 20" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	24" Monitor	10000.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.1.2 24" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	27" Monitor	1900.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.1.3 27" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Digital Signature Pad	100.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:
3.1.9.2 Digital Signature Pad

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Docking Station for Standard Laptop	2500.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:
3.1.9.3 Docking Station for Standard Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Docking Station for Power Laptop	9000.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.9.4 Docking Station for Power Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Docking Station for Tablet	2200.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.9.5 Docking Station for Tablet

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Docking Station for Mobile Workstation	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.6 Docking Station for Mobile Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	SSD SATA 1TB 2.5"	600.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.7 SSD SATA 1TB 2.5"

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	SSD M.2 1TB NVME 2280	100.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.8 SSD M.2 1TB NVME 2.5"

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	USB DVD/RW Drive	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.9 Optional USB DVD/RW Drive

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	USB Smart Card Reader	100.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.10 USB Smart Card Reader

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Four-Year Accidental Damage Coverage	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.11 Four-Year Accidental Damage Coverage

SCHEDULE OF EVENTS		
--------------------	--	--

Line	Event	Event Date
1	Technical Questions due by November 21, 2022 at 10:00 AM ET	2022-11-21

	Document Phase	Document Description	Page 12
SWC2300000010	Final	Addendum #3 Statewide Contract for Computer Equipment	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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 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 individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying 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 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 emails should have the solicitation number in the subject line.

Question Submission Deadline: November 21, 2022 at 10:00 AM ET

Submit Questions to: Jessica L. Hovanec, Senior Buyer
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Jessica.L.Hovanec@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 on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, 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. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

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.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus N/A convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Jessica L. Hovanec, Senior Buyer

SOLICITATION NO.: CRFQ SWC2300000010

BID OPENING DATE: December 6 13, 2022 [Addendum 1]

BID OPENING TIME: 1:30 PM ET

FAX NUMBER: 304-558-3970

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: December 6 13, 2022 at 1:30 PM ET **[Addendum 1]**

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

Response:

HP agrees.

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. The signed Addendum Acknowledgement Form has been provided as ***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. Alternate Model or Brand

Unless the box below is checked, 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.

- This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

Response:

HP agrees. No alternate items are included in HP's response.

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. For the State's review and consideration, HP's exceptions and clarifications are provided below.

Table 1. HP's Exceptions and Clarifications

CRFQ Section	Items	Explanation
General Terms and Conditions	28. Warranty	HP agrees that the goods and/or services we have proposed shall meet HP specifications and will be free from defect in material and workmanship.
Specifications	3. General Requirements Operating System for all platforms	HP offers Windows 11 Pro downgrade to Win 10 Pro 64 operating system for all of the proposed configurations. The State will need to leverage its Microsoft license to upgrade to Enterprise.
Specifications	3. General Requirements 3.1.2.13 3.1.3.14 3.1.4.15 3.1.5.12 3.1.6.14 3.1.7.15 3.1.8.14	HP's proposed monitors meet the minimum 2-year warranty specified in 3.1.9.1.



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 be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

Response:

HP has not requested a vendor preference.

15A. Reciprocal Preference

The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to



help facilitate the request can be found at:
www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

Response:

HP agrees.

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

For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 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 and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and 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 to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

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.

22. With the Bid Requirements

In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

Response:

HP agrees.



23. Email Notification of Award

The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor wvOASIS or the Purchasing Division's website to determine when a contract has been awarded.

Response:

HP agrees. The State's Purchasing Division can email award notifications to:

Steven Monjaras
Account Manager
Tel: 614-203-5224
Email: steven.m.monjaras@hp.com

24. Israel Boycott Certification

Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

Response:

HP agrees.



General Terms and Conditions

1. Contractual Agreement

Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

Response:

HP agrees.

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: The Initial Contract Term will be for a period of ONE (1) YEAR. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

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 delivered to the Agency and then 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. Unless otherwise specified below, 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 the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term - This contract may be renewed for ___ successive ___ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

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 of the work covered by the preceding sentence, the vendor agrees that:

- the contract will continue for _____ years;
- the contract may be renewed for ___ successive __ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).



- 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.
- Construction/Project Oversight: This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as __), and continues until the project for which the vendor is providing oversight is complete.
- Other: Contract Term specified in _____

Response:

HP agrees.

4. Authority to Proceed

Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

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/Award Document 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.
- 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.
- Construction: This Contract is for construction activity more fully defined in the specifications.

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 in this section must be provided to the Purchasing Division by the Vendor as specified:

- LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

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

Response:

HP agrees.

8. Insurance

The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

- Commercial General Liability Insurance in at least an amount of: \$1,000,000 per occurrence.
- Automobile Liability Insurance in at least an amount of: \$1,000,000 per occurrence.



- Professional/Malpractice/Errors and Omission Insurance in at least an amount of: \$1,000,000 per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.
- Commercial Crime and Third Party Fidelity Insurance in an amount of: ____ per occurrence.
- Cyber Liability Insurance in an amount of: ____ per occurrence.
- Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.
- Pollution Insurance in an amount of: ____ per occurrence.
- Aircraft Liability in an amount of: ____ per occurrence.

Response:

HP agrees. Please refer to **Attachment 3 - HP Certificate of Insurance** for proof that HP meets the State's insurance coverage requirements.

9. Workers' Compensation Insurance

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.

10. Venue

All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

Response:

HP agrees.

11. Liquidated Damages

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. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

- ____ for ____.
- Liquidated Damages Contained in the Specifications.
- Liquidated Damages Are Not Included in this Contract.

Response:

HP agrees.



12. 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.

13. 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. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

Response:

HP agrees.

14. Payment in Arrears

Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

Response:

HP agrees.

15. Payment Methods

Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

Response:

HP agrees to accept payment via ACH or the State of West Virginia Purchasing Card. Purchasing Cards are included for payment only at the time the order is placed. Credit card orders can be placed by phone providing a copy of the purchase order for HP's records.



16. 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.

17. 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, included in the Contract, 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 contract.

Response:

HP agrees. We do not charge any additional fees other than the fees included in our proposed pricing (*Attachment 1*).

18. 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. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

Response:

HP agrees.

19. 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 § 148-1-5.2.b.

Response:

HP agrees.



20. Time

Time is of the essence regarding all matters of time and performance in this Contract.

Response:

HP agrees.

21. 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.

22. Compliance with Laws

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.

Subcontractor Compliance

Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

Response:

HP agrees.

23. 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.



24. 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.

25. 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.

26. 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. If HP is fortunate to receive the CRFQ award, we propose that the parties contract using the same process as the parties contracted for IP12 and IP16. HP agrees to the terms and conditions of the CRFQ and the West Virginia Agreement Addendum WV-96 (Rev. 1-1-2019). HP Customer Terms, included as ***Attachment 4***, are consistent with the terms to which the parties previously agreed for IP12 and IP16.

HP Customer Terms also include the following provision (as included in the IP12 and IP16 contracts), so that the terms of the West Virginia Agreement Addendum control in the event of a conflict:

"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 CRFQ 0212 SWC2300000010, to which this HP Agreement is attached, the terms of West Virginia's Agreement Addendum, WV-96 (revised 1-1-2019) 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.

27. 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 form only), and any other government agency or office that may be required to approve such assignments.

Response:

HP agrees.

28. 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 that the goods and/or services we have proposed shall meet HP specifications and will be free from defect in material and workmanship.

29. 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.

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. Understanding that the products and services proposed by HP do not involve the receipt, use, access, storage 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 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.

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. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. 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. Please refer to ***Attachment 5 - HP Certificate of Authorization*** issued by the West Virginia Secretary of State and ***Attachment 6 - West Virginia Tax Letter of Good Standing***.

Subcontractor Compliance

Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

Response:

HP agrees.



33. Antitrust

In submitting a bid to, signing a contract with, or accepting a 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 Non-Conflict

Neither Vendor nor its representatives are permitted to have any interest, nor shall they 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.

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. No Debt Certification

In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

Response:

HP agrees. Please refer to ***Attachment 5 - HP Certificate of Authorization*** issued by the West Virginia Secretary of State and ***Attachment 6 - West Virginia Tax Letter of Good Standing***.

38. 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.



39. 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.division@wv.gov.

Response:

HP agrees.

40. Background Check

In accordance with W. Va. Code § 15-2D-3, 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.

41. 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 or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:



1. 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
2. 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:

Since this Solicitation does not pertain to State contract projects as defined below, we understand section 41 does not apply.

W. Va. Code § 5A-3-56(2)(A) defines “State contract project” as follows:

(2) 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 any materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after the effective date of this section.

42. 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 W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., since this Solicitation does not pertain to “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,” we understand this section 42 does not apply.

43. Interested Party Supplemental Disclosure

W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

Response:

HP agrees. Since HP is a publicly traded company on the New York Stock Exchange (NYSE: HPQ), a Disclosure of Interested Parties form is not required by W. Va. Code § 6D-1-2.

44. Prohibition Against Used or Refurbished

Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

Response:

HP agrees. HP will provide new and unused products for purchase.



45. Void Contract Clauses

This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Response:

HP agrees.

46. Israel Boycott

Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

Response:

HP agrees.

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.

Response:

HP agrees and has provided the Designated Contact information below.

(Printer Name and Title)	Debra Lee
(Address)	10400 Energy Drive, Spring, Texas 77389
(Phone Number) / (Fax Number)	(847) 537-0344 / (847) 572-1336
(Email address)	Debra.Lee@hp.com

Certification And Signature

By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; 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; 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.



By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

HP Inc.

(Company)

Since HP is submitting documentation through wvOASIS, a signature is not required.

(Signature of Authorized Representative)

Deborah Kaiser, Contract Specialist

(Printed Name and Title of Authorized Representative) (Date)

Phone: (281) 927-8498; Fax: (847) 787-5578

(Phone Number) (Fax Number)



Federal Funds Addendum 2 C.F.R. §§ 200.317 – 200.327

Purpose

This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Response:

HP agrees.

Instructions

Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: “REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)”

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Response:

HP agrees.

Changes to Specifications

Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

State Level: In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” to establish a contract for both standard state procurements and state federal funds procurements.

County Level: In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” omitted to establish a contract for County/Local federal funds procurement.

Response:

HP agrees.



Award

If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Response:

HP agrees.

State Government Use Caution

State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is compliant.

County/Local Government Use Caution

County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is compliant. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)" have been added.

Required Contract Provisions for Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317)

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.



1. Minority Businesses, Women's Business Enterprises, and Labor Surplus Area Firms

(2 C.F.R. § 200.321)

- a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:
 - (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
 - (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
 - (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
 - (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
 - (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
 - (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.
- b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Response:

HP agrees.

2. Domestic Preferences

(2 C.F.R. § 200.322)

- a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).
- b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.
- c. Definitions: For purposes of this section:
 - (1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.



(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Response:

HP agrees.

3. Breach of Contract Remedies and Penalties:

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

Response:

HP agrees.

4. Termination for Cause and Convenience

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

Response:

HP agrees.

5. Equal Employment Opportunity

(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3, this contract includes the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964- 1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Response:

HP agrees.



6. Davis-Bacon Wage Rates

(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of \$2,000 will be completed and paid for in compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must:

- (a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- (b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

Response:

HP agrees.

7. Anti-Kickback Act

(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

Response:

HP agrees.



8. Contract Work Hours and Safety Standards Act

(2 C.F.R. § 200.327 and Appendix II)

Where applicable, and only for contracts awarded by the State in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Response:

HP agrees.

9. Rights to Inventions Made Under a Contract or Agreement

(2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of “funding agreement” under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

Response:

HP agrees.

10. Clean Air Act

(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds \$150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Response:

HP agrees.



11. Debarment And Suspension

(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Response:

HP agrees.

12. Byrd Anti-Lobbying Amendment

(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Response:

HP agrees.

13. Procurement of Recovered Materials

(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Response:

HP agrees.



14. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

- (1) Procure or obtain;
- (2) Extend or renew a contract to procure or obtain; or
- (3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
 - (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
 - (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115-232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

Response:

HP agrees.



Exhibit A to: Required Contract Provisions For Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317)

W. Va. CSR § 148-1-5

West Virginia Code of State Rules
Title 148. Department of Administration
Legislative Rule (Ser. 1)
Series 1. Purchasing

W. Va. Code St. R. § 148-1-5
§ 148-1-5. Remedies.
Currentness

5.1. The Director may require that the spending unit attempt to resolve any issues that it may have with the vendor prior to pursuing a remedy contained herein. The spending unit must document any resolution efforts and provide copies of those documents to the Purchasing Division.

Response:

HP agrees.

5.2. Contract Cancellation.

5.2.1. Cancellation. The Director may cancel a purchase or contract immediately under any one of the following conditions including, but not limited to:

5.2.1.a. The vendor agrees to the cancellation;

5.2.1.b. The vendor has obtained the contract by fraud, collusion, conspiracy, or is in conflict with any statutory or constitutional provision of the State of West Virginia;

5.2.1.c. Failure to honor any contractual term or condition or to honor standard commercial practices;

5.2.1.d. The existence of an organizational conflict of interest is identified;

5.2.1.e. Funds are not appropriated or an appropriation is discontinued by the legislature for the acquisition;

5.2.1.f. Violation of any federal, state, or local law, regulation, or ordinance, and

5.2.1.g. The contract was awarded in error.

5.2.2. The Director may cancel a purchase or contract for any reason or no reason, upon providing the vendor with 30 days' notice of the cancellation.



5.2.3. Opportunity to Cure. In the event that a vendor fails to honor any contractual term or condition, or violates any provision of federal, state, or local law, regulation, or ordinance, the Director may request that the vendor remedy the contract breach or legal violation within a time frame the Director determines to be appropriate. If the vendor fails to remedy the contract breach or legal violation or the Director determines, at his or her sole discretion, that such a request is unlikely to yield a satisfactory result, then he or she may cancel immediately without providing the vendor an opportunity to perform a remedy.

5.2.4. Re-Award. The Director may award the cancelled contract to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) without a subsequent solicitation if the following conditions are met:

5.2.4.a. The next lowest responsible bidder (or next highest scoring bidder if best value procurement) is able to perform at the price contained in its original bid submission, and

5.2.4.b. The contract is an open-end contract, a one-time purchase contract, or a contract for work which has not yet commenced.

Award to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) will not be an option if the vendor's failure has in any way increased or significantly changed the scope of the original contract. The vendor failing to honor contractual and legal obligations is responsible for any increase in cost the state incurs as a result of the re-award.

Response:

HP agrees.

5.3. Non-Responsible. If the Director believes that a vendor may be non-responsible, the Director may request that a vendor or spending unit provide evidence that the vendor either does or does not have the capability to fully perform the contract requirements, and the integrity and reliability necessary to assure good faith performance. If the Director determines that the vendor is non-responsible, the Director shall reject that vendor's bid and shall not award the contract to that vendor. A determination of non-responsibility must be evaluated on a case-by-case basis and can only be made after the vendor in question has submitted a bid. A determination of non-responsibility will only extend to the contract for which the vendor has submitted a bid and does not operate as a bar against submitting future bids.

Response:

HP agrees.

5.4. Suspension.

5.4.1. The Director may suspend, for a period not to exceed 1 year, the right of a vendor to bid on procurements issued by the Purchasing Division or any state spending unit under its authority if:

5.4.1.a. The vendor has submitted a bid and then requested that its bid be withdrawn after bids have been publicly opened.



- 5.4.1.b. The vendor has exhibited poor performance in fulfilling his or her contractual obligations to the State. Poor performance includes, but is not limited to any of the following: violations of law, regulation, or ordinance; failure to deliver timely; failure to deliver quantities ordered; poor performance reports; or failure to deliver commodities, services, or printing at the quality level required by the contract.
- 5.4.1.c. The vendor has breached a contract issued by the Purchasing Division or any state spending unit under its authority and refuses to remedy that breach.
- 5.4.1.d. The vendor's actions have given rise to one or more of the grounds for debarment listed in W. Va. Code § 5A-3-33d.
- 5.4.2. Vendor suspension for the reasons listed in section 5.4 above shall occur as follows:
 - 5.4.2.a. Upon a determination by the Director that a suspension is warranted, the Director will serve a notice of suspension to the vendor.
 - 5.4.2.b. A notice of suspension must inform the vendor:
 - 5.4.2.b.1. Of the grounds for the suspension;
 - 5.4.2.b.2. Of the duration of the suspension;
 - 5.4.2.b.3. Of the right to request a hearing contesting the suspension;
 - 5.4.2.b.4. That a request for a hearing must be served on the Director no later than 5 working days of the vendor's receipt of the notice of suspension;
 - 5.4.2.b.5. That the vendor's failure to request a hearing no later than 5 working days of the receipt of the notice of suspension will be deemed a waiver of the right to a hearing and result in the automatic enforcement of the suspension without further notice or an opportunity to respond; and
 - 5.4.2.b.6. That a request for a hearing must include an explanation of why the vendor believes the Director's asserted grounds for suspension do not apply and why the vendor should not be suspended.
 - 5.4.2.c. A vendor's failure to serve a request for hearing on the Director no later than 5 working days of the vendor's receipt of the notice of suspension will be deemed a waiver of the right to a hearing and may result in the automatic enforcement of the suspension without further notice or an opportunity to respond.
 - 5.4.2.d. A vendor who files a timely request for hearing but nevertheless fails to provide an explanation of why the asserted grounds for suspension are inapplicable or should not result in a suspension, may result in a denial of the vendor's hearing request.
 - 5.4.2.e. Within 5 working days of receiving the vendor's request for a hearing, the Director will serve on the vendor a notice of hearing that includes the date, time and place of the hearing.
 - 5.4.2.f. The hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the hearing, the Director will issue and serve on the vendor, a written decision either confirming or reversing the suspension.
- 5.4.3. A vendor may appeal a decision of the Director to the Secretary of the Department of Administration. The appeal must be in writing and served on the Secretary no later than 5 working days of receipt of the Director's decision.



- 5.4.4. The Secretary, or his or her designee, will schedule an appeal hearing and serve on the vendor, a notice of hearing that includes the date, time and place of the hearing. The appeal hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the appeal hearing, the Secretary will issue and serve on the vendor a written decision either confirming or reversing the suspension.
- 5.4.5. Any notice or service related to suspension actions or proceedings must be provided by certified mail, return receipt requested.

Response:

HP agrees.

- 5.5. Vendor Debarment. The Director may debar a vendor on the basis of one or more of the grounds for debarment contained in W. Va. Code § 5A-3-33d or if the vendor has been declared ineligible to participate in procurement related activities under federal laws and regulation.
 - 5.5.1. Debarment proceedings shall be conducted in accordance with W. Va. Code § 5A-3-33e and these rules. A vendor that has received notice of the proposed debarment by certified mail, return receipt requested, must respond to the proposed debarment within 30 working days after receipt of notice or the debarment will be instituted without further notice. A vendor is deemed to have received notice, notwithstanding the vendor's failure to accept the certified mail, if the letter is addressed to the vendor at its last known address. After considering the matter and reaching a decision, the Director shall notify the vendor of his or her decision by certified mail, return receipt requested.
 - 5.5.2. Any vendor, other than a vendor prohibited from participating in federal procurement, undergoing debarment proceedings is permitted to continue participating in the state's procurement process until a final debarment decision has been reached. Any contract that a debarred vendor obtains prior to a final debarment decision shall remain in effect for the current term, but may not be extended or renewed. Notwithstanding the foregoing, the Director may cancel a contract held by a debarred vendor if the Director determines, in his or her sole discretion, that doing so is in the best interest of the State. A vendor prohibited from participating in federal procurement will not be permitted to participate in the state's procurement process during debarment proceedings.
 - 5.5.3. If the Director's final debarment decision is that debarment is warranted and notice of the final debarment decision is mailed, the Purchasing Division shall reject any bid submitted by the debarred vendor, including any bid submitted prior to the final debarment decision if that bid has not yet been accepted and a contract consummated.
 - 5.5.4. Pursuant to W.Va. Code § 5A-3-33e(e), the length of the debarment period will be specified in the debarment decision and will be for a period of time that the Director finds necessary and proper to protect the public from an irresponsible vendor.
 - 5.5.5. List of Debarred Vendors. The Director shall maintain and publicly post a list of debarred vendors on the Purchasing Division's website.



5.5.6. Related Party Debarment. The Director may pursue debarment of a related party at the same time that debarment of the original vendor is proceeding or at any time thereafter that the Director determines a related party debarment is warranted. Any entity that fails to provide the Director with full, complete, and accurate information requested by the Director to determine related party status will be presumed to be a related party subject to debarment.

Response:

HP agrees.

5.6. Damages.

5.6.1. A vendor who fails to perform as required under a contract shall be liable for actual damages and costs incurred by the state.

5.6.2. If any commodities delivered under a contract have been used or consumed by a spending unit and on testing the commodities are found not to comply with specifications, no payment may be approved by the Spending Unit for the merchandise until the amount of actual damages incurred has been determined.

5.6.3. The Spending Unit shall seek to collect damages by following the procedures established by the Office of the Attorney General for the collection of delinquent obligations.

Response:

HP agrees.

Exhibit B to: Required Contract Provisions For Non-Federal Entity Contracts Under Federal Awards (2 C.F.R. § 200.317)

Prevailing Wage Determination

- Not Applicable Because Contract Not for Construction

- Federal Prevailing Wage Determination on Next Page

Response:

HP agrees.



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 contract for the purchase of Windows-based computers and peripherals. This contract will not include Chromebooks, Rugged Laptops, or Mac computers

The purpose of this RFQ is to seek bids from interested original equipment manufacturers (OEM) capable of providing desktops, laptops, netbooks, tablet PCs (without integrated cellular service), monitors, and other peripheral equipment for those products.

The successful bidder must provide full support capability, as requested, including, but not limited to, configuration, support, and maintenance.

The successful bidder may seek to use an online ordering portal for the resulting contract. The State makes no guarantee it will utilize the portal the Vendor suggests, and the successful bidder is required, in all cases, to accept Delivery Orders from the State

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 "Absolute Resilience" means Absolute Resilience with BIOS Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts.
- 2.2 "Agency" is any entity seeking goods/services under this Contract.
- 2.3 "ARO" means After Receipt of Order.
- 2.4 "BIOS" means Basic Input/Output System
- 2.5 "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.
- 2.6 "Contract" is the binding agreement that is entered into between the State and the Vendor to provide the items requested in the solicitation
- 2.7 "Contract Item" or "Contract Items" means the list of items identified in Section 3.1 below and on the Pricing Pages.
- 2.8 "DIMM" means Dual In-line Memory Module
- 2.9 "DVD/RW" means a disc drive that can read and record both DVDs and CDs



- 2.10 "DVI" means Digital Visual Interface
- 2.11 "FIPS-201" means Federal Information Processing Standard Publication 201
- 2.12 "FOB" stands for Free on Board which indicates that the Vendor is responsible for delivery and shipping costs.
- 2.13 "GB" means Gigabyte
- 2.14 "HD" means High Definition
- 2.15 "HDD" means Hard Disk Drive
- 2.16 "HDMI" means High Definition Multimedia Interface
- 2.17 "LAN" means Local Area Network
- 2.18 "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.
- 2.19 "Manufacturer" is the company who produces the equipment.
- 2.20 "MB" means Megabyte
- 2.21 "OEM" means Original Equipment Manufacturer
- 2.22 "OS" means Operating System
- 2.23 "PCI-E" means Peripheral Component Interconnect Express
- 2.24 "PCs" are desktops, laptops, netbooks, and tablets.
- 2.25 "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.
- 2.26 "RAM" means Random-Access Memory
- 2.27 "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.
- 2.28 "SATA" means Serial AT Attachment
- 2.29 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.30 "SSD" means Solid State Drive
- 2.31 "TB" means Terabyte
- 2.32 "TPM" means Trusted Platform Module
- 2.33 "UEFI" means Unified Extensible Firmware Interface
- 2.34 "USB" means Universal Serial Bus
- 2.35 "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.
- 2.36 "VGA" means Video Graphics Array

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 All platforms in this solicitation must be offered with the same operating system.

Response:

HP agrees.

3.1.2 STANDARD PC:

3.1.2.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.

3.1.2.2 Processor: Latest generation processor, minimum Intel Core i5 or equal with minimum 4 cores and 6MB cache

3.1.2.3 RAM: Minimum 16GB Single DIMM, expandable up to 32GB or greater

3.1.2.4 Storage Drive: Minimum 256GB SSD

3.1.2.5 Keyboard: USB or Wireless, full size with number pad

3.1.2.6 Mouse: USB or Wireless, 2-button with scroll

3.1.2.7 Optical Drive: Internal DVD/RW with a minimum read and write speed of 24x for CDs and 8x for DVDs

3.1.2.8 USB Ports: Minimum 4 USB ports; minimum 2 USB-A 3.0 (or faster) and minimum 1 USB-C

3.1.2.9 Expansion Slots: Minimum 2 slots available PCI-E supporting full-height expansion cards

3.1.2.10 Display/Graphics: Integrated HD Graphics with Dual Monitor Support via HDMI and/or DisplayPort. Adapters for VGA and DVI must be included

3.1.2.11 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan

3.1.2.12 TPM Version 2.0

3.1.2.13 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors, or other issues related to internal components. Parts and labor for repairs included at no additional charge.

3.1.2.14 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.

3.1.2.15 Energy Consumption: Unit must be ENERGY Star Certified



3.1.2.16 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self-register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

Regarding 3.1.2.13 for monitors, HP's proposed monitor meets the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.3 POWER PC:

3.1.3.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications

3.1.3.2 Processor: Latest generation processor, minimum Intel Core i7 Processor or equal, minimum 6 cores, 12 threads, and minimum 8MB cache.

3.1.3.3 RAM: Minimum 32GB, with free slots, expandable up to 64GB or greater

3.1.3.4 Storage Drive: Minimum 512GB SSD

3.1.3.5 Keyboard: USB or Wireless, full size with number pad

3.1.3.6 Mouse: USB or Wireless, 2-button with scroll

3.1.3.7 Optical Drive: Internal DVD/RW with a minimum read and write speed of 24x for CDs and 8x for DVDs

3.1.3.8 USB Ports: Minimum 4 USB ports; minimum 2 USB-A 3.0 (or faster) and 1 USB-C

3.1.3.9 Expansion Slots: Minimum 2 slots available PCI-E supporting full-height expansion cards

3.1.3.10 Display/Graphics: Integrated HD Graphics with Dual Monitor Support via HDMI and/or DisplayPort. Adapters for VGA and DVI must be included

3.1.3.11 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan

3.1.3.12 Wireless Adapter: Supports Wi-Fi 6 or newer 2x2 and Bluetooth 5.1 or newer

3.1.3.13 TPM Version 2.0

3.1.3.14 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.

3.1.3.15 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.

3.1.3.16 Energy Consumption: Unit must be ENERGY Star Certified



3.1.3.17 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

Regarding 3.1.3.14 for monitors, HP's proposed monitor meets the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.4 FIXED WORKSTATION:

- 3.1.4.1 Chassis: Full size tower
- 3.1.4.2 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.
- 3.1.4.3 Processor: Latest generation processor, minimum Intel Xeon or equal with minimum 8 cores and 13MB cache.
- 3.1.4.4 RAM: Minimum 64GB, with free slots, expandable up to 256GB or greater
- 3.1.4.5 Storage Drives: Four (4) 2.5" SSD drives, minimum 500GB each, configured in a RAID 5 array
- 3.1.4.6 Keyboard: USB or Wireless, full size with number pad
- 3.1.4.7 Mouse: USB or Wireless, minimum 2-button with scroll
- 3.1.4.8 Power Supply: Minimum of 600w or greater
- 3.1.4.9 Optical Drive: Internal DVD/RW with a minimum read and write speed of 24x for CDs and 8x for DVDs
- 3.1.4.10 USB Ports: Minimum 4 USB ports; minimum 2 USB-A 3.0 (or faster) and 1 USB-C
- 3.1.4.11 Expansion Slots: 4 slots available PCI-E supporting full-height expansion cards.
- 3.1.4.12 Video: Installed 16GB (non-shared memory), discrete, professional-grade nVidia RTX A4000 or equal, support for Dual monitors, minimum 2 DisplayPort ports, support for DirectX 11, with minimum color depth 24 bit. Adapters to full-size DisplayPort must be included if the video card uses micro-DisplayPort.
- 3.1.4.13 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan
- 3.1.4.14 TPM Version 2.0
- 3.1.4.15 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.
- 3.1.4.16 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.
- 3.1.4.17 Energy Consumption: Unit must be ENERGY Star Certified



3.1.4.18 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

HP's proposed Fixed Workstation configuration includes changes permitted by the State's Addendum 3 responses to clarification questions 53 and 54 regarding specifications 3.1.4.5 and 3.1.4.11.

Regarding 3.1.4.15 for monitors, HP's proposed monitor meets the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.5 STANDARD LAPTOP:

- 3.1.5.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.
- 3.1.5.2 Processor: Latest generation processor, minimum Intel Core i5 Processor or equal with a minimum of 4 cores and 6MB cache.
- 3.1.5.3 RAM: Minimum 16GB Single DIMM, expandable up to 32GB
- 3.1.5.4 Storage Drive: Minimum 256GB SSD
- 3.1.5.5 Camera: Integrated Webcam with 720p or greater resolution
- 3.1.5.6 USB Ports: Minimum 3 USB ports; with a minimum of 1 USB-A 3.0 (or faster) and 1 USB-C (charging)
- 3.1.5.7 Display/Graphics: Integrated HD Graphics, 15" display or greater with HDMI 2.0 or DisplayPort 1.4 port or greater, minimum resolution of 1920x1080.
- 3.1.5.8 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan
- 3.1.5.9 Wireless Adapter: Supports Wi-Fi 6 or newer 2x2 and Bluetooth 5.1 or newer
- 3.1.5.10 Power: A/C Adapter
- 3.1.5.11 TPM Version 2.0
- 3.1.5.12 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors, battery, or other issues related to internal components. Parts and labor for repairs included at no additional cost.
- 3.1.5.13 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.
- 3.1.5.14 Energy Consumption: Unit must be ENERGY Star Certified
- 3.1.5.15 Must be compatible with the "Docking Station for Standard Laptop" listed later in this RFQ.
- 3.1.5.16 Optional Optical Drive: Internal DVD/RW



3.1.5.17 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

Regarding 3.1.5.12 for monitors, HP's external monitors meet the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.6 POWER LAPTOP:

- 3.1.6.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.
- 3.1.6.2 Processor: Latest generation processor, minimum Intel Core i7 Processor or equal with a minimum of 6 cores, 12 threads, and 8MB cache.
- 3.1.6.3 RAM: Minimum 32GB Single DIMM, expandable up to 64GB
- 3.1.6.4 Storage Drive: Minimum 512GB SSD
- 3.1.6.5 Keyboard: Backlit
- 3.1.6.6 Camera: Integrated Webcam
- 3.1.6.7 USB Ports: Minimum 3 USB ports; minimum of 1 USB-A 3.0 (or faster) and 1 USB-C (charging)
- 3.1.6.8 Display/Graphics: Integrated HD Graphics, 15" display or greater with HDMI 2.0 or DisplayPort 1.4 port or greater, minimum resolution of 1920x1080.
- 3.1.6.9 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan
- 3.1.6.10 Wireless Adapter: Supports Wi-Fi 6 or newer 2x2 and Bluetooth 5.1 or newer
- 3.1.6.11 WWAN: Mobile Broadband Card with micro-SIM slot, must be compatible with AT&T and Verizon
- 3.1.6.12 Power: A/C Adapter
- 3.1.6.13 TPM Version 2.0
- 3.1.6.14 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors, battery, or other issues related to internal components. Parts and labor for repairs included at no additional cost.
- 3.1.6.15 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.
- 3.1.6.16 Energy Consumption: Unit must be ENERGY Star Certified
- 3.1.6.17 Must be compatible with the "Docking Station for Power Laptop" listed later in this RFQ.
- 3.1.6.18 Optional Optical Drive: Internal DVD/RW



3.1.6.19 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

Regarding 3.1.6.14 for monitors, HP's external monitors meet the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.7 TABLET PC:

3.1.7.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.

3.1.7.2 Processor: Latest generation processor, minimum Intel Core i7 Processor or equal with minimum 4 cores and 4MB cache.

3.1.7.3 RAM: Minimum 16GB

3.1.7.4 Storage Drive: Minimum 256GB SSD, upgrade option to 512B SSD

3.1.7.5 Keyboard: Backlit

3.1.7.6 Mouse: Glide or Trackpad

3.1.7.7 Camera: Integrated Webcam

3.1.7.8 USB Ports: Minimum 1 USB-A 3.0 (or faster) and 1 USB- C (charging)

3.1.7.9 Display/Graphics: Integrated HD Graphics, 13" or greater touchscreen display with HDMI 2.0 or DisplayPort 1.4 or greater port, minimum resolution of 1920x1080.

3.1.7.10 Wireless Adapter: Supports Wi-Fi 6 or newer 2x2 and Bluetooth 5.1 or newer

3.1.7.11 WWAN: Mobile Broadband Card with micro-SIM slot, must be compatible with AT&T and Verizon

3.1.7.12 Power: A/C Adapter

3.1.7.13 TPM Version 2.0

3.1.7.14 Must be a convertible-type laptop, where the keyboard is able to be folded or rotated underneath the screen

3.1.7.15 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors, battery, or other issues related to internal components. Parts and labor for repairs included at no additional cost.

3.1.7.16 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.

3.1.7.17 Energy Consumption: Unit must be ENERGY Star Certified

3.1.7.18 Must be compatible with the "Docking Station for Tablet" listed later in this RFQ.



3.1.7.19 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

Regarding 3.1.7.15 for monitors, HP's external monitors meet the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.8 MOBILE WORKSTATION

3.1.8.1 Operating System: Latest Windows 10 Enterprise 64-bit Operating System Build with support for Windows 11 Enterprise 64-bit Operating System or equivalent business class operating system with graphical user interface. Operating System must be compatible with 32-bit applications.

3.1.8.2 Processor: Latest generation processor, minimum Intel Core i7 Processor or equal with a minimum of 6 cores, 12 threads, and 8MB cache.

3.1.8.3 RAM: Minimum 32GB Single DIMM, expandable up to 64GB

3.1.8.4 Storage Drive: Minimum 512GB SSD

3.1.8.5 Mouse: USB or Wireless, 2-button with scroll

3.1.8.6 Keyboard: Backlit

3.1.8.7 Camera: Integrated Webcam

3.1.8.8 USB Ports: Minimum 3 USB ports; minimum of 1 USB-A 3.0 (or faster) and 1 USB-C (charging)

3.1.8.9 Display/Graphics: Professional-grade discrete graphics with minimum 4GB dedicated, non-shared memory, 16" display or greater with HDMI 2.0 or DisplayPort 1.4 port or greater, minimum resolution of 1920x1080.

3.1.8.10 Network Interface: Integrated Gigabit Ethernet (10/100/1000) or faster Card, Wake on Lan

3.1.8.11 Wireless Adapter: Supports Wi-Fi 6 or newer 2x2 and Bluetooth 5.1 or newer

3.1.8.12 Power: A/C Adapter

3.1.8.13 TPM Version 2.0

3.1.8.14 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors, battery, or other issues related to internal components. Parts and labor for repairs included at no additional cost.

3.1.8.15 Four Year Accidental Damage Coverage for all mobile equipment to cover everything the standard four-year warranty does not cover.

3.1.8.16 Absolute Resilience or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date. Absolute should be activated upon shipment.

3.1.8.17 Energy Consumption: Unit must be ENERGY Star Certified



- 3.1.8.18 Must be compatible with the “Docking Station for Mobile Workstation” listed later in this RFQ.
- 3.1.8.19 Optional Optical Drive: Internal DVD/RW
- 3.1.8.20 Vendor must provide Hardware Hash for all machines purchased under this contract, to provide the ability to self register the devices into MS Autopilot for provisioning.

Response:

HP’s pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP’s proposed products are included in **Attachment 13**.

Regarding 3.1.8.14 for monitors, HP’s external monitors meet the 2-year minimum warranty requirement in section 3.1.9.1.

3.1.9 OPTIONAL COMPONENTS AND SERVICES

3.1.9.1 Monitors:

- 3.1.9.1.1 Flat Panel Monitor 20” or greater, Aspect Ratio of 16:9 or greater, Minimum Resolution 1600x900, DisplayPort required, DisplayPort cable included, Warranty for a minimum of 2 years
- 3.1.9.1.2 Flat Panel Monitor 24”, Aspect Ratio of 16:9 or greater, Minimum Resolution 1920x1080, DisplayPort required, DisplayPort cable included, stand must have height, tilt, and screen rotation adjustments, Warranty for a minimum of 2 years
- 3.1.9.1.3 Flat Panel Monitor 27”, Aspect Ratio of 16:9 or greater, Minimum Resolution 1920x1080, DisplayPort required, DisplayPort cable included, monitor stand must have height, tilt, and screen rotation adjustments, Warranty for a minimum of 2 years

3.1.9.2 Digital Signature Pads:

- 3.1.9.2.1 Must be compatible with Google Workspace, Microsoft Office productivity suites, and popular PDF software, including Adobe Acrobat and Kofax PowerPDF.
- 3.1.9.2.2 Must have at minimum a 1”x5” LCD Signature Screen
- 3.1.9.2.3 Must provide connectivity to Windows 10 and Windows 11 OS.

3.1.9.3 Docking Station for Standard Laptop:

- 3.1.9.3.1 Must be compatible with the Standard Laptop listed in this RFQ.
- 3.1.9.3.2 Must support dual monitors, DisplayPort and/or HDMI required, adapters to support DVI and VGA required to be included
- 3.1.9.3.3 Must have a Gigabit Ethernet (10/100/1000) or faster port.
- 3.1.9.3.4 The docking station must be able to communicate with and power the laptop from a single USB-C plug
- 3.1.9.3.5 Must have minimum 3 USB-A 3.0 or faster ports and 1 USB-C port.
- 3.1.9.3.6 Docking stations from 3rd party manufacturers are not acceptable.



- 3.1.9.3.7 Must come with a warranty including advanced part exchange for a minimum of 4 years
- 3.1.9.4 Docking Station for Power Laptop:
 - 3.1.9.4.1 Must be compatible with the Power Laptop listed in this RFQ.
 - 3.1.9.4.2 Must support dual monitors, DisplayPort and/or HDMI required, adapters to support DVI and VGA required to be included
 - 3.1.9.4.3 Must have a Gigabit Ethernet (10/100/1000) or faster port.
 - 3.1.9.4.4 The docking station must be able to communicate with and power the laptop from a single USB-C plug.
 - 3.1.9.4.5 Must have minimum 3 USB-A 3.0 or faster ports and 1 USB-C port.
 - 3.1.9.4.6 Docking stations from 3rd party manufacturers are not acceptable.
 - 3.1.9.4.7 Must come with a warranty including advanced part exchange for a minimum of 4 years
- 3.1.9.5 Docking Station for Tablet:
 - 3.1.9.5.1 Must be compatible with the Tablet PC listed in this RFQ.
 - 3.1.9.5.2 Must support dual monitors, DisplayPort and/or HDMI required, adapters to support DVI and VGA required to be included.
 - 3.1.9.5.3 Must have a Gigabit Ethernet (10/100/1000) or faster port.
 - 3.1.9.5.4 The docking station must be able to communicate with and power the laptop from a single USB-C plug.
 - 3.1.9.5.5 Must have minimum 3 USB-A 3.0 or faster ports and 1 USB-C port.
 - 3.1.9.5.6 Docking stations from 3rd party manufacturers are not acceptable.
 - 3.1.9.5.7 Must come with a warranty including advanced part exchange for a minimum of 4 years
- 3.1.9.6 Docking Station for Mobile Workstation:
 - 3.1.9.6.1 Must be compatible with the Mobile Workstation listed in this RFQ.
 - 3.1.9.6.2 Must support dual monitors, DisplayPort and/or HDMI required, adapters to support DVI and VGA required to be included.
 - 3.1.9.6.3 Must have a Gigabit Ethernet (10/100/1000) or faster port.
 - 3.1.9.6.4 The docking station must be able to communicate with and power the laptop from a single USB-C plug.
 - 3.1.9.6.5 Must have minimum 3 USB-A 3.0 or faster ports and 1 USB-C port.
 - 3.1.9.6.6 Docking stations from 3rd party manufacturers are not acceptable.
 - 3.1.9.6.7 Must come with a warranty including advanced part exchange for a minimum of 4 years
- 3.1.9.7 SSD SATA 1TB 2.5"
 - 3.1.9.7.1 This component is allowed to be a third-party brand.
- 3.1.9.8 SSD M.2 1TB NVME 2280



- 3.1.9.8.1 This component is allowed to be a third-party brand.
- 3.1.9.9 Optional USB DVD/RW Drive with a minimum read and write speed of 24x for CDs and 8x for DVDs
- 3.1.9.10 USB Smart Card Reader
 - 3.1.9.10.1 Smart Card Reader Must be FIPS-201 compliant
 - 3.1.9.10.2 Smart Card Reader must connect via USB to the PC
 - 3.1.9.10.3 Smart Card Reader must be compatible with the computers listed in this RFO.
 - 3.1.9.10.4 This component is allowed to be a third-party brand.
- 3.1.9.11 Optional Four Year Accidental Damage Coverage for all mobile equipment to cover everything the standard four-year warranty does not cover.

Response:

HP's pricing and configuration details for proposed products are provided in **Attachment 1**. Technical datasheets and other documentation for HP's proposed products are included in **Attachment 13**.

As permitted in Amendment 2, Q&A 47, HP's proposed Google Workspace Digital Signature Pad is a third-party product.

3.1.10 MISCELLANEOUS MANDATORY REQUIREMENTS

- 3.1.10.1 All computers provided under this contract must be business-class machines, as specified in Section 2 of these specifications

Response:

HP agrees.

- 3.1.10.2 All computing equipment offered in the Vendor's response must be OEM products. Vendors must provide detailed specification sheets for all proposed products upon request. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets within the allotted timeframe will be disqualified.

Response:

HP agrees, and has proposed only OEM hardware, except where third-party products are permitted in accordance with Amendment 2. Detailed specification sheets are included in **Attachment 13 - HP Documentation for Proposed Products**.

- 3.1.10.3 All new equipment must be delivered to the State with new components only, not refurbished, used or recycled components. If providing replacement parts, the WVOT, while preferring new parts, will accept "like new" refurbished parts with the same warranty offered for new parts. Shipping cost for returns must be paid by vendor.

Response:

HP agrees.

- 3.1.10.4 All hardware provided under this contract must be a minimum of Energy Star 5.0 compliant.

Response:

HP agrees.



3.1.10.5 The Absolute Resilience, or equal, software listed in this RFQ must be active on the computers when they are shipped from the vendor.

Response:

HP agrees.

3.1.10.6 Vendor must set BIOS/UEFI Firmware to WVOT Standards before shipment. These standards will be available to the vendor after seed machines have been tested and standards established. WVOT must provide these settings within 10 business days of receiving the seed machines.

Response:

HP agrees.

3.1.10.7 All Desktops and Monitors must meet minimum Electronic Product Environmental Assessment Tool (EPEAT) Silver certification. The vendor must provide documentation proving the level of certification with specification sheets upon request. The Vendor must ensure equipment meets the latest EPEAT registration requirements before it is delivered. It is preferred that certification documentation be provided with the bid.

Response:

HP agrees. For HP's EPEAT certifications for HP's proposed desktops, workstation, monitors, laptops, and tablets, please refer to **Attachment 13 - HP Documentation for Proposed Products**.

3.1.10.8 Vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period.

Response:

HP agrees.

3.1.10.9 Each model provided under this contract must have consistent hardware configurations, meaning that all machines of the same make or model must have the same components.

Response:

HP agrees.

3.1.10.10 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 regularly with the State to discuss product transitions and will confirm in writing 60 days prior to the replacement via email.

3.1.10.11 Vendor must provide, at no additional charge, the State with two (2) free of charge units of all initial and subsequent replacement contract items. The State will use this time to test the equipment and images. It is the State's right to accept or reject any proposed model replacement.

Response:

HP agrees.



3.1.10.12 Vendor must guarantee that any replacement units meet, or exceed, the originally bid model's specifications. Vendor must guarantee any proposed replacement units are of equivalent pricing (equal to, or less than) to originally bid units.

Response:

HP agrees.

3.1.10.13 Current models must be available for purchase by the State, until the proposed replacement units have been approved by the State and a Change Order has been fully executed.

Response:

HP agrees.

3.1.10.14 If the computing equipment experiences "repeated failure" in the first year of ownership, the Vendor must replace the computing unit with a new unit of the same make and model or a model equal to or better than what is currently provided under the contract.

3.1.10.14.1 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:

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, HP will accommodate the State's definition of repetitive failure through HP's Customer First Program. HP's first step in resolving repeat problems is to engage 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, HP 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: (a) provide you with a replacement unit of HP's choosing that is the same or equivalent to your HP hardware product in performance; or (b) give you a refund of your purchase price instead of a replacement.

3.1.10.15 The State must have the ability to remove the storage drive before returning any equipment to the Vendor. Additionally, the state must be able to retain storage drives without returning them to the Vendor and without being charged by the Vendor due to not returning the drive.

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 - HP Hardware Support Onsite Service** for details regarding 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.

3.1.10.16 Vendor must provide 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 (CSR) program.

HP Customer Self Repair

The HP CSR 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 its convenience.

Customer Self Repair 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, keyboards, 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.

A database of mandatory and optional CSR parts is available online at:

http://h18033.www1.hp.com/support/selfrepair/ww/replace_part.asp.

3.1.10.17 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, within five (5) business days.

Response:

HP agrees.

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. Vendor must immediately notify the Office of Technology and the WV Purchasing Division if/when these contacts change.

3.1.10.18.1 The Agency may request personnel changes on the contract if the Vendor personnel are not satisfactorily performing their duties.

Response:

HP agrees and has included the required information below.

Primary Account Representative

Steven Monjaras
Territory Account Manager
Pickerington, Ohio
Tel: 614.203.5224
steven.m.monjaras@hp.com

Steven reports to Malinda Lindsey, Mid-Atlantic General Manager.

General Manager

Malinda Lindsey
Mid-Atlantic General Manager, State, Local & Education
Washington, DC
Tel: 202.409.8703
malinda.gardner@hp.com

Contract Sales Manager

Debra Lee
Director of Contract Sales Management
US State & Local Government and Education
Deerfield, Illinois
Tel: 847.537.0344
Debra.lee@hp.com



3.1.10.19 The successful vendor must provide a customer support telephone 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. Due to the impact of COVID-19 on the hybrid work force, HP provides customer support via email at directsledmidatlantic@hp.com. The State can reach the Director of Contract Sales Management, Debra Lee, at 847.537.0344 for any customer support needed by phone.

3.1.10.20 Vendor must provide direct, via telephone, second level technical access to support all equipment offered.

Response:

HP agrees.

3.1.10.21 Vendor must provide a parts and support website for access by State technical staff.

Response:

HP agrees. HP will provide a priority support website for the State upon award.

3.1.10.22 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.

3.1.10.23 The Vendor must agree to establish Quarterly Reviews and/or mutually agreed upon calls to discuss contract issues, questions, concerns, and performance.

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 in wvOASIS.

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: Vendor should complete the Pricing by filling in the price per requested unit. Vendor should complete the Pricing in its entirety as failure to do so may result in Vendor's bids being disqualified.

4.2.1 wvOasis contains a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate annual volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Response:

HP agrees. Please refer to **Attachment 1** for HP's pricing.

4.2.2 Vendor should electronically enter the information into wvOASIS.

Response:

HP agrees. In addition to entering the pricing information into wvOASIS, HP's pricing is included in **Attachment 1**.

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 may have to agree or accept as a part of this solicitation. Vendor will be required to provide before a Purchase Order is issued.

Response:

HP agrees. Please refer to **Attachment 4** for HP's Customer Terms, which includes software licensing terms and conditions.

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 may 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:

HP agrees. Please refer to **Attachment 4** for HP's Customer Terms, which includes maintenance/support 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. The State does not make any guarantees that it will utilize an online ordering system, and the Vendor is required to accept wvOASIS delivery orders (ADO/CDO).

Response:

HP agrees. HP can provide online e-commerce ordering based on the State's request. HP e-commerce sites are properly secured.



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

Response:

HP agrees.

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. HP will conduct monthly meetings with the State designated contact to review the estimated monthly inventory level requirements to assist in carrying sufficient inventory for the contract.

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 to the Agency email address provided on the WV Purchase Order.

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. Since HP's freight terms are F.O.B. Destination for all locations within the State, standard shipping and handling services include a guarantee that HP will replace any product lost or damaged during shipment. HP 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 up to five (5) business days or more. Expedited or special delivery services, such as Inside Delivery, will incur additional charges that can be quoted on an as-needed basis.



Inside Deliveries

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

For larger deliveries, HP uses a freight carrier. Freight carriers provide dock delivery, though they 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. 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 as **Attachment 8**.

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 the 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. HP will conduct monthly meetings with the State designated contact to review the estimated monthly inventory level requirements to assist in carrying sufficient inventory for the contract.

8.3 Reports: Vendor shall provide to the State of West Virginia, quarterly utilization reports containing, at a minimum, the following information pertaining to the State of West Virginia agencies, boards, commissions, and political subdivisions:

- a. Ordering Entity;
- b. Purchase order number;
- c. Description;
- d. Quantity;
- e. Price.

These reports must be provided in Excel format and sent via email on a quarterly basis as follows:

<u>PERIOD END</u>	<u>REPORT DUE</u>
December 31	January 31
March 31	April 30
June 30	July 31
September 30	October 31

The contract number CMA 0212 XXXXXXXX must be included on all Quarterly Sales Reports. Send reports to: Mark.A.Atkins@wv.gov and Jessica.L.Hovanec@wv.gov

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.

Response:

HP agrees and has provided the Contract Manager information below.

Contract Manager:	Debra Lee
Telephone Number:	(847) 537-0344
Fax Number:	(847) 572-1336
Email Address:	Debra.Lee@hp.com



HP Attachments

The following HP attachments can be found on the subsequent pages.

- Attachment 1 - HP Pricing and Configuration Details
- Attachment 2 - Addendum Acknowledgement Form
- Attachment 3 - HP Certificate of Insurance
- Attachment 4 - HP Customer Terms
- Attachment 5 - HP Certificate of Authorization
- Attachment 6 - West Virginia Tax Letter of Good Standing
- Attachment 7 - HP Hardware Support Onsite Service
- Attachment 8 - HP State and Local Government and Education Customer Return Policy
- Attachment 9 - HP Custom System Settings Services
- Attachment 10 - HP Absolute Platform Support Service
- Attachment 11 - HP Priority Services
- Attachment 12 - HP Integration and Packaging Services
- Attachment 13 - HP Documentation for Proposed Products



Attachment 1 – HP Pricing and Configuration Details

Proposed product configuration details are provided in the tables below. For all proposed configurations, HP offers Windows 11 Pro downgrade to Win 10 Pro 64 operating system, which the State can upgrade to Enterprise using its existing Microsoft license.

Table 2. 3.1.2 Standard PC: HP EliteDesk 600 G9 Microtower

HP offers the HP EliteDesk 600 G9 Microtower for the State’s Standard PC (section 3.1.2).

Category	Description	Part No.
Base Unit	HP Elite Tower 600 G9 260W – Base Unit RCTO	54N88AV
Packaging	Single Unit (Tower) Packaging	6ME13AV
Energy Star Compliance	ENERGY STAR Certified Label	6ME13AV
Power Cord	C13 1.83m Sticker Conventional Straight Desktop Power Cord	4G3M8AV
Operating System	Windows 11 Pro 64 Downgrade Win 10 Pro 64	4V078AV
Processor	Intel Core i5-12500 3.00G 18MB 6 cores 65W	4G398AV
System Memory	16GB (1x16GB) DDR5 4800 UDIMM Memory	4G3N0AV
Internal Storage	256GB PCIe-4x4 2280 NVMe TLC Solid State Drive	4G3Q0AV
Keyboard	HP USB 320K Keyboard	4G3D9AV
ID/Mechanical	VGA Port V2	4G3S6AV
ID/Mechanical	No Flex Port 2	4G3H7AV
Mouse	HP Black 125 Wired Mouse	4G3H2AV
Optical Device 1	DVD-Writer ODD	4G3J2AV
Add On Selections	DisplayPort TO DVI-D Adapter (single link) Cable	FH973AA
Warranty	HP 3 year Next Business Day Onsite Desktop Only Hardware Support Warranty Extension	60Q08AV
Country Kit	Elite 600 Tower Country Kit	4G390AV
Technical Avs	Intel Core i5 vPro Essentials Alder Lake Label	646V7AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support w/Defective Media Retention (Attachment 7)	UE333E
Absolute Standalone	HP 5-year Absolute Resilience(Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$636		



Table 3. 3.1.3 Power PC: HP EliteDesk 600 G9 Microtower

HP offers the HP EliteDesk 600 G9 Microtower for the State's Power PC (section 3.1.3).

Category	Description	Part No.
Base Unit	HP Elite Tower 600 G9 400W -Base Unit RCTO	54N89AV
Packaging	Single Unit (Tower) Packaging	4G3G3AV
Energy Star Compliance	ENERGY STAR Certified	6ME13AV
Power Cord	C13 1.83m Sticker Conventional Straight Desktop Power Cord	4G3M8AV
Operating System	Windows 11 Pro 64 Downgrade Win 10 Pro 64	4V078AV
Processor	Intel Core i7-12700 2.10G 25MB 12 cores 65W	4G3A0AV
System Memory	32GB (1x32GB) DDR5 4800 UDIMM Memory	4G3N2AV
Internal Storage	512GB PCIe-4x4 NVMe TLC Solid State Drive	4G3R4AV
Keyboard	HP USB 320K Keyboard	4G3D9AV
ID/Mechanical	VGA Port V2	4G3S6AV
ID/Mechanical	No Flex Port 2	4G3H7AV
Mouse	HP Black 125 Wired Mouse	4G3H2AV
Wireless Adapter	Intel AX211 Wi-Fi 6E + BT 5.3 WLAN	4G3T5AV
Optical Device 1	DVD-Writer ODD	4G3J2AV
Add On Selections	DisplayPort TO DVI-D Adapter (single link) Adapter	FH973AA
Warranty	HP 3 year Next Business Day Onsite Desktop Only Hardware Support Warranty Extension	60Q08AV
Country Kit	Elite 600 Tower Country Kit	4G390AV
Technical AV	Intel Core i7 vPro Essentials Alder Lake Label	646V8AV
Technical AV	SATA Power cable w/RF	5B0Z0AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support w/Defective Media Retention for Desktops (Attachment 7)	UE333E
Absolute Standalone	HP 5-year Absolute Resilience (Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$803		



Table 4. 3.1.4 Fixed Workstation: HP Z4 G4 Tower Workstation

HP offers the HP Z4 G4 Tower Workstation for the State's Fixed Workstation (section 3.1.4).

Category	Description	Part No.
Base Unit	HP Z4 G4 WKS	1JP11AV
Packaging	Single unit (TWR) Packaging	1JR04AV
Chassis	HP Z4 G4 90 750W Chassis	1JQ29AV
Operating System	Windows 11 Pro 64 Downgrade Win 10 Pro 64 for Workstations 6 Cores Plus	540D9AV#ABA
Energy Star	Energy Star Compliance	1JP74AV
Internal OS Load Storage Options	Operating System Load to SATA/SAS	1JP94AV
Processor	Intel Xeon W-2245 3.9GHz 2933MHz 8C 155W CPU	8EC23AV
System Memory	64GB (2x32GB) DDR4 2933 DIMM ECC Registered WW Memory	8EC50AV
Graphics Card	NVIDIA RTX A4000 16 GB FH Blower Fan 4DP PCIe x16 Graphics	435S4AV
Internal Storage 1	HP Z Turbo Drive Quad Pro 512GB TLC SSD	4ZY80AV
Internal Storage 2	HP Z Turbo Drv Quad 512GB TLC SSD 2nd	4ZY75AV
Internal Storage 3	HP Z Turbo Drv Quad 512GB TLC SSD 3rd	4ZY76AV
Internal Storage 4	HP Z Turbo Drv Quad 512GB TLC SSD 4th	4ZY77AV
Keyboard	USB Business Slim Wired Keyboard US	1JQ87AV#ABA
Mouse	HP Wired 320M Mouse	5U114AV
Optical Device 1	9.5mm DVD-Writer 1st ODD	1JR01AV
Front I/O	Premium FIO 2xUSB3.1 TypeC 2xUSB3 TypeA	1JP95AV
Warranty	3/3/3 (material/labor/onsite) Warranty US	1JR07AV#ABA
Country Kit	HP Z4 G4 Country Kit US	1JQ44AV#ABA
Technical AV	HP Z4 HiPwr CPU Cooling Solution	3EN29AV
Card for Raid 5 Configuration	Intel VROC NVMe SSD Premium Ctlr Module	3FJ81AA
Hardware Integration Service	Hardware Integration (Attachment 12)	AY105AV
Raid 5 Configuration Service	HP GetMore Service	AY116AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support for Workstations w/Defective Media Retention (Attachment 7)	U1G56E
Absolute Standalone	HP 5-year Absolute Resilience (Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$3,027		



Table 5. 3.1.5 Standard Laptop: HP ProBook 450 G9

HP offers the HP ProBook 450 G9 for the State's Standard Laptop (section 3.1.5).

Category	Description	Part No.
Base Unit	HP IDS UMA i5-1235U Realtek USBC 450 G9 Base NB PC	674N0AV
OS & Documentation	Windows 11 Pro 64 Downgrade Win 10 Pro 64	4S310AV
Integrated Camera	Dual AryMic HD USB2 WFOV Integrated Camera	4D3Y3AV
Display	15.6 inch FHD (1920x1080) Anti-Glare LED UWVA 250 for HD Webcam Narrow Bezel bent	4D3Y6AV
System Memory	16GB (1x16GB) DDR4 3200	4D432AV
Internal Storage	256GB PCIe NVMe Value Solid State Drive	4E471AV
Communication WLAN and Bluetooth	Intel AX211 Wi-Fi 6E 160 MHz +Bluetooth 5.3 WW WLAN	4D441AV
Wireless WAN	No WWAN	4D401AV
Fingerprint Reader	No Fingerprint Sensor	4D3Z8AV
Battery	Long Life 42Whr Fast Charge 3 cell Battery	4D3W4AV
AC Adapter	45 Watt Smart nPFC Right Angle AC Adapter	4D3V8AV
Power Cords	C5 1.0m Sticker Conventional Power Cord	4F021AV
Warranty	HP 3 year Offsite Notebook Only Hardware Support Warranty Extension	5Z971AV
Country/Hardware Kit	Country Localization US	4D9R6AV
Keyboard	Clickpad with numeric keypad spill-resistant	4F003AV
Technical AV	Electronic Energy Star labeling (EStar)	1Y632AV
Processor Labels	Core i5 sz3 G12 Label	4W1K5AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services AY166AV	AY166AV
HP Care Pack Services	HP 4 Year Onsite Battery Replacement HW Support	U9UX1E
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks (Attachment 7)	UB5F2E
Absolute Standalone	HP 5-year Absolute Resilience (Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$724		



Table 6. 3.1.6 Power Laptop: HP EliteBook 650 G9

HP offers the HP EliteBook 650 G9 for the State's Power Laptop (section 3.1.6).

Category	Description	Part No.
Base Unit	HP IDS UMA i7-1255U for WWAN Realtek USBC 650 G9 Base NB PC	6N4K3AV
OS & Documentation	Windows 11 Pro 64 Downgrade Win 10 Pro 64	4T6H9AV
Integrated Camera	Dual AryMic HD USB2 WFOV Integrated Camera	4G5Z1AV
Display	15.6 inch FHD (1920x1080) Anti-Glare LED UWVA 250 for WWAN for HD Webcam Narrow Bezel bent	4G605AV
System Memory	32GB (1x32GB) DDR4 3200	4G647AV
M.2 Storage	512GB PCIe NVMe Value Solid State Drive	4G661AV
Near Field Communication	No Near Field Communication (No NFC)	4G608AV
Communication WLAN and Bluetooth	Intel AX211 Wi-Fi 6E 160 MHz +Bluetooth 5.3 WW WLAN	4G665AV
Wireless WAN	Intel XMM 7560 R+ LTE-Advanced Pro WWAN	4G667AV
Fingerprint Reader	No Fingerprint Sensor	4G607AV
Smart Card Reader	No SmartCard Reader	4G609AV
Battery	Long Life 42Whr Fast Charge 3 cell Battery	4G5Y7AV
AC Adapter	45 Watt Smart nPFC Right Angle AC Adapter	4G5Y1AV
Power Cords	C5 1.0m Sticker Conventional Power Cord	4G6J4AV
Warranty	HP 3 year Offsite Notebook Only Hardware Support Warranty Extension	615P9AV
Out-Of-Band Manageability	No vPro AMT supported	4V0B5AV
Country/Hardware Kit	Country Localization US	4G8E9AV
Keyboard	Clickpad Backlit num kypd spill-resistant KBD	4G690AV
Technical AV	Electronic Energy Star labeling (EStar)	1Y632AV
Processor Labels	Core i7 sz3 G12 Label	4W1M9AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4 Year Onsite Battery Replacement HW Support	U9UW8E
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks (Attachment 7)	UA6H7E
Absolute Standalone	HP 5-year Absolute Resilience (Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$1,010		



Table 7. 3.1.7 Tablet PC: HP EliteBook x360 830 G9

HP offers the HP EliteBook x360 830 G9 for the State's Tablet PC (section 3.1.7).

Category	Description	Part No.
Base Unit	HP IDS UMA i7-1255U 16GB x360 830 G9 Base NB PC	479Y8AV
OS & Documentation	Windows 11 Pro 64 Downgrade Win 10 Pro 64	4T5K1AV
Digital Pen	No Digital Active Pen	47D07AV
Display	13.3 inch BV WUXGA (1920x1200) LED UWVA 250 for WWAN w5MP Touchscreen bnt LCD Panel	47C96AV
Internal Storage	256 GB PCIe NVMe Value Solid State Drive	4D031AV
Near Field Communication	No Near Field Communication (No NFC)	47D09AV
Communication WLAN and Bluetooth	Intel AX211 Wi-Fi 6E 160 MHz +Bluetooth 5.3 WW WLAN	47D30AV
Wireless WAN	Intel XMM 7560 R+ LTE-Advanced Pro WWAN	47D34AV
Battery	Long Life 38Whr Fast Charge 3 cell Battery	47C93AV
AC Adapter	45 Watt nPFC USB-C Straight AC Adapter	47C90AV
Power Cords	C5 1.0m Sticker Conventional Power Cord	482Y5AV
Warranty	1/1/0 Warranty	482F3AV
Warranty Extension Bundling	HP 3 year Offsite Notebook Only Hardware Support Warranty Extension	605J0AV
Out-Of-Band Manageability	No vPro AMT supported	X9H42AV
Country/Hardware Kit	Country Localization	482B4AV
Keyboard	Clickpad Backlit spill-resistant Premium Keyboard	482N3AV
Technical AV	Electronic Energy Star labeling (EStar)	1Y629AV
Processor Labels	Core i7 sz2 G12 Label	4W1L6AV
BIOS Service	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4 Year Onsite Battery Replacement Hardware Support	U9UW8E
HP Care Pack Services	HP 4-year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks (Attachment 7)	UE336E
Absolute Standalone	HP 5-year Absolute Resilience (Attachment 10)	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$1,101		



Table 8. 3.1.8 Mobile Workstation: HP Fury 16 G9

HP offers the HP Fury 16 G9 for the State's Mobile Workstation (section 3.1.8).

Category	Description	Part No.
Base Unit	HP IDS i7-12800HX for WWAN Fury 16 G9 Base NB PC	609L6AV
Packaging	Standard Packaging	609Q0AV
OS Localization	OS Localization	4SS11AV
OS & Documentation	Windows 11 Pro 64 Downgrade Win 10	609S6AV
Graphics	NVIDIA RTX A1000 4 GB Graphics	609M6AV
Integrated Camera	Dual AryMic 5MP USB2 IR NFOV Integrated Camera	609N1AV
Display	16.0 inch AG WUXGA (1920x1200) WLED+LBL UWVA 400 for WWAN w5MP IR bnt LCD Panel	6L1E0AV
System Memory	32GB (1x32GB) DDR5 4800 SODIMM Memory	609T7AV
M.2 Storage	512GB PCIe-4x4 NVMe TLC Solid State Drive	609X8AV
Near Field Communication	No Near Field Communication (No NFC)	609P6AV
Communication WLAN and BlueTooth	Intel AX211 Wi-Fi 6E 160 MHz +Bluetooth 5.3 WW WLAN	609Y7AV
Wireless WAN	No WWAN	609P8AV
Fingerprint Sensor	Fingerprint Sensor	609U3AV
Battery	XL-Long Life 95Whr Fast Charge 8 cell Battery	609L1AV
AC Adapter	HP 200W Slim 4.5mm PFC Smart (3-pin) AC Adapter	609K9AV
Power Cord	C13 1.0m Tag Premium Power Cord	60A65AV
HP Tamper Lock	HP Tamper Lock	4N732AV
Warranty	3/3/0 Warranty	60A66AV
Out-Of-Band Manageability	No vPro AMT supported	X9H49AV
Country/Hardware Kit	Country Localization	609Z1AV
Keyboard	HP Touchpad Backlit num kypd spill-resistant Premium Keyboard	60A73AV
Processor Labels	Core i7 sz3 G12 Label	4W1M5AV
USB Wired Mouse	HP 125 Wired Mouse	265A9AA
BIOS Services	BIOS Setting Service (Attachment 9)	AY103AV
Account Operations Services	Account Operations Services	AY166AV
HP Care Pack Services	HP 4-Year Onsite Battery Replacement HW Support	U9UW8E
HP Care Pack Services	HP 4-Year Next Business Day Onsite w/Accidental Damage Protection and Defective Media Retention Notebooks Hardware Support (Attachment 7)	U02C2E
Absolute Standalone	HP 5-Year Absolute Resilience	U8UK3E
Second Level Support (3.1.10.20)	HP 4-year Priority Access Plus (Attachment 11)	U9DM1E
Hardware Hash to self-register devices into MS Autopilot	Microsoft Autopilot Registration	N/A
Configuration Unit Price: \$1,935		



Table 9. 3.1.9 Monitors, Docking Stations, and Optional Components

HP offers the following products for the State's Monitors, Docking Stations, and Optional Components (section 3.1.9).

Category	Description	Part No.	Unit Price
Monitors			
20-inch Monitor	HP P22 G5 FHD 21.5-inch Monitor with HP DisplayPort Cable Kit	64X86AA VN567AA	\$108.00
24-inch Monitor	HP E24 G4 23.8-inch Monitor	9VF99AA#ABA	\$144.00
27-inch Monitor	HP E27 G4 27-inch Monitor	9VG71AA#ABA	\$162.00
Docking Stations			
Docking Station for Laptops and Tablet	HP USB-C G5 Essential Docking Station and HP 4-Year Next Business Day Response Advanced Exchange Docking Station Hardware Support	72C71AA#ABA UJ392E	\$158.00
Docking Station for Mobile Workstations	HP Thunderbolt Dock 280W G4 w/Combo Cable US and HP 4-Year Next Business Day Response Advanced Exchange Docking Station Hardware Support	4J0G4AA#ABA UJ392E	\$253.00
Drives			
DVD/RW Drive	HP External USB DVD-RW	F2B56AA	\$30.00
SSD M.2 1TB NVMe 2280	HP 1TB TLC PCIe3x4 NVMe M2 SSD	6SK99AA	\$138.00
Third Party Components			
Digital Signature Pads	Topaz SigLite LCD 1X5 HSX USB HP USB TER	T-LBK460-HSX-R	\$265.50
SSD Sata Drive	SanDisk SSD PLUS 1 TB Solid State Drive - 2.5" Internal - SATA (SATA/600) - 535 MB/s Maximum Read Transfer Rate - 3-Year Warranty	SDSSDA-1T00-G26	\$155.10
Smart Card Reader	Adesso SCR-100 Smart Card Reader - Contact - Cable - USB 2.0 - TAA Compliant	SCR-100	\$22.49
Optional Accidental Damage Protection			
Standard Laptop (450 G9)	HP 4-year Next Business Day Onsite with Defective Media Retention and Accidental Damage coverage	UB5F8E (replaces Part No. UB5F2E)	\$209.00
Power Laptop (650 G9)	HP 4-year Next Business Day Onsite with Defective Media Retention and Accidental Damage coverage	UA6J0E (replaces Part No. UA6H7E)	\$181.00
Tablet PC (x360 830 G9)	HP 4-year Next Business Day Onsite with Defective Media Retention and Accidental Damage coverage	UL785E (replaces Part No. UE336E)	\$236.00



Attachment 2 – Addendum Acknowledgement Form

HP's completed and signed copy of the latest State of West Virginia Addendum Acknowledgement Form is provided on the following pages.



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

State of West Virginia
 Centralized Request for Quote
 Info Technology

Proc Folder: 1135670			Reason for Modification: Addendum #3 to attach additional vendor questions and answers.
Doc Description: Addendum #3 Statewide Contract for Computer Equipment			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-12-08	2022-12-13 13:30	CRFQ 0212 SWC2300000010	4

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000231044
Vendor Name : HP Inc.
Address : 1501 Page Mill Road
Street :
City : Palo Alto
State : CA **Country :** USA **Zip :** 94304-1126
Principal Contact : Steven Monjaras
Vendor Contact Phone: (614) 203-5224 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER
 Jessica L Hovanec
 304-558-2314
 jessica.l.hovanec@wv.gov

Vendor Signature X *[Signature]* **FEIN#** 94-1081436 **DATE** 12-9-2022

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

ADDITIONAL INFORMATION

Addendum #3 to attach additional vendor questions and answers.

Addendum #2 to answer an additional vendor question and answer.

Addendum #1 to publish Vendor questions and answers and to move the bid opening date to 12/13/2022 at 1:30 PM ET.

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end statewide contract for the purchase of Windows-based computers and peripherals per the Specifications and Terms and Conditions as attached hereto.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Standard PC	3500.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.2 Standard PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Power PC	3100.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.3 Power PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Fixed Workstation	250.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:
3.1.4 Fixed Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Standard Laptop	2500.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:
3.1.5 Standard Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Power Laptop	9000.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.6 Power Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Tablet PC	2200.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.7 Tablet PC

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Mobile Workstation	500.00000	EA		Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.8 Mobile Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	20" Monitor	1500.00000	EA		Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.1.1 20" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	24" Monitor	10000.00000	EA		Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.1.2 24" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	27" Monitor	1900.00000	EA		Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.1.3 27" Monitor

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Digital Signature Pad	100.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:

3.1.9.2 Digital Signature Pad

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Docking Station for Standard Laptop	2500.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:

3.1.9.3 Docking Station for Standard Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Docking Station for Power Laptop	9000.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.9.4 Docking Station for Power Laptop

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Docking Station for Tablet	2200.00000	EA	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.</i>	

Extended Description:

3.1.9.5 Docking Station for Tablet

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Docking Station for Mobile Workstation	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.6 Docking Station for Mobile Workstation

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	SSD SATA 1TB 2.5"	600.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:

3.1.9.7 SSD SATA 1TB 2.5"

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	SSD M.2 1TB NVME 2280	100.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.8 SSD M.2 1TB NVME 2.5"

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	USB DVD/RW Drive	500.00000	EA	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf.	

Extended Description:
3.1.9.9 Optional USB DVD/RW Drive

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	USB Smart Card Reader	100.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:
3.1.9.10 USB Smart Card Reader

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Four-Year Accidental Damage Coverage	500.00000	EA		Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .

Comm Code	Manufacturer	Specification	Model #
43210000	HP Inc.	Please refer to Attachment 1 in <i>HP Response to State of West Virginia CRFQ 0212 SWC2300000010.pdf</i> .	

Extended Description:
3.1.9.11 Four-Year Accidental Damage Coverage

SCHEDULE OF EVENTS		
--------------------	--	--

Line	Event	Event Date
1	Technical Questions due by November 21, 2022 at 10:00 AM ET	2022-11-21

SOLICITATION NUMBER: CRFQ SWC2300000010
Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as CRFQ SWC2300000010 (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

- 1) To Answer additional Vendor Questions and Answers

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFO SWC230000010

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:

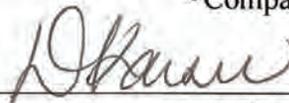
(Check the box next to each addendum received)

- | | |
|--|--|
| <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 checked="" 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 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



Authorized Signature

12-9-2022

Date

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

SWC2300000010 Addendum #3

Vendor Questions and Answers

Q48) Section 5.2 Payment, indicates that OEMs shall accept payment in accordance with the payment procedures of the State of West Virginia. Will the State agree to payments terms of net 30 days?

A48) The State strives for Net 30 days after acceptance of goods.

Q49) On the wvOASIS portal, under the Respond To Lines tab, when you click on the "Additional Specs" button a pop-up window for Alternate Product Specifications and Alternate Shipping Specifications sections. Are Vendors only required to complete the Alternate Products Specifications and Shipping sections when Alternative Products are being proposed?

A49) Correct

Q50) If (a) relates to additional specs for the non-alternate proposed product, where do we enter information regarding alternate products?

A50) In Vendor's response.

Q51) Is it necessary to complete Additional Specs if Vendors are including datasheets?

A51) No

Q52) Can Vendors propose more than one (1) alternate product?

A52) No. Vendor must bid the product it will supply.

Q53) For the Fixed Workstation, would the State accept Qty (4) M.2 NVME 512 SSDs vs. Qty (4) 2.5" SSDs?

A53) Yes

Q54) And if yes, would the State consider changing the requirement to Qty (3) available PCIe slots instead of the original Qty (4) available slots requested (to allow room for the additional NVME drives)?

A54) Yes

Q55) For the Mobile Workstation, would the State consider a 15.6" screen instead of 16" minimum screen?

A55) No



Attachment 3 – HP Certificate of Insurance

In accordance with Section 8, Insurance of the General Terms and Conditions, HP's Certificate of Liability Insurance is provided on the following pages.



ADDITIONAL REMARKS SCHEDULE

AGENCY Marsh USA, Inc.		NAMED INSURED HP Inc. 1501 Page Mill Road Palo Alto, CA 94304	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

Workers Compensation applies to ALL STATES other than CA and Monopolistic

Excess Workers Compensation (CA only)
 Excess of CA qualified self insurance
 Carrier: Old Republic Insurance Company
 Policy Number: MWXS 315832-22
 SIR: \$5,000,000
 Effective Dates: 11/01/2022 - 11/01/2023

Excess Workers Compensation (Monopolistic States only)
 Carrier: Old Republic Insurance Company
 Policy Number: MWXS 314057-22
 SIR: \$5,000,000
 Effective Dates: 11/01/2022 - 11/01/2023



Attachment 4 – HP Customer Terms

In accordance with Specifications subsections 4.2.3 and 4.2.4, HP's Customer Terms are provided on the following pages.



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.
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.** Customer agrees to pay all invoiced amounts within thirty (30) days of HP’s invoice date. HP may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.
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) 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. Maintenance/support services are further described in Exhibit A – Supplemental Data Sheet.
- (b) 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.
- (c) 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.



- (d) 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.
 - (e) Expenses. HP will charge separately for reasonable out-of-pocket expenses, such as travel expenses incurred in providing professional services.
 - (f) Change Orders. We each agree to appoint a project representative to serve as the principal point of contact in managing the delivery of services and in dealing with issues that may arise. Requests to change the scope of services or deliverables will require a change order signed by both parties.
- 10. Eligibility.** HP's service, support and warranty commitments do not cover claims resulting from:
- (a) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material;
 - (b) Modifications or improper system maintenance or calibration not performed by HP or authorized by HP;
 - (c) failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service;
 - (d) malware (e.g. virus, worm, etc.) not introduced by HP; or
 - (e) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP's control.
- 11. Remedies.** This Agreement states all remedies for warranty claims. To the extent permitted by law, HP disclaims all other warranties.
- 12. 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 HP creates deliverables 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.
- 13. Intellectual Property Rights Infringement Indemnification.** HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer's prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. HP is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that HP is not responsible for claims resulting from deliverables content or design provided by Customer.
- 14. Confidentiality.** Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three (3) years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.
- 15. Personal Data.** Each party shall comply with their respective obligations under applicable data protection and privacy laws and regulations.
- 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; wilful 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. . 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 hereto shall be held responsible for any loss or damage or for any delays or failure to perform due to causes beyond its reasonable control, including without limitation, acts of God, strikes, health crises such as endemics, epidemics and pandemics, war, riots, flood, fire, sabotage, lockout, material or labor restrictions or laws by any governmental authority, or any other circumstances of like character ("force majeure event"). Both parties shall make all reasonable efforts to remove or eliminate such a cause of delay or default caused by the force majeure event and shall, upon the cessation of the cause, diligently pursue performance of its obligations under this Agreement. However, this section 18.(d) shall not apply to Customer's payment obligations for products received and services performed, unless payment obligations cannot be made due to a widespread interruption of the Internet or electronic banking systems preventing the Customer from making payment to HP, but which any suspended payments shall promptly be made upon the restoration of the Internet/electronic banking systems.
- (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 for obtaining any required export or import authorizations. HP may suspend its performance under this Agreement to the extent required by laws applicable to either party.
- (g) 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.
- (h) Assignment. Neither party may, nor will it have the power to assign or novate the Agreement without the consent of the other party.

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 CRFQ 0212 SWC2300000010, to which this HP Agreement is attached, the terms of West Virginia's Agreement Addendum, WV-96 (revised 1-1-2019) shall control.

[Signature Page Follows]



The parties confirm their agreement to these terms by executing below:

HP Inc.

State of West Virginia

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

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 your system. Proprietary Service Tools are and remain the sole and exclusive property of HP, and are provided “as is.” Proprietary Service Tools may reside on your systems or sites. You may only use the Proprietary Service Tools during the applicable Support coverage period and only as allowed by HP and you may not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon termination of Support, you will return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools. You will also be required to:
 - (i) Allow HP to keep the Proprietary Service Tools resident on your systems or sites, and assist HP in running them;
 - (ii) Install Proprietary Service Tools, including installation of any required updates and patches;
 - (iii) Use the electronic data transfer capability to inform HP of events identified by the software;
 - (iv) If required, purchase HP-specified remote connection hardware for systems with remote diagnosis service; and
 - (v) Provide remote connectivity through an approved communications line.

2. SUPPORT LIMITATIONS

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

3. CUSTOMER RESPONSIBILITIES

- (a) Site and Product Access. You will provide HP access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, customer resources, and facilities as reasonably determined necessary by HP to service the products; and other access requirements described in the relevant data sheet. If you fail to provide such access, resulting in HP's inability to provide support, HP shall be entitled to charge you for the support call at HP's published service rates. You are responsible for removing any products ineligible



for support, as advised by HP, to allow HP to perform support. If delivery of support is made more difficult because of ineligible products, HP will charge you for the extra work at HP's published service rates.

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

4. GENERAL PROVISIONS

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



Attachment 5 – HP Certificate of Authorization

In accordance with Section 32, Licensing of the General Terms and Conditions, HP's Certificate of Authorization, issued by the West Virginia Secretary of State, is provided on the following page.

State of West Virginia



Certificate

I, Mac Warner, 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

CERTIFICATE OF AUTHORIZATION

Validation ID:5WV8J_GSQYQ



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
December 07, 2022*

Mac Warner

Secretary of State



Attachment 6 – West Virginia Tax Letter of Good

In accordance with Section 32, Licensing of the General Terms and Conditions, HP's Tax Letter of Good Standing, issued by the West Virginia Tax Department, is provided on the following page.



STATE OF WEST VIRGINIA
State Tax Department, Taxpayer Services Division
P.O. Box 885
Charleston, WV 25323-0885



00062501010000

Matthew R. Irby, State Tax Commissioner

HP INC.
4475 TRINITY MILLS RD UNIT 703815
DALLAS TX 75370-0400

Letter Id: L0759530272
Issued: 11/29/2022

West Virginia State Tax Department

Statement of Good Standing

EFFECTIVE DATE: November 29, 2022

A review of tax accounts indicates that HP INC. is in good standing as of the effective date of this document. Please note, this Statement of Good Standing expires on **February 27, 2023**.

The issuance of this Statement of Good Standing shall not bar any audits, investigations, assessments, refund or credits with respect to the taxpayer named above and is based only on a review of the tax returns and not on a physical audit of records.

Sincerely,

Nicole Grant, Tax Unit Supervisor
Taxpayer Services Division



Attachment 7 – HP Hardware Support Onsite Service

In accordance with the Warranty requirements in 3.1 Specifications, information on HP's onsite hardware support with next-day response is provided on the following pages. Details on Defective Media Retention (Section 3.1.10.15) and Accidental Damage Protection (Section 3.1.9.11) are also included in the attachment.

Hardware Support Onsite Service

HP Care Pack Services



Service feature highlights

- Remote problem diagnosis and support
- Improved technical communications from North American based technicians (HP commercial PCs only)
- 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
- Maintenance kit replacement service

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, tablet computer, Printer, or MFP 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

Optional Service feature highlights

Eligible products only

- 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)

Features	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 phone 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> <p>You may reach us directly at 1 (844) 732-9070.</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 (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.</p> <p>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.</p> <p>Fix-on-Failure: In addition, at the time of onsite technical support delivery, HP may:</p> <ul style="list-style-type: none"> • 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. <p>Fix-on-Request: In addition, at the Customer’s request, HP will install during coverage hours critical firmware updates defined by HP as noncustomer-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.</p>



Features	Delivery specifications
<p>Replacement parts and materials</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>Firmware updates for selected products</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.</p>
<p>Coverage window</p>	<p>Calls received outside the 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. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
<p>Onsite response time for hardware support</p>	<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>
<p>Escalation management</p>	<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>

Features	Delivery specifications
<p>Access to electronic support information and services</p>	<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.
<p>HP electronic remote support solution</p>	<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> <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>

Feature	Delivery specifications
Enhanced parts inventory management	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.
Maintenance kit replacement	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).

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 am and 5:00 pm 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 am and 5:00 pm 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 pm 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 am and 9:00 pm 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 pm 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 am and 9:00 pm local time, Monday through Sunday, 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 response time is measured during the coverage window only. For calls received after 5:00 pm 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, HP Printer, and MFP 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/or included in the original packaging of the main desktop, workstation, thin client, notebook, tablet, or POS Printer or MFP product, such as mouse, keyboard, docking station, jacket, port replicator, AC power adapter, finishing accessory, or paper tray.

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.

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. Batteries for mobile HP commercial PCs are covered for up to three years. Search for "Understanding Battery Warranties for Business Notebooks" on hp.com for more details.

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 Product(s). 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 Product 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 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 the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. 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.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product

within the designated time period, or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price for the defective part or product, as determined by HP.

For Care Packs that include the Accidental Damage Protection service feature:

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.
- The use of this coverage requires an explanation of where and when the accident occurred, as well as a detailed description of the actual event and description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, 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.

With the Defective Media Retention service feature option

It is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives.
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drives is destroyed or remains secure.
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives.
- Destroy the retained Disk or SSD/Flash Drives and/or ensure that the Disk or SSD/Flash Drives are not put into use again.
- 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 Drives 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 Drives.

Registration

End-user customer or HP authorized partner is responsible for registering the product to be supported within ten (10) days of purchase of the support service, using the registration instructions within each package, email, or as otherwise directed by HP. In the event a covered product changes location or the support service is transferred with the sale of a used product, registration (or a proper adjustment to existing HP registration) is to occur within ten days of purchase from previous owner, you may do this by sending an email to HP at SRG@HP.COM.

HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF CUSTOMER DOES NOT REGISTER PRODUCT AS STATED HEREIN.

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, if applicable, meet the call-to-repair time commitment.

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 on internal CSR parts for customers with an HP Care Pack or a contractual support agreement. "Optional" CSR 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. External accessories and/or peripherals are not eligible for "optional" CSR.

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. 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 Pick Up 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 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:

- 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 Protection 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 (ADP) 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 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, 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
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges
- Missing or broken keyboard caps not related to a covered accident (e.g., drop, liquid spill)

Limitations to the Accidental Damage Protection 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 Protection 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.

State/Territory-Specific Terms and Conditions

The terms provided below are specific to Support Services purchased in certain states within the United States. If you are not a permanent resident of the state identified in each paragraph below at the time you purchase the Support Service, and if the Support Service is not provided to you in that state, then you are not eligible for the additional rights and/or remedies below. Any conflict between the terms of the state-specific terms and conditions listed below and the remainder of this Agreement will be governed by the applicable state-specific terms and conditions.

Alabama, Arkansas, California, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, New Mexico, New York, Nevada, South Carolina, Texas, Washington, and Wyoming
If you cancel this Agreement pursuant to termination and cancellation provisions, and we do not refund the purchase price to you within 30 days for California, New York, and Washington residents; within 45 days for Alabama, Arkansas, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, Nevada, South Carolina, Texas, and Wyoming residents; and

within 60 days for New Mexico residents, we are required to pay you a penalty of 10% per month for the unpaid amount that is owed to you. Your right to cancel and receive this penalty payment as described in this paragraph only applies to the original purchaser of this Agreement and may not be transferred or assigned to any other person.

Agreements purchased before August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont

Our obligations under this agreement are covered by a reimbursement insurance policy provided by Illinois National Insurance Company, 500 W. Madison Street, 30th Floor, Chicago, IL 60601, or by phone 800-250-3819.

New York residents

Our obligations under this agreement are covered by a reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 18th Floor, New York, NY 10038, or by phone 800-250-3819.

Agreements purchased after August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont

Our obligations under this Agreement are covered by a reimbursement insurance policy provided by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048. If, within 60 days after You request performance or payment under the terms of this Agreement, we fail to perform or make payment, we are no longer a going concern, or you are otherwise dissatisfied, you may request such performance or payment directly from the insurance company.

Alabama Residents

If you cancel the Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of original purchase, you will receive a refund of the unearned portion of the purchase price based on time expired, less a termination fee of \$25. If you cancel the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claim having been made, you will receive a full refund of the purchase price. Any refund due to you under this paragraph or termination and cancellation provisions may be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to the original purchaser.

California Residents

You may terminate this Agreement by sending a written notice to HP Inc. at the address stated in termination and cancellation provisions. If the termination is within 30 days of receipt of the contract, you will receive a full refund provided no claims have been made. If any claims have been made, the refund will be less the amount of any claims paid or the cost of repairs made on your behalf. If the termination is after 30 days of receipt of the contract, you will receive a refund of the unearned portion of the purchase price based on time expired, less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in California under Service Contract Seller license number 2651.

Michigan Residents

If performance of the Support Services is interrupted because of a strike or work stoppage at our place of business, the effective period of this Agreement shall be extended for the period of the strike or work stoppage.

Nevada Residents

Once this HP Support Service Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due
- b. You are convicted of a crime that results in additional service under this Agreement
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the services due under this Agreement
- e. A material change in the nature or extent of the required service or repair which occurs after the effective date of this Agreement and which causes the required services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect

If the original purchaser cancels this Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of purchase, the original purchaser will receive a refund of the unearned portion of the purchase price based on time expired. If the original purchaser cancels the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claims having been made, the original purchaser will receive a full refund of the purchase price. Any refund due to the original purchaser under this paragraph or termination and cancellation provisions may be credited to any of the original purchaser's outstanding balances, and the excess, if any, shall be refunded to the original purchaser.

Any unresolved complaints concerning this Agreement may be addressed to: the Nevada Division of Insurance, or by phone 888-872-3234, or online at doi.nv.gov.

For Nevada residents Nevada law shall govern the provisions of this contract. If this contract is issued in Nevada, only Nevada law, and not the laws of any other state, may govern its substantive provisions.

New Hampshire Residents

In the event you do not receive satisfaction under this Agreement, you may contact the New Hampshire Insurance Department, by mail at State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301, or by phone, via Consumer Assistance, at 800-852-3416.

New Mexico Residents

Once this Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the Support Services due under this Agreement; or
- e. A material change in the nature or extent of the required Support Service or repair which occurs after the effective date of this Agreement and which causes the required Support Services or repairs under this Agreement to be substantially and materially increased beyond

those contemplated at the time this Agreement first took effect.

Ohio Residents

If you purchased Accidental Damage Protection in connection with this Agreement, Our obligations are covered by a reimbursement insurance policy. If we fail to perform or make payment under the terms of this Agreement within 60 days after You request performance or payment, You may request such performance or payment directly from Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048.

Oregon Residents

Any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. In the event you do not receive satisfaction under this Agreement, you may contact the Oregon Insurance Division, by mail at Department of Consumer and Business Services, Insurance Division, 350 Winter Street NE, Salem OR 97301-3883, or by phone 888-877-4894.

HP Inc. is the Obligor for this service contract and is located at: 1501 Page Mill Road, Palo Alto, CA 94304. We can be reached at 1 (844) 732-9070.

South Carolina Residents

If you have any questions regarding this Agreement, or a complaint against the Provider, you may contact the South Carolina Department of Insurance, 1201 Main Street Suite 1000, Columbia, SC 29201 or P.O. Box 100105, Columbia, SC 29202-3105, or by phone 800-768-3467. This is not an insurance contract.

Tennessee Residents

The term of this Agreement shall be extended as follows: (1) the number of days you are deprived of the use of the product because the product is in repair; plus 2 additional workdays.

Texas Residents

Any unresolved complaints concerning this Agreement may be addressed to: Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711-2157, or by phone 512-463-6599 or 800-803-9202 within Texas.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in Texas under Service Contract Seller license number 373.

Wisconsin Residents

THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

If HP cancels your contract you will be provided notice at least 5 days prior to the cancellation date, this notice will include the date of cancellation and the reason. If your service contract is cancelled by HP for a reason other than non-payment, HP will refund 100 percent of the unearned pro rata fee, less any claims paid. HP may charge an administrative fee for cancellation which may not exceed 10 percent of the purchase price.

No deductible payment is required to receive service.

Wyoming Residents

The laws of the State of Wyoming will govern any disputes arising out of this Agreement and any

civil action may be brought in the courts of the State of Wyoming.

Termination and Cancellation

You may terminate this Agreement by notifying us in writing : HP Inc., 1501 Page Mill Road, Palo Alto, CA 94304 within 30 days of purchase to receive a full refund, less any claims paid or the cost of repairs made on your behalf. After 30 days, you may terminate the Agreement by submitting a cancellation in writing to the above address. HP will provide a pro rata refund based on the time expired, less the cost of any claims paid or the cost of repairs made on your behalf. We may terminate at any time after the effective date of this Agreement if you fail to perform or observe any condition of this Agreement. Notice of our cancellation will be in writing and given at least 30 days prior to cancellation. If we cancel, you will receive a pro rata refund based on the time expired under the Agreement. Full refunds for prepaid Support Services are available from the place of purchase only if you cancel within 30 days of receipt of the Agreement and a claim has not been made under this Agreement. Varying cancellation and refund terms may apply to you; please see State-Specific Terms and Conditions on page 13.

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 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 the HP Support Response office	Next Business Day Onsite Response time	Travel Zone charges
Zones 0–2	0–50 miles (0–80 km)	Next business day	No uplift
Zone 3	51–100 miles (81–160 km)	Next business day	No uplift
Zone 4	101–200 miles (161–320 km)	1 additional business day	No uplift
Zone 5	201–300 miles (321–480 km)	2 additional business days	Custom quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480 km)	Not available	Custom quoted based on actual travel charges

Zone	Distance from the HP Support Response office	4-hour Onsite Response time	6-hour Hardware Call-to-Repair time commitment	Travel Zone charges
Zones 0–2	0–50 miles (0–80 km)	4 hours	6 hours	No uplift
Zone 3	51–100 miles (81–160 km)	4 hours	8 hours	No uplift
Zone 4	101–200 miles (161–320 km)	8 hours	Not available	No uplift
Zone 5	201–300 miles (321–480 km)	Not available	Not available	Custom quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480 km)	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.

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



Learn more about HP PC and print services:

hp.com/go/pcandprintservices

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 2020 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 8 – HP 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-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 64
LaVergne, TN 37086
RGA XXXXXXXX

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



Attachment 9 – HP Custom System Settings Services

A description of HP's capabilities for configuring device BIOS settings at the factory (3.1.10.6) is provided on the following pages.

Custom System Settings Services



HP Configuration Services

Custom System Settings Services include:

- HP BIOS Settings Service
- Intel® vPro™ Setup and Configuration Service
- HP BIOS Revision Control Service
- HP Customer Logo Setting Service

Standardize your global PC settings

Services overview

With Custom System Settings part of HP Configuration Services you can custom configure device BIOS and settings that are different from the factory default values so that they can meet your organization's IT and security requirements. You can select multiple settings to customize, and HP will apply those settings at the factory during the device build process. These services are available globally on most HP commercial Notebooks, Workstations, Thin Clients with an operating system, Desktops, and Retail Point-of-Sale (RPOS) Solutions.

Specifications

BIOS Settings Service

As part of HP's factory-build process, this service enables the Customer to modify the factory default BIOS settings to parameter settings they specify. The Customer works with their HP team to finalize the configuration and setting requirements before new device orders are sent to the factory. HP will apply those configurations and settings during the manufacturing process. Configuring device BIOS settings at the factory will save the Customer time and resources.

This service:

- Allows configurable parameters to be set for a specified platform.
- Requires settings to be validated via the target platform before submission to HP.
- May require dependent settings to be established (i.e. with remote management options, ME has to be enabled first).
- May have a limited number of settings selectable on BIOS not developed by HP.

Intel® vPro Setup and Configuration Service

With the Intel® vPro Setup and Configuration Service, HP will configure the Customer's Advanced Management Technology (AMT)-capable device according to Intel® vPro parameters and supported features. HP's global technical expertise and factory capability enable the highly complex vPro environment to be customized in the factory so that customers can save time and resources.

This service:

- Applies to vPro-enabled systems (e.g. EliteBook, ZBook, EliteDesk).
- Includes setting the Public Key Infrastructure (PKI) and management engine (ME) administrator passwords.
- Requires that the Customer provide one ME password per order.

BIOS Revision Control Service

With this service, HP will configure BIOS settings to the Customer's specifications for compatible HP devices, allowing older BIOS versions to be installed on newer devices. BIOS Revision Control Service provides BIOS consistency by allowing customer-selected BIOS revisions to be applied to newer devices, thus helping to ensure the stability of their business applications. The revision of the BIOS may change under certain circumstances. Examples may include hardware, security, safety, or regulatory changes. A given BIOS revision supports a given level of hardware. The introduction of new components, production roll, and so on, may require a new BIOS revision, including new processor or new processor stepping, and a new motherboard revision (chipset roll).

Identified security, safety, or regulatory vulnerability in a given BIOS requires a new BIOS. This type of roll cannot be planned and requires that the BIOS be updated in a very short timeframe (generally within a couple of weeks).

This service:

- Provides the Customer with a BIOS revision they have specified.
- Provides BIOS settings to a particular revision for the defined platform configuration.
- Will review exceptions for commercial hardware that does not have an HP-developed BIOS.

HP Customer Logo Setting Service

As part of HP's factory-build process, HP can modify the device BIOS or firmware to include the Customer's logo for visibility during the boot process. The Customer must provide the logo to HP, and HP will ensure that the logo is configured and visible during the boot process.

This service:

- Will review exceptions for commercial hardware that does not have an HP-developed BIOS.
- Enables the PC system BIOS to boot up with the Customer's logo.
- Requires that the Customer provide a logo in format and size specifications appropriate for each platform type as identified by HP.

Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities that will help ensure a successful Custom System Settings Service.

Table 1. HP and Customer roles and responsibilities

Activity	HP	Customer
Provide a process for collecting the Customer's requirements	•	
Define and submit requirements and specifications		•
Validate the capabilities and functionality of settings	•	
Complete testing and obtain the Customer's acceptance	•	
Provide final acceptance of and approval for implementation prior to deployment		•

Setup and timeframe

Table 2. Setup and lead time (in business days) for HP Custom System Settings Services

Service	Worldwide	The Americas	Europe, Middle East, Africa	
			Africa	Asia Pacific
BIOS Settings Service	10	10	10	10
Intel® vPro Setup and Configuration Service	8	8	8	8
BIOS Revision Control Service	10	10	10	10
Customer Logo Setting Service	8	8	8	8

General responsibilities

Order cancellation

Customer may cancel orders for this service prior to appointment booking delivery at no charge.

Service delivery

Services must be received/executed in the country of ordering.

Confidentiality

Customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

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. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All Custom System Settings Services must be ordered with HP hardware. To ensure that all settings are validated, communicated to the factory, and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before orders can ship with the custom settings applied.

These services can be ordered using the following part numbers:

- AY103AV for PC BIOS Settings Service
- AY106AV for Intel vPro Setup and Configuration Service
- AY108AV for PC BIOS Revision Control Service
- AY122AV for Customer Logo Setting Service

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website: hp.com/go/configuration

Sign up for updates
hp.com/go/getupdated



Share with colleagues

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

© Copyright 2019 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.

Intel and vPro are trademarks of Intel Corporation in the U.S. and other countries.

4AA5-2067ENW, June 2019, Rev 1





Attachment 10 – HP Absolute Platform Support Service

In accordance with section 3.1.10.5, information on Absolute Resilience is provided on the following pages.

HP Absolute Platform Support Service

HP Care Pack Services



Service benefits

- **Persistence:** Security built into devices helps ensure they are always protected and easy to manage.
- **Intelligence:** Visibility over an entire endpoint population addresses blind spots and improves compliance.
- **Data protection:** Locate, lock, and delete data on devices—on or off the corporate network.
- **Resilience:** Self-healing endpoint controls trigger a rebuild, reinstall, or restoration of endpoint agents to ensure security measures work as intended.

Service highlights

Apply a layer of security across the entire lifecycle of each device and receive alerts if specific conditions occur. Some examples include:

- Secure new devices in transit
- Validate end users
- Perform hardware/software inventories
- Certify end-of-life data delete protocols

Service overview

Together, HP and Absolute provide a robust security solution to protect data and devices—on or off the corporate network.

Absolute provides endpoint persistence, intelligence, and resilience. The cloud-based platform maintains a constant connection to devices through self-healing Absolute Persistence® technology. This unique and trusted platform is embedded into many HP devices, allowing IT professionals to monitor, manage, and secure their entire endpoint population.

Features and specifications

Absolute Persistence Technology

Absolute Persistence technology is a patented security solution that provides a continuous, reliable, two-way connection between devices, data, and the Absolute console.

The ability to communicate with endpoints—regardless of user or location—allows remote security measures to be applied to protect devices and the data they contain.

Risk assessment

Monitor device activity and status and receive alerts if specific conditions occur. Examples include:

- Non-compliant device location
- Unhealthy status of encryption, anti-malware, SCCM, or other complementary security technologies
- Devices that haven't connected for a prolonged period of time
- Blacklisted applications
- Sensitive data stored on devices or data that is using cloud storage applications
- Rogue employees

Features and specifications (continued)

Risk response

Invoke security commands and other measures remotely to mitigate security incidents.

Examples include:

- Locking a device until its status is confirmed
- Definitive proof that endpoint data was encrypted and not accessed at the time of the incident
- Remote deletion of endpoint data
- Endpoint investigations and risk analysis
- Running query or remediation scripts remotely to any number of devices, to gather information or fix vulnerabilities, and confirming successful execution

Editions and features

Absolute offers three product editions to meet your security needs.

Absolute Visibility (formerly Absolute Standard)

See all devices on and off your network, and collect hundreds of hardware, software, security, usage, and geolocation data points automatically, with 365 days of historical logs.

Datapoints include:

- Hardware inventory
- Software inventory
- Device location and history
- Application health monitoring
- Automated and customizable alerts
- Persistence technology

Absolute Control (formerly Absolute Professional)

Go beyond device tracking with the ability to take remote action to remediate endpoint risks immediately. This includes all Absolute Visibility features, plus:

- Device freeze—on-demand or with offline timer
- Full or selective data deletion
- Define geofences to detect unauthorized device movement

Absolute Resilience (formerly Absolute Premium)

Establish resilient security by ensuring critical third-party apps remain active at all times. Remotely identify and protect sensitive data, gather precise insights, or remediate endpoint vulnerabilities.

This includes all Absolute Control features, plus:

- Self-heal critical third-party apps
- Remotely scan for sensitive files
- Run PowerShell or BASH scripts on any device
- Perform risk analysis on suspicious devices with recommendations from experts
- Investigate and recover stolen devices

Visit absolute.com/platform/editions for a detailed comparison between Absolute Visibility, Absolute Control, and Absolute Resilience. Visit absolute.com/hp to request a demo.

Delivery specifications

Customer responsibilities

You must register the covered hardware and Care Pack immediately after purchase, using the registration instructions provided by HP. For security and compliance purposes, only the end-customer (account administrator) email address may be entered during the registration process, which enables Absolute to complete license fulfillment. Failure to register using the end-customer email may result in failure of license fulfillment.

In addition, to be eligible for the Absolute Support Service, you must work with Absolute to install the necessary software on the required device. None of the services can be provided until the Absolute software agent is installed. You will receive a welcome email from Absolute (fulfillment@absolute.com) with instructions on how to download and install the Absolute software agent.

Alternatively, HP can pre-install Absolute on your devices before deployment via factory installation. Contact an HP sales representative for more information on this option.

You must install the Absolute software agent before the service can be activated. In order to use security features such as geotechnology and risk response, you must first sign a pre-authorization agreement and follow other instructions.

Service limitations

For additional information regarding customer responsibility, service limitations, and other terms, please visit the Absolute Software Service Agreement page (absolute.com/en/partners/oem/hp).

Support

Absolute is committed to providing customers with world-class support. Solutions and help for Absolute products are available from the Absolute online support resources page (absolute.com/support).

Absolute Investigations

Absolute customers who engage with the Absolute Investigations team are able to adjust their infrastructure and immediately remove points of weakness, reducing the risk to the organization and precluding corporate liability.

Absolute customers can take advantage of endpoint investigations delivered by the Absolute Investigations team. They will help customers to:

- Determine the cause of an endpoint security incident
- Identify and eliminate insider threats
- Refine best practices so the same incident does not reoccur
- Determine if data was accessed during an incident, and whether or not a data breach notification is required
- Recover stolen devices

Download the Absolute Investigations datasheet for more information:
absolute.com/resources/datasheets/absolute-investigative-services



Terms and conditions

See complete Care Pack [terms and conditions](#).

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit hp.com/go/services.

Sign up for updates
hp.com/go/getupdated



Share with colleagues





Attachment 11 – HP Priority Services

HP's second level support services (Section 3.1.10.20) are described on the following pages.



Priority Access, Priority Access Plus, and Priority Management Services

Priority Services, part of HP Care

Service feature highlights

Priority Access

- Provides premium access to highly-skilled-remote Global Support Agents and advanced tools to expedite your support needs and improve help desk productivity
- Reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues
- Delivers a globally consistent experience that is available in more than 60 countries and over 20 languages
- Provides access to special online case management tools

Priority Access Plus

- Includes all features of the Priority Access Service
- Provides a dedicated remote point of contact to manage your support needs
- Delivers performance reporting on a quarterly basis

Priority Management

- Includes all features of the Priority Access Service as well as an HP Global Support Manager, located in the region of your customers' headquarters who proactively monitors and manages your support needs
- Provides parts prioritization to reduce downtime and get you back to business faster
- Delivers performance monitoring, executive-level reporting, and proactive support planning to provide a premium support experience

Service overview

Priority Services are designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organization with premium global support. Priority Services are IT support services that include an HP Global Support Manager, who proactively plans and manages your IT support needs and provides tech-to-tech support to help improve the productivity and effectiveness of your help desk resources. HP focuses on your needs by providing services and support designed to address the technology challenges you face today, so your company can quickly get back to business.

Priority Services are available for HP commercial customers with IT help desks. Priority Services are available in three tiers: (1) Priority Access¹ (2) Priority Access Plus² and (3) Priority Management Service.³ Priority Access offers premium access to Global Support Agents and provides advanced tools to expedite your support needs and improve help desk productivity. Priority Access Plus offers all the features of Priority Access, plus access to advanced support agents, regular reporting of support cases on the installed base, as well as a dedicated escalation path. Priority Management offers all the features of the Priority Access as well as an HP Global Support Manager, located in your region, who proactively monitors and manages your support needs.

	Priority Access	Priority Access Plus	Priority Management
Technical Support Design for IT	•	•	•
Global Experience	•	•	•
Direct Access	•	•	•
Online Case Management Tools	•	•	•
Problem Management		•	•
Performance Reporting		•	•
Assigned Support Contact			•
Proactive Support Plan			•
Parts Prioritization			•
Performance Management			•
Executive-level reporting			•

Specifications

Table 1. Priority Access features

Feature	Delivery specifications
Technical Support Designed for IT	Designed to support IT professionals, rather than end users, this feature leverages the Customer's diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times than HP standard remote support.
Global Experience	This feature provides a globally consistent experience in more than 60 countries and over 20 languages. Refer to the 'Geographic coverage' section (table 4) for specific country information.
Direct Access	Customer IT help desk teams get prioritized access to specially trained HP IT support professionals with a toll-free number and a unique PIN.
Online Case Management Tools	This feature provides support tools with Web-based submission and tracking solutions. The HP Support Case Manager (SCM) provides 24x7 access and enables the Customer to submit and manage support cases via the Internet. Additional access information is included in program onboarding information that is sent to the Customer upon purchase.

Table 2. Priority Access Plus features

Feature	Delivery specifications
Priority Access	This service includes all of the features of the Priority Access, listed in table 1.
Assigned Support Contact	This feature provides a dedicated remote support expert to manage and address the Customer's support needs.
Problem Management	This feature provides a dedicated remote support expert to manage and address the Customer's support needs.
Performance Reporting	This feature provides executive-level reporting that assesses the Customer's unique product quality and service status.

Table 3. Priority Management features

Feature	Delivery specifications
Priority Access	This service includes all of the features of Priority Access and Priority Access Plus, listed in table 1 and 2.
Assigned Support Contact	<p>An HP Global Customer Support Manager (GCSM), who is located in the Customer's region and is responsible for meeting global support needs, will be assigned to the Customer.</p> <p>The GCSM is a highly trained professional who has a thorough understanding of the Customer's business and strategic IT requirements. The GCSM is located in the same geographic region as the Customer's headquarters location, is aligned with the Customer's executive management, and makes strategic support decisions.</p> <p>If an issue does arise that requires special attention, the GCSM will act as the Customer's single point of contact within HP. In that role, the GCSM can align HP's service professionals to quickly and effectively address the Customer's unique requirements.</p>

Feature	Delivery specifications
Proactive Support Plan	<p>An HP Support Manager will work with the Customer to understand the Customer's business and strategic IT requirements and then design and implement a proactive support plan tailored to meet the Customer's needs.</p> <p>Once the Customer purchases this service, the Support Manager will meet with the Customer and the HP account team to gain a thorough understanding of the Customer's business and IT requirements, including a review and documentation of the Customer's geographical footprint, entitlements, SLAs, and specific support instructions.</p>
Problem Management	<p>This feature provides an assigned support expert to proactively manage and address the Customer's support needs and performance.</p> <p>The HP GCSM regularly monitors key operational performance indicators and tracks results against the Customer's established targets. Through regular Customer updates, this feature provides thorough root-cause analysis, corrective action plans, and resolution timelines.</p>
Parts Prioritization	<p>Whether the Customer has experienced a natural disaster or everyday technical issues, this feature provides the Customer with proactive prioritized access to parts that improve end-user uptime.</p> <p>In the event that a part shortage occurs, fulfillment of orders for HP Priority Management Customers will be prioritized at the time inventory becomes available. Additionally, support teams may utilize exceptional methods to acquire inventory for these Customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.</p>
Performance Reporting	<p>This feature provides executive-level reporting that assesses the Customer's unique product quality and service status, as well as regular status communications to track the support health of the installed base.</p>
Performance Management	<p>This feature provides monthly and quarterly reviews with the HP global support manager to recap performance metrics. Quarterly performance summary reports provide action plans to address any deviations from targets; monthly open and closed escalations include an issue summary and root-cause action plans.</p>

Table 4. Service-level options

Option	Delivery specifications
Duration	<p>Priority Services are available in 1-, 3-, 4-, or 5-year coverage durations. The coverage duration is indicated in the description of the selected package.</p>

Service eligibility

- Only HP PC and commercial printer products and HP-supported products that are sold by HP or an HP authorized reseller are eligible; the service is limited to the following PC products: desktops, notebooks, workstations, retail point-of-sale products, thin clients, and tablets. HP monitors will be included with the desktop or workstation unit.
- The customer must have a valid HP warranty, Care Pack or hardware service contract for any hardware receiving this service.
- HP requires that Customers cover 100 percent of their in-warranty installed base of HP PC and commercial printer units when purchasing Priority Services.
- The Customer must have an IT department or a Customer-authorized IT help desk service provider that conducts hardware diagnosis for the Customer's end-user HP technical issues. Only the Customer's IT help desk professional or those of a Customer-authorized partner will be allowed to contact Priority Services for support.
- Customers purchasing Priority Access must have an installed base of at least 250 in-warranty HP PC and/or commercial printer units.
- Customers purchasing Priority Management must have an installed base of at least 1,000 in-warranty HP PC and/or commercial printer units.
- Customers purchasing Priority Access Plus must have an install base of at least 1000 in-warranty HP PC units.

Geographic coverage

Table 4. Geographic coverage

Region	Countries
Americas	Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Uruguay, United States. Priority Access Plus is not available in the Americas
Europe, Middle East, and Africa	Austria, Belgium, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom
Asia Pacific and Japan	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand

Languages supported

The following languages are supported by HP support centers: Bahasa, Cantonese, Czech, Danish, Dutch, English, Finnish, French, German, Hindi, Hungarian, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish, Thai and Turkish.

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.

The Customer will:

- Provide an accurate estimate of the entire HP installed base with a valid HP warranty, Care Pack or hardware service contract
- Prior to a support incident, conduct internal troubleshooting and diagnosis
- During a support incident, have the Customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Hardware without a valid HP warranty, Care Pack or hardware service contract (except as noted in the 'Service eligibility' section)
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- 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 unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Parts prioritization is not available in the following countries: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua, and Uruguay.

General provisions/Other exclusions

- Priority Services activation process will begin within 30 days of purchase.
- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding the Customer's in-warranty installed base.
- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to ensure that there is an accurate sizing of the fleet.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Geographic locations and languages are subject to change.

Ordering information

To obtain further information or to order Priority Services, contact a local HP sales representative.

Table 5. Product ordering information

PC part numbers		Print part numbers	
U7C98E	1yr Priority Access	U1PB1E	1yr Priority Access
U7C99E	3yr Priority Access	U1PB2E	3yr Priority Access
U1PV6E	4yr Priority Access	U4ZX6E	4yr Priority Access
U1PV7E	5yr Priority Access	U4ZX7E	5yr Priority Access
U9DL9E	1yr Priority Access Plus	U9DB6E	1yr Priority Access Plus
U9DM0E	3yr Priority Access Plus	U9DB7E	3yr Priority Access Plus
U9DM1E	4yr Priority Access Plus	U9DB8E	4yr Priority Access Plus
U9DM2E	5yr Priority Access Plus	U9DB9E	5yr Priority Access Plus
U7D00E	1yr Priority Management	U1PB3E	1yr Priority Management
U7D01E	3yr Priority Management	U1PB4E	3yr Priority Management
U1PV8E	4yr Priority Management	U4ZX8E	4yr Priority Management
U1PV9E	5yr Priority Management	U4ZX9E	5yr Priority Management

For more information

hp.com/go/priorityservices

¹ Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

² Priority Access Plus requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. Not available in the Americas.

³ Priority Management requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

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 2018 HP Development Company, LP. 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 12 – HP Integration and Packaging Services

HP's hardware integration capabilities are described on the following pages.



Integration and Packaging Services

HP Configuration Services

Enhance your out-of-the-box device experience

Services overview

Integration and Packaging Services, part of HP Configuration Services leverage HP's industry-leading factory, logistics, and integration processes to seamlessly add content to device packaging. This enhances packaging efforts and reduces packaging to support environmental initiatives. Additionally, you can have HP procure and integrate third-party hardware components at the factory during the manufacturing and build process to help ensure that devices are delivered ready to use.

Integration and Packaging Services include:

- Drop in PC Packaging Service
- Device Model Management Service
- Third-Party Hardware Integration Service

Specifications

Drop in PC Packaging Service

With Drop in PC Packaging Service, customers can leverage HP's logistics and inventory capabilities at the factory to add custom documents, such as instructions for activating devices, that will improve the end-user setup experience. This service can also be extended to small items, such as cables or small accessories, that fit into the original device system packaging. Additionally, this service can be used to remove packaged documents and instructional materials. This results in decreased packaging, which supports green initiatives and reduces the need to manage multiple packages that support a single device.

This service:

- Requires that the Customer purchase one service per HP PC product, regardless of the number of items that are dropped into or removed from the PC packaging; the following items are examples of those included: client-provided instructions/documents, cables, materials, letters, and flyers.
- Includes the option to have HP purchase items on behalf of the Customer, which would include the procurement costs of those items.
- Requires that the Customer ensure the availability of sufficient inventory for customer-sourced items in HP factories (including a 1 percent yield) to support ordering requirements.
- Provides HP's assurance that validated items will fit into the system packaging, or will involve HP working with the Customer to make adjustments as needed.
- Requires the Customer to verify that items to be integrated are not hazardous or prohibited materials.

Service limitations

- This service is not compatible with the Desktop Bulk Packaging Service.
- Hazardous or prohibited materials may cause HP to decline to provide the service.

Device Model Management Service

Device Model Management Service builds a customer-specified PC device with requested HP device models during an agreed-upon manufacturing timeframe. This service enables customers to select the device models on which to standardize throughout an agreed-upon manufacturing timeframe. This reduces the cost of supporting configuration differences and brings stability to business applications.

This service:

- Maintains customer-selected device models on PC products throughout an agreed-upon manufacturing timeframe.
- Is available for ordering once its capability for a device is validated by HP.
- Is applicable per platform model and not per unit.
- Provides device firmware and device hardware revision controls.

Service limitations

- This service does not include device firmware Flash control.
- This service is limited to one identified supplier device per service purchased.
- This service is limited to a prespecified volume, unless the service is otherwise extended through the purchase of additional service quantities.

Third-Party Hardware Integration Service

Third-Party Hardware Integration Service procures and integrates HP or non-HP hardware components into HP PC units to help ensure that the devices are delivered to the Customer's site business ready. HP manages the logistics and inventory in HP's systems, executes defective on arrival (DOA) processes with suppliers, and completes system-level integration testing to improve the user experience from the time that the devices are received by the Customer.

This service:

- Requires that the components fit inside the selected products.
- Requires that devices have available slots to support the service request.
- Requires the Customer to specify if a mechanical adapter is needed to support the component.
- Provides the structuring of PC hardware devices in an HP database management system.
- Provides the integration of customer-selected PC hardware devices.
- Provides system-level testing at the factory.
- Provides procurement and storage management of third-party hardware devices.
- Requires the Customer to verify that the components to be integrated are not hazardous or prohibited materials by providing documented proof of Restriction of Hazardous Substances (RoHS) compliance (via letter or email) for all non-HP components.
- Requires that requested products have documented proof of Energy Using Products (EuP) Lot 6 compliance (via letter or email).
- Requires that requested products include Microsoft® certified (signed) Windows® drivers.
- Requires that requested products have appropriate internal/external power supplies (connector/amps).
- Requires that sample units be included.
- Requires that the Customer provide HP with volume projections for each hardware device that will be integrated.
- Requires that devices have an image.

Service limitations

- OS-/application-level testing is not included with this service.
- RAID configuration is not included with this service.
- This service is not applicable for wireless WAN (WWAN) and modem devices.
- ENERGY STAR® qualification of revised configuration is not included with this service.

Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities to help ensure a successful Integration and Packaging Service.

Table 1. HP and Customer roles and responsibilities

Activity	HP	Customer
Provide process for collecting the Customer's requirements	•	
Define and submit requirements and specifications		•
Validate capabilities and functionality of the services	•	
Complete testing and obtain the Customer's acceptance	•	
Provide final acceptance of and approval for implementation prior to deployment		•

Setup and timeframe

Table 2. Setup and lead time (in days) for HP Integration and Packaging Services

Service	Worldwide	The Americas	Europe, Middle East, and Africa	
			Africa	Asia Pacific
Drop in PC Packaging Service	14	13	14	14
Device Model Management Service	16	16	15	15
Third-Party Hardware Integration Service	15	15	14	14

General responsibilities

Order cancellation

Customer may cancel orders for this service prior to appointment booking delivery at no charge.

Service delivery

Services must be received/executed in the country of ordering.

Confidentiality

Customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

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. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All Integration and Packaging Services must be ordered with HP hardware. To ensure that all services are validated, communicated to the factory, and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before orders can ship with the custom settings applied.

These services can be ordered using the following part numbers:

- AY115AV for Drop in PC Packaging Service
- AY104AV for Device Model Management Service
- AY105AV for Third-Party Hardware Integration Service

For more information

hp.com/go/deploy

Sign up for updates
hp.com/go/getupdated



Share with colleagues

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

© Copyright 2018 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 is a registered mark owned by the U.S. government. Microsoft and Windows are U.S. registered trademarks of Microsoft Corporation.

4AA5-2070ENW, March 2018, Rev 2





Attachment 13 – HP Documentation for Proposed Products

As requested in Sections 3.1.10.2 and 3.1.10.7, specification sheets and documentation of EPEAT certifications are included on the following pages.

Datasheets

- **3.1.2 Standard PC and 3.1.3 Power PC:** HP EliteDesk 600 G9 Microtower
- **3.1.4 Fixed Workstation:** HP Z4 G4 Tower Workstation
- **3.1.5 Standard Laptop:** HP ProBook 450 G9
- **3.1.6 Power Laptop:** HP EliteBook 650 G9
- **3.1.7 Tablet PC:** HP EliteBook x360 830 G9
- **3.1.8 Mobile Workstation:** HP Fury 16 G9
- **3.1.9 20-inch Monitor:** HP P22 G5 FHD 21.5-inch Monitor
- **3.1.9 24-inch Monitor:** HP E24 G4 23.8-inch Monitor
- **3.1.9 27-inch Monitor:** HP E27 G4 27-inch Monitor
- **3.1.9 Dock for Laptops and Tablet:** HP USB-C G5 Essential Docking Station
- **3.1.9 Dock for Mobile Workstations:** HP Thunderbolt Dock 280W G4
- **3.1.9 DVD/RW Drive:** HP External USB DVD-RW
- **3.1.9 Digital Signature Pads:** Topaz Systems SigLite LCD 1x5 (3rd Party)
- **3.1.9 SSD SATA Drive:** SanDisk SSD PLUS 1 TB Solid State Drive (3rd Party)
- **3.1.9 Smart Card Reader:** Adesso SCR-100 Smart Card Reader (3rd Party)

EPEAT Certifications

- **3.1.2 Standard PC and 3.1.3 Power PC:** HP EliteDesk 600 G9 Microtower
- **3.1.4 Fixed Workstation:** HP Z4 G4 Tower Workstation
- **3.1.5 Standard Laptop:** HP ProBook 450 G9
- **3.1.6 Power Laptop:** HP EliteBook 650 G9
- **3.1.7 Tablet PC:** HP EliteBook x360 830 G9
- **3.1.8 Mobile Workstation:** HP Fury 16 G9
- **3.1.9 20-inch Monitor:** HP P22 G5 FHD 21.5-inch Monitor
- **3.1.9 24-inch Monitor:** HP E24 G4 23.8-inch Monitor
- **3.1.9 27-inch Monitor:** HP E27 G4 27-inch Monitor



HP Elite Tower 600 G9 Desktop PC

Expand your capacity

Amp up your work with the power of a PC built for business and ready for intense graphic work. The HP Elite Tower 600 Desktop PC packs power, security, and manageability in an efficient and easy to manage PC.



*Product image may differ from actual product

HP recommends Windows 11 Pro for business

Breathtaking performance

- Quickly manage large projects across multiple applications simultaneously with fast performance from the latest Intel® processor², fast SSD storage, and DDR5 memory.

Connect multiple displays

- Keep all your workstreams in view with the ability to connect up to three monitors³ via native port connections and up to eight monitors³ with an optional flex video port⁴ and NVIDIA® GeForce® 3060 graphics card.⁴

Protected by HP Wolf Security

- HP Wolf Security for Business creates a hardware-enforced, always-on, resilient defense. From the BIOS to the browser, above, in, and below the OS, these constantly evolving solutions help protect your PC from modern threats.⁵
- Quickly access and transfer data to keep up with today's changing business requirements with PCIe Gen4 SSDs.
- Get the exceptional combination of high performance, connectivity, and speed with the latest Intel® processor that lets you launch and create quickly and reliably.²
- Firmware attacks can completely devastate your PC. Stay protected with HP Sure Start Gen7, the self-healing BIOS that automatically recovers itself from attacks or corruption.⁶
- High-touched exterior surfaces can be wiped down using common household disinfecting and cleaning wipes.⁷
- Improve connectivity in crowded wireless environments while on Wi-Fi® with HP Extended Range Wireless LAN that allows greater distance from transmission point and fast data throughput at shorter ranges.¹⁰
- Stop unwanted changes to security settings and help limit the spread of malware with HP Sure Run Gen5 which identifies, quarantines, and provides reporting on attackers trying to kill processes.¹¹
- Rest easy with a PC that undergoes 120,000 hours of HP's Total Test Process and MIL-STD 810 testing. Help extend protection with an optional removable dust filter.^{12,13}
- At least 35 percent of all plastic used in this PC is post-consumer recycled plastic. It comes in 100 percent recycled molded pulp packaging and is ENERGY STAR® certified and EPEAT® registered 19 countries.^{14,15,16}

HP Elite Tower 600 G9 Desktop PC Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 11 Pro ¹ Windows 11 Pro Education ¹ Windows 11 Home – HP recommends Windows 11 Pro for business ¹ Windows 11 Home Single Language – HP recommends Windows 11 Pro for business ¹ Windows 11 Pro (Windows 11 Enterprise available with a Volume Licensing Agreement) ¹ Windows 10 Pro (available through downgrade rights from Windows 11 Pro) ^{1,2} FreeDOS
Processor family	Intel® Pentium® processor; Intel® Celeron® processor; 12th Generation Intel® Core™ i7 processor; 12th Generation Intel® Core™ i3 processor; 12th Generation Intel® Core™ i5 processor
Available Processors^{4,5,6}	Intel® Pentium® Gold G7400 with Intel® UHD Graphics (3.7 GHz base frequency, 6 MB L3 cache, 2 cores, 4 threads); Intel® Celeron® G6900 with Intel® UHD Graphics (3.4 GHz base frequency, 4 MB L3 cache, 2 cores, 2 threads); Intel® Core™ i7-12700 with Intel® UHD Graphics (2.1 GHz base frequency, up to 4.9 GHz with Intel® Turbo Boost Technology, 25 MB L3 cache, 12 cores, 12 threads), supports Intel® vPro® Technology; Intel® Core™ i5-12600 with Intel® UHD Graphics (3.3 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 18 MB L3 cache, 6 cores, 12 threads), supports Intel® vPro® Technology; Intel® Core™ i5-12500 with Intel® UHD Graphics (3.0 GHz base frequency, up to 4.6 GHz with Intel® Turbo Boost Technology, 18 MB L3 cache, 6 cores, 12 threads), supports Intel® vPro® Technology; Intel® Core™ i5-12400 with Intel® UHD Graphics (2.5 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 18 MB L3 cache, 6 cores, 12 threads); Intel® Core™ i3-12300 with Intel® UHD Graphics (3.5 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores, 8 threads); Intel® Core™ i3-12100 with Intel® UHD Graphics (3.3 GHz base frequency, up to 4.3 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores, 8 threads)
Chipset⁴	Intel® Q670 (vPro®)
Form factor	Tower
Maximum memory	128 GB DDR5-4800 SDRAM ^{7,8,9,42,43} Transfer rates up to 4400 MT/s.
Memory slots	4 DIMM
Internal storage	500 GB up to 2 TB SATA HDD ¹⁰ up to 500 GB SATA SED Opal 2 HDD ¹⁰ 256 GB up to 1 TB PCIe® NVMe™ M.2 SSD ¹⁰ 256 GB up to 2 TB PCIe® NVMe™ TLC M.2 SSD ¹⁰ 256 GB up to 512 GB PCIe® NVMe™ SED Opal 2 TLC M.2 SSD ¹⁰
Optical drive	HP 9.5 mm Slim DVD-Writer; HP 9.5 mm Slim DVD-ROM ³
Available Graphics	Integrated: Intel® UHD Graphics 730; Intel® UHD Graphics 770; Intel® UHD Graphics 710 Discrete: NVIDIA® GeForce RTX™ 3060 (12 GB GDDR6 dedicated); NVIDIA® T400 (2 GB GDDR6 dedicated) ^{13,18}
Audio	Realtek ALC3252 codec, universal audio jack with CTIA and OMTP headset support
Expansion slots	1 M.2 2230; 2 PCIe 3 x1; 1 PCIe 3 x16 (wired as x4); 2 M.2 2280; 1 PCIe 4 x16 (1 M.2 2230 slot for WLAN and 2 M.2 2280 slots for storage)
Memory card device	1 5-in-1 SD media card reader
Ports and Connectors	Front: 1 headphone/microphone combo; 4 SuperSpeed USB Type-A 10Gbps signaling rate; 1 SuperSpeed USB Type-C® 20Gbps signaling rate ; Rear: 1 audio-in/out; 1 RJ-45; 1 HDMI 1.4; 3 SuperSpeed USB Type-A 5Gbps signaling rate; 2 DisplayPort™ 1.4; 3 USB Type-A 480 Mbps signaling rate ; Optional Ports: Add-on card: 1 serial and PS/2 ports combination; Add-on port: 1 serial; Flex IO port – choose one of the following options: 1 DisplayPort™ 1.4, 1 HDMI 2.0b, 1 VGA, 1 serial, 1 Dual SuperSpeed USB Type-A 5Gbps signaling rate, 1 SuperSpeed USB Type-C® 10Gbps signaling rate (15W output, DisplayPort™ 1.4), 1 Thunderbolt™ 3 (40Gbps signaling rate) with SuperSpeed USB Type-C® 10Gbps signaling rate PCIe® card ^{13,14}
Input devices	HP PS/2 Business Slim Keyboard; HP USB Business Slim SmartCard CCID Keyboard; HP 125 Wired Keyboard; HP 125 Antimicrobial Wired Keyboard; HP 655 Wireless Keyboard and mouse combo; HP USB 320K Keyboard ¹¹ ; HP PS/2 mouse; HP Wired Desktop 320M mouse; HP 125 Wired Mouse; HP 128 Laser Wired Mouse; HP 125 Antimicrobial Wired Mouse ¹¹ ;
Communications	LAN: Intel® Ethernet Network Adapter I225-T1 ¹ ; Intel® I219-LM GbE LOM, vPro® ¹⁵ ; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, vPro®; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, non-vPro®; Realtek Wi-Fi 6 RTL8852BE 802.11a/b/g/n/ax (2x2) and Bluetooth® 5.2 combo ^{41,44} ;
Drive Bays	1 slim ODD; 1 removable SATA HDD or 1 M.2 SSD bay ¹²
Environmental	Operating temperature: 10 to 35°C; Operating humidity: 10 to 90% RH;
Software	HP Notifications; HP PC Hardware Diagnostics UEFI; HP Support Assistant; HP Connection Optimizer; HP Privacy Settings; HP PC Hardware Diagnostics Windows; HP Desktop Support Utilities; MyHP; HP QuickDrop; HP Easy Clean; Touchpoint Customizer for Commercial; HP Easy Clean Keyboard Driver; HSA Fusion for Commercial; HSA Telemetry for Commercial; ^{21,22,40}
Available software	HP Smart Support ²³
Security management	Trusted Platform Module TPM 2.0 Embedded Security Chip shipped with Windows 10 (Common Criteria EAL4+ Certified)(FIPS 140-2 Level 2 Certified); HP Secure Erase; HP Sure Click; Absolute Persistence module; HP Sure Admin; HP Client Security Manager Gen7; HP Tamper Lock; HP Sure Start Gen7; HP Sure Sense2; HP Sure Run Gen5; HP Sure Recover Gen5; ^{24,25,26,27,28,29,30,31,32,33}
Security Software Licenses	HP Wolf Pro Security Edition ³⁶
Management features	HP Client Catalog (download); HP Driver Packs (download); HP Image Assistant; HP Client Management Script Library (download); HP Connect for Microsoft Endpoint Manager; HP Manageability Integration Kit (download); HP Patch Assistant (download) ^{16,17,20}
Power	400 W internal power supply, up to 92% efficiency, active PFC; 260 W internal power adapter, up to 92% efficiency, active PFC
Dimensions	33.7 x 30.8 x 15.5 cm
Weight	13.56 lb 6.15 kg (Exact weight depends on configuration.)
Ecolabels	EPEAT® registered ¹⁹
Energy star certified (series fixed)	ENERGY STAR® certified
Sustainable impact specifications	40% post-consumer recycled plastic; 10% ITE-derived closed loop plastic; Low Halogen; Bulk packaging available; 80 Plus® Platinum power supplies available; Molded paper pulp cushion inside box is 100% sustainably sourced and recyclable; Outside box and corrugated cushions are 100% sustainably sourced and recyclable; Ocean-bound plastic in speaker enclosure and I/O strip ^{34,35,36,37,38,39}

HP Elite Tower 600 G9 Desktop PC

Accessories and services (not included)

HP P34hc G4 WQHD USB-C Curved Monitor



When it comes to the P34hc WQHD Curved Monitor, bigger really is better. Because its immersive, ultrawide screen keeps you focused, you're likely to be less distracted and up to 33% more productive¹ compared to a smaller screen.
Product number: 21Y56AA

HP 225 Wired Mouse and Keyboard Combo



Think how much you use your mouse and keyboard. That's why we've taken the time to design products that are comfortable to use so you can work productively every day - and all day if necessary.
Product number: 286J4AA

1TB PCIe 4x4 NVMe TLC SSD



Maximize your storage capacity with the HP 1TB PCIe 4x4 NVMe TLC SSD that removes mechanical barriers to high performance with no moving parts and helps keep your data safe.
Product number: 406L7AA

HP DisplayPort To VGA Adapter



Converts the DisplayPort connector on a HP Compaq Business Desktop computer to a VGA port.
Product number: AS615AA

HP Elite Tower 600 G9 Desktop PC

Messaging Footnotes

- ² 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, branding and/or naming is not a measurement of higher performance.
- ³ Monitors sold separately.
- ⁴ Eight monitors sold separately and connection to eight monitors only supported on PCs equipped with NVIDIA® GeForce® 3060 discrete graphics card and compatible flex I/O port that must be configured at the time of purchase.
- ⁵ HP Wolf Pro Security Edition (including HP Sure Click Pro and HP Sure Sense Pro) is available preloaded on select SKUs and, depending on the HP product purchased, includes a paid 1-year or 3-year license. The HP Wolf Pro Security Edition software is licensed under the license terms of the HP Wolf Security Software - End-User License Agreement (EULA) that can be found at: https://support.hp.com/us-en/document/ish_3875769-3873014-16 as that EULA is modified by the following: "7. Term. Unless otherwise terminated earlier pursuant to the terms contained in this EULA, the license for the HP Wolf Pro Security Edition (HP Sure Sense Pro and HP Sure Click Pro) is effective upon activation and will continue for either a twelve (12) month or thirty-six (36) month license term ("Initial Term"). At the end of the Initial Term you may either (a) purchase a renewal license for the HP Wolf Pro Security Edition from HP.com, HP Sales or an HP Channel Partner, or (b) continue using the standard versions of HP Sure Click and HP Sure Sense at no additional cost with no future software updates or HP Support.
- ⁶ HP Sure Start Gen7 is available on select HP PCs and requires Windows 10 and higher.
- ⁷ Select household wipes can be safely used to clean select HP commercial PCs. See wipe manufacturer's instructions for disinfecting and the HP cleaning guide for HP tested wipe solutions at [How to Sanitize Your HP Device Whitepaper](#) <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA7-7610ENW> not applicable to HP Elite c1030 Chromebook.
- ¹⁰ Based on internal testing of products with and without HP Extended Range Wireless LAN.
- ¹¹ HP Sure Run Gen5 is available on select HP PCs and requires Windows 10 and higher.
- ¹² HP Total Test Process testing is not a guarantee of future performance under these test conditions. Any accidental damage requires an optional HP Accidental Damage Protection Care Pack.
- ¹³ MIL STD 810 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. Any accidental damage requires an optional HP Accidental Damage Protection Care Pack.
- ¹⁴ Recycled plastic content percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ¹⁵ 100% outer box packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic.
- ¹⁶ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more 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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>. 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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>.
- ² This system is preinstalled with Windows 10 Pro software and also comes with a license for Windows 11 Pro software and provision for recovery 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 HD-DVD disks cannot be played on the DVD-ROM drive. No support for DVD-RAM. Actual speeds may vary. Don't copy copyright-protected materials. Double layer discs can store more data than single layer discs. Discs burned with this drive may not be compatible with many existing single-layer DVD drives and players. Flawless playback on all systems is not guaranteed.
- ⁴ For full Intel® vPro® functionality, Windows 11 Pro 64 bit, a vPro supported processor, vPro enabled chipset, vPro enabled wired LAN and/or WLAN card and TPM 2.0 are required. Some functionality requires additional 3rd party software in order to run. See <http://intel.com/vpro>
- 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. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel's numbering, branding and/or naming is not a measurement of higher performance.
- ⁶ Intel® Turbo Boost technology requires a PC with a processor with Intel Turbo Boost capability. Intel Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- ⁷ Memory modules support data transfer rates up to 4800 MT/s; system speed up to 4400 MT/s, following Intel's design guideline. Actual data rate is determined by the system configuration.
- ⁸ System architecture design is 2 DIMMs per channel and the population starts from the furthest memory slot from the processor.
- ⁹ Symmetric configurations are required for the 2 DIMMs within the same memory channel.
- ¹⁰ For hard drives and solid state drives, GB = 1 billion bytes, TB = 1 trillion bytes. Actual formatted capacity is less. Up to 36 GB (for Windows) of system disk is reserved for the system recovery software.
- ¹¹ Availability varies by countries.
- ¹² PC can only be configured with one of these two available optional features: removable SATA HDD or M.2 SSD bay.
- ¹³ Sold separately or as an optional feature.
- ¹⁴ Thunderbolt™ 3.0 and Serial/PS/2 combo occupies a PCIe slot.
- ¹⁵ Intel® Ethernet Network Adapter I225-T1: sold separately or as an optional feature.
- ¹⁶ HP Connect for Microsoft Endpoint Manager is available from the Azure Market Place for HP Pro, Elite, Z and Point-of-Sale PCs managed with Microsoft Endpoint Manager. Subscription to Microsoft Endpoint Manager required and sold separately. Network connection required.
- ¹⁷ HP Patch Assistant available on select HP PCs with the HP Manageability Kit that are managed through Microsoft System Center Configuration Manager. HP Manageability Integration Kit can be downloaded from <http://www8.hp.com/us/en/ads/clientmanagement/overview.html>.
- ¹⁸ NVIDIA® GeForce® GTX 3060 graphic card requires the 400W chassis.
- ¹⁹ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information
- ²⁰ HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.
- ²¹ HP Support Assistant requires Windows and Internet access.
- ²² HP Quick Drop requires Internet access and Windows 10 PC preinstalled with HP QuickDrop app and either an Android device (phone or tablet) running Android 7 or higher with the Android HP QuickDrop app, and for an iOS device (phone or tablet) running iOS 12 or higher with the iOS HP QuickDrop app.
- ²³ HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>
- ²⁴ HP Sure Sense is available on select HP PCs and is not available with Windows 10 Home.
- ²⁵ HP BIOSphere Gen6 features may vary depending on the platform and configuration.
- ²⁶ HP Secure Erase for the methods outlined in the National Institute of Standards and Technology Special Publication 800-88 "Clear" sanitization method. HP Secure Erase does not support platforms with Intel® Optane™.
- ²⁷ HP Sure Run Gen5 is available on select HP PCs and requires Windows 10 or higher.
- ²⁸ HP Sure Click requires Windows 10 Pro or higher or Enterprise. See https://bit.ly/2PzLT6A_SureClick for complete details.
- ²⁹ HP Client Security Manager Gen7 requires Windows and is available on select HP Elite and Pro PCs.
- ³⁰ HP Sure Start Gen7 is available on select HP PCs and requires Windows 10 and higher.
- ³¹ HP Sure Admin requires Windows 10 or higher, HP BIOS, HP Manageability Integration Kit from <http://www.hp.com/go/clientmanagement> and HP Sure Admin Local Access Authenticator smartphone app from the Android or Apple store.
- ³² HP Sure Recover Gen5 is available on select HP PCs and requires Windows 10 or higher and an open network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.
- ³³ Absolute firmware module is shipped turned off and can only be activated with the purchase a license subscription and full activation of the software agent. License subscriptions can be purchased for terms ranging multiple years. Service is limited, check with Absolute for availability outside the U.S. Certain conditions apply. For full details visit: <https://www.absolute.com/about/legal/agreements/absolute/>.
- ³⁴ External power supplies, WWAN modules, power cords, cables and peripherals excluded. Service parts obtained after purchase may not be Low Halogen.
- ³⁵ Percentage of ocean-bound plastic contained in each component varies by product.
- ³⁶ Recycled plastic content percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ³⁷ ITE Derived Closed Loop Plastic percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ³⁸ 100% outer box packaging and corrugated cushions made from sustainably sourced certified and recycled fibers.
- ³⁹ Molded pulp cushions are made from 100% recycled wood fiber and organic materials.
- ⁴⁰ myHP requires Windows OS.
- ⁴¹ Wireless access point and internet service required and sold separately. Availability of public wireless access points limited. Wi-Fi 6 is backwards compatible with prior 802.11 specs.
- ⁴² To achieve optimal memory speed, HP strongly recommends to use identical memory modules (e.g., same capacity, same part number and from the same supplier) within the same memory channel.
- ⁴³ All memory slots are customer accessible / upgradeable.
- ⁴⁴ The 800 G9, 600 G9, and 400 G9 Tower/SFF products do not operate under 6GHz band. The products are compatible with 6GHz and other routers, sold separately, and will operate in 2.4GHz and 5GHz bands. The actual throughput depends on network condition and router configuration.
- ⁴⁵ HP Wolf Pro Security Edition (including HP Sure Click Pro and HP Sure Sense Pro) is available preloaded on select SKUs and, depending on the HP product purchased, includes a paid 1-year or 3-year license. The HP Wolf Pro Security Edition software is licensed under the license terms of the HP Wolf Security Software - End-User License Agreement (EULA) that can be found at: https://support.hp.com/us-en/document/ish_3875769-3873014-16 as that EULA is modified by the following: "7. Term. Unless otherwise terminated earlier pursuant to the terms contained in this EULA, the license for the HP Wolf Pro Security Edition (HP Sure Sense Pro and HP Sure Click Pro) is effective upon activation and will continue for either a twelve (12) month or thirty-six (36) month license term ("Initial Term"). At the end of the Initial Term you may either (a) purchase a renewal license for the HP Wolf Pro Security Edition from HP.com, HP Sales or an HP Channel Partner, or (b) continue using the standard versions of HP Sure Click and HP Sure Sense at no additional cost with no future software updates or HP Support.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

©Copyright 2021, 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. Microsoft, Windows, and the Windows Logo are U.S. registered trademarks of Microsoft Corporation. Intel®, the Intel® logo, Intel® Core™ and Core™ Inside are trademarks or registered trademarks of Intel® Corporation or its subsidiaries in the United States and other countries. NVIDIA®, the NVIDIA® logo, are trademarks and/or registered trademarks of NVIDIA® Corporation in the U.S. and other countries. USB Type-C® and USB-C® are trademarks of USB Implementers Forum. DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries.

May 2022





HP Z4 G4 Workstation

HP's best-selling performance workstation

Perfect for engineering, visualization and Machine Learning, HP's most popular workstation delivers disruptive performance for a wide spectrum of applications. With a choice of Intel® Xeon® or Core™ X processors, and support for dual extreme graphics, you get all you need, nothing more.



*Product image may differ from actual product

HP recommends Windows 10 Pro for business

Feature-rich functionality

- The Z4 is ahead of its time with more standard features than any other single processor HP workstation. With multiple configuration options, you can choose the perfect blend of components that meet your performance requirements.

Visualization powerhouse

- Visualize your project anytime with the power to move seamlessly between 3D CAD, rendering and simulation applications. The Z4 can easily handle tasks that require high frequency processing, multiple cores and high-powered GPUs for an optimized design process.

HP's most secure workstations

- Advanced security features come standard on every Z4. Rest assured your device, identity and data are safe with security software like HP Client Security Suite Gen3² and HP Sure Start Gen3¹⁰ featuring a self-healing BIOS.

Featuring

- Support your unique user needs with a choice of Windows 10 Pro for Workstations 64 or Linux® operating systems.¹
- Run demanding professional apps with the newest generation Intel® Xeon® processors available with up to 18 cores for powerful performance and productivity.
- Experience disruptive price-performance on multi-threaded applications, or combined workflows such as simulation based design, with Intel® Core™ X-Series processors: the high-performance single-socket processors from Intel®.⁸
- Get serious about graphics and reach peak productivity with access to a breadth of NVIDIA® and AMD professional graphics from entry to high-end 3D.⁴
- Install pro-grade storage hardware and elevate your storage-bound apps without sacrificing standard PCIe slots.
- The simply stunning design features front and rear handles, so you can easily relocate your system.
- Save space within your office layout with a chassis that is 10% smaller than the previous generation.
- Multiple high-speed network connections are easy and speedy with dual embedded 1GbE LAN ports with Thunderbolt™ 3 technology for fast data transfers.
- The optional dual front I/O USB 3.1 G2 Type C™ module lets you transfer data to devices using modern connection technology at higher data rates.
- Optional self-encryption drives thwart outside access so your valuable IP won't fall into the wrong hands.

HP Z4 G4 Workstation Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 10 Pro for Workstations 64 - HP recommends Windows 10 Pro ^{1,21,24,25} Ubuntu 20.04 LTS ³³ Red Hat® Enterprise Linux ³² Ubuntu 20.04 LTS, 64 bit version, HP Linux-ready, Red Hat® Enterprise Linux® drop-in-box, 1 year entitlement
Processor family ^{26,30}	Intel® Core™ X-series processor; Intel® Xeon® W processor
Available Processors ^{2,3,29}	Intel® Core™ i9-10900X (3.7 GHz base frequency, up to 4.7 GHz with Intel® Turbo Boost Technology, 19.25 MB L3 cache, 10 cores) Intel® Core™ i9-10920X (3.5 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 19.25 MB L3 cache, 12 cores) Intel® Core™ i9-10940X (3.3 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 19.25 MB L3 cache, 14 cores) Intel® Core™ i9-10980XE (3.0 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 24.75 MB L3 cache, 18 cores) Intel® Xeon® W-2123 (3.6 GHz base frequency, up to 3.9 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 4 cores) Intel® Xeon® W-2125 (4.0 GHz base frequency, up to 4.5 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 4 cores) Intel® Xeon® W-2133 (3.6 GHz base frequency, up to 3.9 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 6 cores) Intel® Xeon® W-2255 (3.7 GHz base frequency, up to 4.7 GHz with Intel® Turbo Boost Technology, 19.25 MB L3 cache, 10 cores) Intel® Xeon® W-2255 (3.5 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 19.25 MB L3 cache, 12 cores) Intel® Xeon® W-2223 (3.6 GHz base frequency, up to 3.9 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 4 cores) Intel® Xeon® W-2225 (4.1 GHz base frequency, up to 4.6 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 4 cores) Intel® Xeon® W-2235 (3.8 GHz base frequency, up to 4.6 GHz with Intel® Turbo Boost Technology, 8.25 MB L3 cache, 6 cores) Intel® Xeon® W-2245 (3.9 GHz base frequency, up to 4.5 GHz with Intel® Turbo Boost Technology, 16.5 MB L3 cache, 8 cores) Configurations with the Intel® Core™ X processors support only a subset of the full features of the Z4 G4 system, including, but not limited to: memory type and maximum memory, PCIe slot configurations, M.2 storage capacity, GbE interface and manageability features. Please refer to the product QuickSpecs for complete details.
Chipset ^{26,27}	Intel® C422; Intel® X299
Maximum memory	512 GB DDR4-2933 ECC SDRAM (for Intel® Xeon® configurations); 256 GB DDR4-2933 non-ECC SDRAM (for Intel® Core™ X configurations) ^B Transfer rates up to 2666 MT/s.
Memory slots	8 DIMM
Internal storage	300 GB SAS (15000 rpm) ^{4,23} 500 GB up to 2 TB SATA (7200 rpm) ⁴ 500 GB SATA SED (7200 rpm) ⁴ 1 TB up to 8 TB 7200 rpm SATA Enterprise ⁴ 256 GB up to 2 TB SATA SSD ⁴ 256 GB up to 512 GB SATA SED Opal 2 SSD ⁴ 240 GB up to 1920 GB SATA Enterprise SSD ⁴ 256 GB up to 2 TB HP Z Turbo Drive PCIe® NVMe™ SSD ⁴ 256 GB up to 2 TB HP Z Turbo Drive PCIe® NVMe™ SED SSD M.2 ⁴ 256 GB up to 8 TB HP Z Turbo Drive Quad Pro PCIe® SSD ^{4,24} 256 GB up to 4 TB HP Z Turbo Drive Dual Pro PCIe® SSD ^{4,24}
Additional storage	HP SD 4 Media Card Reader (optional)
Optical drive ^{5,6}	HP Slim DVD-ROM; HP Slim Blu-ray Writer; HP Slim DVD-Writer
Available Graphics	Entry 3D: NVIDIA® Quadro® P400 (2 GB GDDR5 dedicated); NVIDIA® T600 (4 GB GDDR6 dedicated); NVIDIA® T400 (2 GB GDDR6 dedicated) Mid-range 3D: AMD Radeon™ Pro WX 3200 (4 GB GDDR5 dedicated); NVIDIA® Quadro® P1000 (4 GB GDDR5 dedicated); AMD Radeon™ Pro WX 3100 Graphics (4 GB GDDR5 dedicated); NVIDIA® Quadro® P2200 (5 GB GDDR5 dedicated); NVIDIA® Quadro® P2200 (5 GB GDDR5X dedicated); NVIDIA® Quadro® T1000 (4 GB GDDR6 dedicated); NVIDIA RTX™ A2000 (6 GB GDDR6 dedicated) High-end 3D: NVIDIA RTX™ A4000 (16 GB GDDR6 dedicated); AMD Radeon™ Pro W6800 (32 GB GDDR6 dedicated) Ultra High-end 3D: NVIDIA® Quadro® SYNC II; NVIDIA® Quadro RTX™ 5000 (16 GB GDDR6 dedicated); NVIDIA® Quadro RTX™ 6000 (24 GB GDDR6 dedicated); NVIDIA® Quadro RTX™ 8000 (48 GB GDDR6 dedicated); NVIDIA® RTX™ A5000 (24 GB GDDR6 dedicated); NVIDIA® RTX™ A6000 (48 GB GDDR6 dedicated) ¹⁹
Audio	Integrated Realtek HD ALC221
Expansion slots	1 PCIe 3 x16; 2 M.2 PCIe 3 x4
Ports and Connectors	Front: 1 headset connector; 4 USB 3.1 (1 charging) Front (Premium version): 1 headset connector; 2 USB 3.1 Gen 2 Type-C™; 2 USB 3.1 Gen 1 (1 charging) Rear: 1 audio-in; 1 audio-out; 1 PS/2 keyboard port; 1 PS/2 mouse port; 1 serial; 2 RJ-45 (1 GbE); 6 USB 3.1 Gen 1 (The Intel® Core™ X-Series processor configurations only have one RJ45 port and 5 Rear USB 3.1 Gen 1 ports available. The serial port is optional.)
Available Keyboards ¹⁰	HP PS/2 Business Slim Keyboard; HP USB Business Slim Keyboard; USB Premium wired keyboard; USB Smart Card (CCID) keyboard
Available Pointing Devices ¹⁰	3Dconnexion CADMouse; HP USB Optical Mouse; HP PS/2 Mouse; HP USB Hardened Mouse
Communications ²⁰⁹	Integrated Intel® I219-LM PCIe® GbE Integrated Intel® I210-AT PCIe® GbE Intel® I350-T2 dual-port GbE NIC Intel® I350-T4 dual-port GbE NIC Intel® I210-T1 PCIe® GbE Intel® X550-T2 dual-port GbE NIC Intel® X710-DA2 dual-port GbE NIC Intel® 10 GbE SFP+ SR transceiver Intel® Dual Band Wireless-AC 8265 802.11a/b/g/n/ac (2x2) Wi-Fi® and Bluetooth® 4.2 Combo, non-vPro™
Drive Bays	Two 5.25"; Two 2.5" or 3.5" ¹⁶
Software	HP ProtectTools Security; ZCentral Remote Boost
Security management ^{7,14,15,17,18,28}	Full volume encryption; HP Keyed Cable Lock Kit; HP Secure Erase; HP Sure Start Gen3; Kensington lock slot; Secure authentication; TPM 2.0 certified; HP Device Access Manager; HP Sure Click; HP BIOSphere Gen3; HP Client Security Manager Gen3; HP MIK/SCCM Gen2; Self Encrypting Drive (SED)
Power ²²	1000 W internal power supply, up to 90% efficiency, active PFC; 465 W internal power supply, up to 90% efficiency, active PFC; 750 W internal power supply, up to 90% efficiency, active PFC
Dimensions	15.2 x 6.65 x 17.5 in; 38.6 x 16.9 x 44.5 cm
Weight	Starting at 22.4 lb; Starting at 10.2 kg (Exact weight depends on configuration.)
Energy efficiency compliance ¹¹	ENERGY STAR® certified and EPEAT® Silver registered configurations available; ENERGY STAR® certified and EPEAT® 2019 registered where applicable. EPEAT® registration varies by country. See www.epeat.net for registration status by country.
Sustainable impact specifications ¹²	Low halogen
Compatible displays	All HP Z Displays and HP DreamColor Displays are supported.
Warranty	Protected by HP Services, including a 3 years parts, 3 years labor, and 3 years onsite service (3-3-3) standard limited warranty. Certain restrictions. 24/7 operation will not void the HP warranty.

HP Z4 G4 Workstation

Accessories and services (not included)

HP Z32 31.5-inch 4K UHD Display



Experience extraordinary, precise color and see more of your projects at one time on a display with stunning 4K¹ resolution.

Product number: 1AA81A8

HP Z Premium Front I/O 2xUSB-A 2xUSB-C



Use the HP Z Premium Front I/O 2xUSB-A 2xUSB-C to quickly and easily upgrade your HP Z4, Z6 or Z8 G4 Workstation standard front I/O ports from 4x USB 3.1 Gen 1 Type A ports to 2x higher-bandwidth USB 3.1 Gen 2 Type-C™ ports for modern peripheral compatibility and 2x USB 3.1 Gen 1 Type A ports.

Product number: 1XM32AA

AMD Radeon Pro WX 7100 8GB Graphics Card



Meet your demanding Design & Manufacturing and Media & Entertainment VR and immersive computing workflows head on with the AMD Radeon™ Pro WX 7100, a single slot form factor card based on AMD's new Polaris architecture.

Product number: Z0B14AA

HP 5 year Next Business Day Onsite HW Support w/Defective Media Retention for Workstations



When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day¹ Onsite Service with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support available the next business day, help is there when you need it—so you can get back to work.

Product number: U1G57E

HP Z4 G4 Workstation

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.windows.com>.
 - ² HP Client Security Suite Gen3 requires Windows and Intel® or AMD 7th Gen processors.
 - 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, branding and/or naming is not a measurement of higher performance.
 - ⁵ Sold separately or as an optional feature.
 - ⁶ HP Z Premium Front I/O 2xUSB-A 2xUSB-C is sold separately or as an optional feature.
 - ⁸ Windows 10 Pro is preinstalled. Windows 7 is not supported on the Intel® Core™ X - Series processor configurations. Configurations with the Intel® Core™ X processors support only a subset of the full features of the Z4 G4 system, including, but not limited to: memory type and maximum memory, PCIe slot configurations, M.2 storage capacity, GbE interface and manageability features. Please refer to the product QuickSpecs for complete details.
 - ⁹ Dual embedded 1GbE LAN ports on Intel® Xeon® processor configurations; single embedded 1GbE LAN ports on Intel® Core™ X processor configurations.
 - ¹⁰ HP Sure Start Gen3 is available on HP EliteBook, HP ZBook, and HP Z Workstation products equipped with Intel® 7th generation processors.
- Screen image courtesy of Renault Sport Racing.
Screen image courtesy of Chris McLennan.

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.windows.com>.
- ² 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, branding and/or naming is not a measurement of higher performance.
- ³ Some Intel® vPro™ 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. Intel vPro is supported only with Intel® Xeon™ configurations.
- ⁴ For hard drives and solid state drives, 1 GB = 1 billion bytes. TB = 1 trillion bytes. Actual formatted capacity is less. Up to 30 GB 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. No support for DVD RAM.
- ⁶ 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 Desktop PC.
- ⁷ HP Client Security Manager G3 - Requires Windows and Intel® 7th or 8th generation processors.
- ⁸ For systems installed with Microsoft Windows 7 (Ultimate, Enterprise or Professional), the maximum accessible system memory is 192 GB. Windows 7 is not supported on the Intel® Core X™ - Series processor configurations. Windows 7 is not supported on the Intel® Core X™ - Series processor configurations. For systems installed with Microsoft Windows 8.x (Enterprise or Pro), the maximum accessible system memory is 512 GB.
- ⁹ Wireless access point and Internet access required. 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.
- ¹⁰ Optional or add-on feature.
- ¹¹ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit www.epeat.net for more information.
- ¹² External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.
- ¹³ HP Remote Graphics Software requires network connection. Performance dependent on network latency and image frame content.
- ¹⁴ HP BIOSphere G3 requires Intel® 7th generation processors.
- ¹⁵ HP Secure Erase: For the methods outlined in the National Institute of Standards and Technology Special Publication 800-88 "Clear" sanitation method.
- ¹⁶ Each bay is configurable to 2.5" or 3.5".
- ¹⁷ HP MIK/SCCM - HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.
- ¹⁸ HP Keypad Cable Lock Kit is available only as an aftermarket option.
- ¹⁹ NVIDIA® Quadro® SYNC II sold separately.
- ²⁰ I210-AT, I219-V are available in Intel® Xeon® configurations only.
- ²¹ In accordance with Microsoft's support policy, HP does not support the Windows 8 or Windows 7 operating system on products configured with Intel and AMD 7th generation and forward processors or provide any Windows 8 or Windows 7 drivers on <http://www.support.hp.com>.
- ²² 465W and 750W power supply options are only available for Intel® Xeon® configurations.
- ²³ Supported only on Intel® Xeon® configurations: Not supported with Intel® Core X™ processor configurations.
- ²⁴ Available on Intel® Xeon® W processor configurations only.
- ²⁵ Available on Intel® Core™ i7X-Series processor configurations only.
- ²⁶ Choice of Intel Core X processor family will affect other configuration choices and system feature set availability; refer to the product QuickSpecs for details.
- ²⁷ Intel® C422 for Intel® Xeon® configurations, Intel® X299 for Intel® Core™ X configurations.
- ²⁸ HP Sure Click is available on most HP PCs and supports Microsoft® Internet Explorer, Google Chrome, and Chromium™. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files in read only mode, when Microsoft Office or Adobe Acrobat are installed.
- ²⁹ Intel® Turbo Boost technology requires a PC with a processor with Intel Turbo Boost capability. Intel Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- ³⁰ Your product does not support Windows 8 or Windows 7. In accordance with Microsoft's support policy, HP does not support the Windows® 8 or Windows 7 operating system on products configured with Intel® and AMD 7th generation and forward processors or provide any Windows® 8 or Windows 7 drivers on <http://www.support.hp.com>
- ³¹ HP Performance Advisor - Internet access required.
- ³² For detailed Linux® OS/hardware support information, see: http://www.hp.com/linux_hardware_matrix
- ³³ Not all features are available in all editions or versions of Ubuntu. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS to take full advantage of Ubuntu functionality. Ubuntu may be automatically updated. ISP fees may apply and additional requirements may apply over time for updates. Ubuntu not yet available for Core X configurations.

Sign up for updates hp.com/go/getupdated

Copyright © 2019 HP Development Company, L.P. The only 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. HP shall not be liable for technical or editorial errors or omissions contained herein.

Intel, Xeon, Thunderbolt and Intel vPro are trademarks of Intel Corporation or subsidiaries in the U.S. and/or other countries. Bluetooth is a trademark of its proprietor and used by HP Inc. under license. 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. DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries. AMD and Radeon are trademarks of Advanced Micro Devices, Inc. NVIDIA. The NVIDIA logo and Quadro are trademarks and/or registered trademarks of NVIDIA Corporation in the U.S. and other countries. Red Hat(R) is a registered trademark of Red Hat, Inc. in the United States and other countries. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. All other trademarks are the property of their respective owners.





HP ProBook 450 15.6 inch G9 Notebook PC

Essential features in a modern design

The lightweight, compact design of the HP ProBook 450 laptop delivers commercial performance, security, and durability for professionals who move from desk, to meeting room, to home. Easily upgrade this laptop to keep up with your growing business.



*Product image may differ from actual product

HP recommends Windows 11 Pro for business

Designed for hybrid workstyles

- Whether in the same room or miles apart, bring your teams together with tools to keep interactions open and productive. The ultra-narrow bezel maximizes screen size while lightweight aluminum materials provide an easy-to-carry, sleek design.

Everyday business performance

- Equipped with the latest Intel® processor², multiple graphics options³, and fast, upgradeable dual channel SODIMM memory⁴, the HP ProBook 450 drives performance with long battery life and high-speed solid-state drives.

Protected by HP Wolf Security

- HP Wolf Security for Business creates a hardware-enforced, always-on, resilient defense. From the BIOS to the browser, above, in, and below the OS, these constantly evolving solutions help protect your PC from modern threats.⁵
- Easily carry your lightweight ProBook with confidence. The durable chassis made with aluminum materials has an appealing design with a small footprint. The narrow bezel allows a larger screen with 87% screen-to-body ratio.
- Enable hardware and software innovations from HP with the myHP application. This single app houses access to settings for audio, video, programmable key, and more.
- HP Wolf Pro Security Edition PCs provide enterprise-level security packaged for small and medium sized businesses.⁵
- Optimized for video calls in low-lighting conditions. The HD camera provides visual clarity, while Temporal Noise Reduction lowers the effects of visual noise and pixelation, allowing increased definition so you can capture all the details.
- Get fast and efficient data transfer and internet access over wired Ethernet networking. Simply connect your ProBook directly to your company's network with an included RJ-45 port—no dongles or docking station needed.
- Configure your laptop's CPU for the perfect combination of performance, power consumption, and value. The latest Intel® processor handles multiple work tasks smoothly and reliably with multiple processing cores to divide up the work.²
- With two battery options, you can choose the right battery size for your business and budget needs. Customize charging options and manage battery performance with the easy-to-use HP Power Manager dashboard.^{6,15}
- Never fear bumps with the thin and light HP ProBook that endures 120,000 hours of the HP Total Test Process and undergoes MIL-STD 810 tests.^{7,8}
- The HP ProBook 450 uses ocean-bound plastics in the speaker enclosure and display bezel. This EPEAT® registered and ENERGY STAR® certified notebook PC also contains 50 percent recycled aluminum in both the top and bottom covers.^{9,10}
- Require a supervisor password to be used to unlock a PC anytime optional tamper detection sensors located on the bottom cover of the PC and on internal storage are triggered with HP Tamper Lock.¹¹
- Work almost anywhere, even in crowded wireless networks, with a fast, reliable wireless connection, supporting up to Wi-Fi 6E. For expanded connectivity and enhanced security, add optional, high-speed CAT 16 WWAN with an external SIM card.^{12,13}
- HP Long Life Battery gets you through a day of meetings without plugging in. When the day goes longer, you can quickly recharge your PC with HP Fast Charge. You'll get up to 50% battery life in just 30 minutes of charging.¹⁴

HP ProBook 450 15.6 inch G9 Notebook PC Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 11 Pro ¹ Windows 11 Pro Education ¹ Windows 11 Home – HP recommends Windows 11 Pro for business ¹ Windows 11 Home Single Language ¹ Windows 11 Pro (Windows 11 Enterprise available with a Volume Licensing Agreement) ¹ Windows 10 Pro (available through downgrade rights from Windows 11 Pro) ¹² FreeDOS
Processor family⁶	12th Generation Intel® Core™ i3 processor; 12th Generation Intel® Core™ i5 processor; 12th Generation Intel® Core™ i7 processor
Available Processors^{3,4,5,6}	Intel® Core™ i3-1215U with Intel® UHD Graphics (1.2 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 10 MB L3 cache, 6 cores, 8 threads); Intel® Core™ i5-1235U (1.3 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads); Intel® Core™ i5-1240P (1.7 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 12 cores, 16 threads); Intel® Core™ i7-1255U (1.7 GHz base frequency, up to 4.7 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads); Intel® Core™ i7-1260P (1.6 GHz base frequency, up to 4.6 GHz with Intel® Turbo Boost Technology, 18 MB L3 cache, 12 cores, 16 threads); Intel® Pentium® Gold 8505 with Intel® UHD Graphics (1.2 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 8 MB L3 cache, 5 cores, 6 threads); Intel® Celeron® 7305 with Intel® UHD Graphics (1.1 GHz base frequency, 8 MB L3 cache, 5 cores, 6 threads)
Maximum memory	32 GB DDR4-3200 MHz RAM ⁷ Both slots are accessible/upgradeable by IT or self-maintainers only. Supports dual channel memory.
Memory slots	2 SODIMM
Internal storage	up to 1 TB PCIe® NVMe™ M.2 SSD TLC ⁸ 128 GB up to 512 GB PCIe® NVMe™ Value M.2 SSD ⁹ 128 GB up to 256 GB PCIe® NVMe™ Value M.2 SSD ^{9,9}
Display size (diagonal, metric)	39.6 cm (15.6")
Display	15.6" diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 400 nits, low power, 72% NTSC; 15.6" diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC; 15.6" diagonal, FHD (1920 x 1080), touch, IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC ^{16,20,21} 39.6 cm (15.6") diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 400 nits, low power, 72% NTSC; 39.6 cm (15.6") diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC; 39.6 cm (15.6") diagonal, FHD (1920 x 1080), touch, IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC ^{16,20,21}
Available Graphics	Integrated: Intel® UHD Graphics; Intel® Iris® Xe Graphics ^{16,17} Discrete: NVIDIA® GeForce® MX570 (2 GB DDR6 dedicated); NVIDIA® GeForce® MX570A (2 GB DDR6 dedicated) ¹⁸ (Support HD decode, DX12, HDMI 2.1b.)
Audio	Dual stereo speakers, dual array microphones
Wireless technologies	(Compatible with Miracast-certified devices.)
Ports and Connectors	3 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 SuperSpeed USB Type-C® 10Gbps signaling rate (USB Power Delivery, DisplayPort™ 2.1); 1 headphone/microphone combo; 1 AC power; 1 RJ-45; 1 HDMI 2.1b; (HDMI cable sold separately.); Optional Ports: 1 External Nano SIM slot for WWAN ¹⁵
Input devices	HP Premium Keyboard – spill resistant, optional backlit keyboard with drain and DuraKeys ¹⁹ ; Clickpad with multi-touch gesture support;
Communications	Realtek RTL8111HSH-CG 10/100/1000 GbE NIC ¹⁴ ; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 combo, non-vPro®; Realtek Wi-Fi 6 RTL8852BE 802.11a/b/g/n/ax (2x2) and Bluetooth® 5.3 combo ^{10,11,12,13} ; Intel® XMM™ 7560 LTE Advanced Pro Cat 16;
Camera	720p HD camera with temporal noise reduction (select models); IR Camera (select models) ¹⁶
Software	HP Connection Optimizer; HP Hotkey Support; HP MAC Address Manager; HP Support Assistant; myHP; HP Privacy Settings; Touchpoint Customizer for Commercial; HP Notifications; HP QuickDrop; HP Quick Touch; HP PC Hardware Diagnostics Windows; Buy Office (Sold separately) ^{23,24}
Available software	HP Smart Support ⁵⁷
Security management	Absolute persistence module; HP DriveLock and Automatic DriveLock; HP Secure Erase; HP Sure Click; HP Sure Sense; BIOS Update via Network; HP Sure Admin; HP BIOSphere Gen6; TPM 2.0 embedded security chip (Common Criteria EAL4+ and FIPS 140-2 Level 2 Certified); HP Sure Start Gen7; HP Wake on WLAN; HP Tamper Lock; ^{28,29,30,31,32,33,34,35}
Security Software Licenses	HP Wolf Pro Security Edition ⁵⁶
Fingerprint reader	Fingerprint sensor (select models)
Management features	HP Client Management Script Library (download); HP Image Assistant (download); HP Driver Packs (download); HP Client Catalog (download); HP Manageability Integration Kit Gen4 (download); HP Power Manager ^{26,27}
Power	HP Smart 65 W External AC power adapter; HP Smart 65 W EM External AC power adapter; HP Smart 45 W External AC power adapter; HP Smart 65 W USB Type-C® adapter; HP Smart 45 W USB Type-C® adapter ³⁷
Battery type	HP Long Life 3-cell, 42.75 Wh polymer; HP Long Life 3-cell, 51.3 Wh polymer ³⁶
Dimensions	14.14 x 9.2 x 0.78 in; 35.94 x 23.39 x 1.99 cm
Weight	Starting at 3.83 lb; Starting at 1.74 kg; (Weight will vary by configuration.)
Ecolabels	EPEAT® registered configurations available; TCO Certified configurations available ³⁹
Energy star certified (series fixed)	ENERGY STAR® certified
Sustainable impact specifications	Low Halogen ⁴⁰
Warranty	HP Services offers 1-year and 90 day software limited warranty options depending on country. Batteries have a default one year limited warranty. Refer to http://www.hp.com/support/batterywarranty/ for additional battery information. On-site service and extended coverage is also available. HP Care Pack Services are optional extended service contracts that go beyond the standard limited warranties. To choose the right level of service for your HP product, use the HP Care Pack Services Lookup Tool at: http://www.hp.com/go/tpc .

HP ProBook 450 15.6 inch G9 Notebook PC

Accessories and services (not included)

HP Z27q G3 QHD Display



Meticulously crafted to surpass every design standard, the HP Z27q G3 QHD Display is composed of authentic aluminum and delivers an impressive, frameless viewing experience. Bring your ideas to life with remarkable color accuracy in precise Quad HD resolution. Refine your work experience and transform your PC into a powerhouse with this 27 inch diagonal screen monitor.

Product number: 1C4Z7AA

HP USB-C to HDMI 2.0



Collaborate on the fly in conference rooms, team rooms, and more when your project your notebook or mobile device's high-definition video and audio content to an external display, TV or projector with the HP USB-C to HDMI 2.0 Adapter.

Product number: 1WC36AA

HP Prelude Pro 15.6-inch Recycled Top Load



Commute with a stylish and durable top load thoughtfully designed with the environment in mind and made with recycled fabric¹. The HP Prelude Pro Recycled Top load comes with safety features for your peace of mind when you carry your devices from work to home and beyond.

Product number: 1X645AA

HP 235 Wireless Mouse and Keyboard Combo



Experience a keyboard and mouse combo that's comfortable, sleek and quiet. Now you can be at your most efficient with the least amount of noise. Plus, with keyboard shortcuts and long-lasting batteries, you can stay productive all day long.

Product number: 1Y4D0AA

HP Thunderbolt Dock G2 with Combo Cable



Reinvent docking and boost productivity with our most versatile Thunderbolt™ dock, the small, sophisticated HP Thunderbolt Dock G2. Designed for workspace flexibility and network manageability¹, it delivers USB-C™² device connectivity and optional integrated audio.³

Product number: 3TR87AA

HP ProBook 450 15.6 inch G9 Notebook PC

Messaging Footnotes

- ² Multicores 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, branding and/or naming is not a measurement of higher performance.
- ³ Intel processor and graphics options must be configured at the time of purchase.
- ⁴ Dual channel memory is sold separately or as an optional feature. Due to the non-industry standard nature of some third-party memory modules, we recommend HP branded memory to ensure compatibility. If you mix memory speeds, the system will perform at the lower memory speed.
- ⁵ HP Wolf Security for Business requires Windows 10 or higher, includes various HP security features and is available on HP Pro, Elite, Workstation, and RPOS products. See product details for included security features and OS requirements.
- ⁶ HP Power Manager requires Windows 10 or higher and is available from the Microsoft store.
- ⁷ HP Total Test Process testing is not a guarantee of future performance under these test conditions. Any accidental damage requires an optional HP Accidental Damage Protection Care Pack.
- ⁸ MIL-STD 883C 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. Any accidental damage requires an optional HP Accidental Damage Protection Care Pack.
- ⁹ Laptop speaker enclosure and display bezel components contain 5 percent ocean bound plastic by weight.
- ¹⁰ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit <http://www.epeat.net> for more information.
- ¹¹ HP TampoLock is an optional feature that must be configured at the factory and requires a supervisor password be established prior to use. Only available with three-year warranty.
- ¹² Wi-Fi 6E requires a 6GHz router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. These specifications for Wi-Fi 6E are draft specifications and are not final. If the final specifications differ from the draft specifications, they may affect the ability of the notebook to communicate with other Wi-Fi 6E devices. Only available in countries where Wi-Fi 6E is supported.
- ¹³ Wi-Fi 6E supporting gigabit data rate is achievable with Wi-Fi 6E (802.11ax) when transferring files between two devices connected to the same router. Requires a wireless router, sold separately, that supports 160MHz channels.
- ¹⁴ Recharges your battery up to 50% within 30 minutes when the system is off or in standby mode. Power adapter with a minimum capacity of 65 watts is required. After charging has reached 50% capacity, charging will return to normal. Charging time may vary +/- 10% due to system tolerance.
- ¹⁵ Battery must be configured at the time of purchase.

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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>.
- ² This system is preinstalled with Windows 10 Pro software and also comes with license for Windows 11 Pro software and provision for recovery 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 Multicores 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, branding and/or naming is not a measurement of higher performance.
- ⁴ Processor speed denotes maximum performance mode; processors will run at lower speeds in battery optimization mode.
- ⁵ Intel® Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- ⁶ In accordance with Microsoft's support policy, HP does not support the Windows 8 or Windows 7 operating system on products configured with Intel and AMD 7th generation and forward processors or provide any Windows 8 or Windows 7 drivers on <http://www.support.hp.com>.
- ⁷ Due to the non-industry standard nature of some third-party memory modules, we recommend HP branded memory to ensure compatibility. If you mix memory speeds, the system will perform at the lower memory speed.
- ⁸ For storage drives, GB = 1 billion bytes. TB = 1 trillion bytes. Actual formatted capacity is less. Up to 30 GB (for Windows 10) is reserved for system recovery software.
- ⁹ Second storage is only available with non-WWAN base unit and Primary M.2 storage.
- ¹⁰ Wireless access point and internet service required and sold separately. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. Wi-Fi 6E requires a Wi-Fi 6E router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. And available in countries where Wi-Fi 6E is supported.
- ¹¹ Wireless access point and internet service required and sold separately. Availability of public wireless access points limited. Wi-Fi 6E (802.11ax) is backwards compatible with prior 802.11 specs.
- ¹² Miracast is wireless technology your PC can use to project your screen to TVs, projectors, and streaming.
- ¹³ Gigabit class Category 16 4G LTE module is optional and must be configured at the factory. Module designed for up to 1 Gbps download speeds as carriers deploy 5 carrier aggregation and 100Mhz channel bandwidth, requires activation and sold separately purchased service contract. Backwards compatible to HSPA 3G technologies. Check with service provider for coverage and availability in your area. Connection, upload and download speeds will vary due to network, location, environment, network conditions, and other factors. 4G LTE not available on all products, in all regions.
- ¹⁴ The term "10/100/1000" or "Gigabit" Ethernet indicates compatibility with IEEE standard 802.3ab for Gigabit Ethernet, and does not connote actual operating speed of 1 Gb/s. For high-speed transmission, connection to a Gigabit Ethernet server and network infrastructure is required.
- ¹⁵ SIM slot is not user accessible without WWAN configuration.
- ¹⁶ FHD/HD content required to view FHD/HD images.
- ¹⁷ Intel® Iris™ X* Graphics capabilities require system to be configured with Intel® Core™ i5 or i7 processors and dual channel memory. Intel® Iris™ X* Graphics with Intel® Core™ i5 or i7 processors and single channel memory will only function as UHD graphics.
- ¹⁸ Integrated graphics depends on processor. NVIDIA® Optimus™ technology requires an Intel processor plus an NVIDIA® GeForce® discrete graphics configuration and is available on Windows 10 Pro OS. With NVIDIA® Optimus™ technology, full enablement of all discrete graphics video and display features may not be supported on all systems (e.g. OpenGL applications will run on the integrated GPU or the APU as the case may be).
- ¹⁹ Backlit keyboard is an optional feature.
- ²⁰ Resolutions are dependent upon monitor capability, and resolution and color depth settings.
- ²¹ Actual brightness will be lower with touchscreen.
- ²² HP Support Assistant requires Windows and Internet access.
- ²³ HP QuickDrop requires Internet access and Windows 10 or higher PC preinstalled with HP QuickDrop app and either an Android device (phone or tablet) running Android 7 or higher with the Android HP QuickDrop app, and/or an iOS device (phone or tablet) running iOS 12 or higher with the iOS HP QuickDrop app.
- ²⁴ HP Driver Packs not preinstalled, however available for download at <http://www.hp.com/go/clientmanagement>.
- ²⁵ HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.
- ²⁶ Absolute agent is shipped turned off, and will be activated when customers activate a purchased subscription. Subscriptions can be purchased for terms ranging multiple years. Service is limited, check with Absolute for availability outside the U.S. The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-agreement>. Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either obtain a PIN or purchase one or more RSA SecurID tokens from Absolute Software.
- ²⁷ HP SecureErase for the methods outlined in the National Institute of Standards and Technology Special Publication 800-88 "Clear" sanitation method. HP SecureErase does not support platforms with Intel® Optane™.
- ²⁸ HP SureClick requires Windows 10 Pro or higher or Enterprise. See <https://bit.ly/2PrLT6A>, SureClick for complete details.
- ²⁹ HP SureSense is available on select HP PCs with Windows 10 Pro, Windows 10 Enterprise, Windows 11 Pro, or Windows 11 Enterprise OS.
- ³⁰ HP SureAdmin requires Windows 10 or higher, HP BIOS, HP Manageability Integration Kit from <http://www.hp.com/go/clientmanagement> and HP SureAdmin Local Access Authenticator smartphone app from the Android or Apple store.
- ³¹ HP BIOSphere Gen6 features may vary depending on the platform and configuration.
- ³² HP SureStart Gen7 is available on select HP PCs and requires Windows 10 and higher.
- ³³ HP Fingerprint sensor is an optional feature that must be configured at purchase.
- ³⁴ Actual battery Watt-hours (Wh) will vary from design capacity. Battery capacity will naturally decrease with shelf life, time, usage, environment, temperature, system configuration, loaded apps, features, power management settings and other factors.
- ³⁵ Availability may vary by country.
- ³⁶ HP Care Packs are 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 <http://www.hp.com/go/epc>. 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.
- ³⁷ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit <http://www.epeat.net> for more information.
- ³⁸ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.
- ³⁹ HP Wolf Security for Business requires Windows 10 or higher, includes various HP security features and is available on HP Pro, Elite, RPOS and Workstation products. See product details for included security features and OS requirement.
- ⁴⁰ HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

Intel, Core, Celeron, Pentium and Iris are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. NVIDIA, the NVIDIA logo are trademarks and/or registered trademarks of NVIDIA Corporation in the U.S. and other countries. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license. USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum. SDXC is a registered trademark of SD-3C in the United States, other countries or both. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. All other trademarks are the property of their respective owners.

December 2022





HP EliteBook 650 15.6 inch G9 Notebook PC

Upgrade to elite performance

The HP EliteBook 650 is a cost-effective, powerful, and highly secure PC that allows easy standardization into existing IT environments, while giving end-users the tools they need to work from almost anywhere.



*Product image may differ from actual product

HP recommends Windows 11 Pro for business

Make connections that matter

- Take collaboration to the professional level with optional 4G³ connectivity and audio/video enhancers powered by HP Presence⁴ on the HP EliteBook 650. Enjoy the crystal-clear audio performance delivered by HP Dynamic Audio⁵ and HP AI Noise Reduction.⁵

Power to get the job done

- With an Intel[®] 2 processor, this globally available PC is easy to service, drives performance, and has long battery life, and optional Thunderbolt™ docking.⁷

Protected by HP Wolf Security

- HP Wolf Security for Business creates a hardware-enforced, always-on, resilient defense. From the BIOS to the browser, above, in, and below the OS, these constantly evolving solutions help protect your PC from modern threats.⁸
- Optimized for video calls in low-lighting conditions. The HD camera provides visual clarity, while temporal noise reduction lowers the effects of visual noise and pixelation, allowing increased definition so you can capture all the details.⁶
- HP AI Noise Reduction improves collaboration by applying industry-leading noise-filtering technology to all audio input, giving you an enhanced audio and video conferencing experience even while wearing a mask.⁶
- HP Backlight Adjustment includes quality dual image sensors, working together to balance the background and foreground lighting and contrast. Make sure you can clearly be seen without blurring out the background.⁶
- Upscale your resolution and bring new dimension to your images. With HP Super Resolution, you can automatically upscale your camera resolution from HD (720p) to FHD (1080p) in a snap.⁶
- If your travel schedule is going to keep you on the road, then consider configuring your PC with an optional larger battery that can keep you productive.⁹
- Take more of your files with you on the road with an optional second SSD drive.⁹
- Your “office” can be where you need it, letting you stay connected almost everywhere with support for optional gigabit class CAT 9 4G LTE wireless broadband technology.³
- Know if someone has tried to open the cover of your PC thanks to a tamper lock intrusion detection system.¹⁰
- This PC contains at least 30-percent post-consumer recycled plastic in the bezel, at least 50-percent post-consumer recycled plastic in the keycaps, and the outer box packaging is 100-percent sustainably sourced.^{11,12}
- Enable hardware and software innovations from HP with the myHP application. This single dashboard houses access to settings for conferencing, the programmable key, and more.¹⁴
- Help protect your PC from websites and read-only Microsoft Office and PDF attachments with malware, ransomware, or viruses with hardware-enforced security from HP Sure Click.¹⁵
- Malware is evolving rapidly, and traditional antivirus can’t always recognize new attacks. Protect your PC against never-before-seen attacks with HP Sure Sense, which uses deep learning AI and machine learning to provide exceptional protection.¹⁶

HP EliteBook 650 15.6 inch G9 Notebook PC Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 11 Pro ¹ Windows 11 Pro Education ¹ Windows 11 Home – HP recommends Windows 11 Pro for business ¹ Windows 11 Home Single Language – HP recommends Windows 11 Pro for business ¹ Windows 11 Pro (Windows 11 Enterprise available with a Volume Licensing Agreement) ¹ Windows 10 Pro (available through downgrade rights from Windows 11 Pro) ^{1,2} FreeDOS
Processor family⁶	12th Generation Intel® Core™ i7 processor; 12th Generation Intel® Core™ i3 processor; 12th Generation Intel® Core™ i5 processor
Available Processors^{3,4,5,6,45}	Intel® Core™ i3-1215U with Intel® UHD Graphics (1.2 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 10 MB L3 cache, 6 cores, 8 threads); Intel® Core™ i5-1235U (1.3 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads); Intel® Core™ i7-1255U (1.7 GHz base frequency, up to 4.7 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads); Intel® Core™ i5-1245U (1.6 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads), supports Intel® vPro® Technology; Intel® Core™ i7-1265U (1.8 GHz base frequency, up to 4.8 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads), supports Intel® vPro® Technology
Maximum memory	64 GB DDR4-3200 MHz RAM ⁷ Both slots are customer accessible/upgradeable. Supports dual channel memory.
Memory slots	2 SODIMM
Internal storage	256 GB up to 1 TB PCIe® Gen4x4 NVMe™ M.2 SSD TLC ⁸ 256 GB up to 512 GB PCIe® Gen4x4 NVMe™ M.2 SED SSD TLC ⁸ 256 GB up to 512 GB PCIe® NVMe™ M.2 SSD ⁸ 128 GB up to 256 GB PCIe® NVMe™ Value M.2 SSD ^{8,43}
Display size (diagonal, metric)	39.6 cm (15.6")
Display	15.6" diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC; 15.6" diagonal, HD (1366 x 768), narrow bezel, anti-glare, 250 nits, 45% NTSC; 15.6" diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 400 nits, low power, 100% sRGB; 15.6" diagonal, FHD (1920 x 1080), touch, IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC ^{12,15,16} 39.6 cm (15.6") diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 400 nits, low power, 100% sRGB; 39.6 cm (15.6") diagonal, FHD (1920 x 1080), IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC; 39.6 cm (15.6") diagonal, HD (1366 x 768), narrow bezel, anti-glare, 250 nits, 45% NTSC; 39.6 cm (15.6") diagonal, FHD (1920 x 1080), touch, IPS, narrow bezel, anti-glare, 250 nits, 45% NTSC ^{12,15,16}
Available Graphics	Integrated: Intel® UHD Graphics; Intel® Iris® X* Graphics ^{12,13} Discrete: NVIDIA® GeForce® MX570 (2 GB DDR6 dedicated) ⁴² (Supports HD decode, DX12, HDMI 2.0.)
Audio	Dual stereo speakers, dual array microphones
Wireless technologies	(Compatible with Miracast-certified devices.)
Ports and Connectors	3 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging); 1 Thunderbolt™ 4 with USB4™ Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 1 RJ-45; 1 headphone/microphone combo; 1 HDMI 2.0; 1 AC power ¹¹ ; (HDMI cable sold separately.); Optional Ports: 1 Smartcard reader (optional); 1 External Nano SIM slot for WWAN ⁴⁴
Input devices	HP Premium Keyboard – spill resistant, optional backlit keyboard ¹⁴ ; Clickpad with multi-touch gesture support;
Communications	Intel® I219-LM GbE, vPro®; Intel® I219-V GbE, non-vPro®; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, vPro®; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, non-vPro® ^{9,10,17,45} ; Intel® XMM™ 7560 LTE Advanced Pro Cat 16; Near Field Communication (NFC) module
Camera	720p HD camera with temporal noise reduction; IR Camera (select models) ¹²
Software	HP Connection Optimizer; HP Hotkey Support; HP MAC Address Manager; HP Support Assistant; HP Power Manager; myHP; HP Privacy Settings; Touchpoint Customizer for Commercial; HP Notifications; HP QuickDrop; HP Quick Touch; Buy Office (Sold separately) ^{18,19}
Available software	HP Smart Support ⁵⁷
Security management	Absolute persistence module; HP DriveLock and Automatic DriveLock; HP Secure Erase; HP Sure Click; HP Sure Sense; BIOS Update via Network; HP Sure Admin; HP BIOSphere Gen6; HP Client Security Manager Gen7; TPM 2.0 embedded security chip (Common Criteria EAL4+ and FIPS 140-2 Level 2 Certified); HP Sure Start Gen7; HP Wake on WLAN; HP Tamper Lock; HP Sure Run Gen5; HP Sure Recover Gen5; Secured-Core PC Enable; ^{25,26,27,28,29,30,31,32,33,34}
Security Software Licenses	HP Wolf Pro Security Edition ³⁶
Fingerprint reader	Fingerprint sensor (select models)
Management features	HP Client Management Script Library (download); HP Driver Packs (download); HP Client Catalog (download); HP Manageability Integration Kit Gen4 (download); HP Image Assistant Gen5 (download); HP Patch Assistant (download); HP Cloud Recovery; HP Connect for Microsoft Endpoint Manager ^{20,21,22,23,24}
Power	HP Smart 65 W External AC power adapter; HP Smart 65 W EM External AC power adapter; HP Smart 45 W External AC power adapter; HP Smart 65 W USB Type-C® adapter; HP Smart 45 W USB Type-C® adapter ³⁷
Battery type	HP Long Life 3-cell, 42.75 Wh polymer; HP Long Life 3-cell, 51 Wh polymer ³⁶
Dimensions	14.14 x 9.2 x 0.78 in 35.94 x 23.39 x 1.99 cm
Weight	Starting at 3.83 lb Starting at 1.74 kg (Weight will vary by configuration.)
Ecolabels	EPEAT® registered configurations available; TCO Certified configurations available ³⁹
Certification and compliance	CCC; CECP; GS Mark
Sustainable impact specifications	Low Halogen ⁴⁰
Warranty	HP Services offers 1-year or 3-year limited warranties and 90 day software limited warranty options depending on country. Batteries have a default one year limited warranty. Refer to http://www.hp.com/support/batterywarranty/ for additional battery information. On-site service and extended coverage is also available. HP Care Pack Services are optional extended service contracts that go beyond the standard limited warranties. To choose the right level of service for your HP product, use the HP Care Pack Services Lookup Tool at: http://www.hp.com/go/cpc .

HP EliteBook 650 15.6 inch G9 Notebook PC

Accessories and services (not included)

HP USB-C to HDMI 2.0



Collaborate on the fly in conference rooms, team rooms, and more when you project your notebook or mobile device's high-definition video and audio content to an external display, TV or projector with the HP USB-C to HDMI 2.0 Adapter.
Product number: 1WC36AA

HP Prelude Pro 15.6-inch Recycled Top Load



Commute with a stylish and durable top load thoughtfully designed with the environment in mind and made with recycled fabric¹. The HP Prelude Pro Recycled Top load comes with safety features for your peace of mind when you carry your devices from work to home and beyond.
Product number: 1X645AA

HP 235 Wireless Mouse and Keyboard Combo



Experience a keyboard and mouse combo that's comfortable, sleek and quiet. Now you can be at your most efficient with the least amount of noise. Plus, with keyboard shortcuts and long-lasting batteries, you can stay productive all day long.
Product number: 1Y4D0AA

HP Thunderbolt Dock G2 with Combo Cable



Reinvent docking and boost productivity with our most versatile Thunderbolt™ dock, the small, sophisticated HP Thunderbolt Dock G2. Designed for workspace flexibility and network manageability¹, it delivers USB-C™² device connectivity and optional integrated audio.³
Product number: 3TR87AA

HP E27q G4 QHD Monitor



Work comfortably and stay focused with the optimized ergonomics and Quad HD resolution of the HP E27q G4 QHD Monitor with HP Eye Ease that is designed around you. Make life easy for IT with remote manageability.
Product number: 9VG82AA

HP EliteBook 650 15.6 inch G9 Notebook PC

Messaging Footnotes

- ² 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, branding and/or naming is not a measurement of higher performance.
- ³ Gigabit class 4G LTE module is optional and must be configured at the factory. Module designed for up to 1 Gbps download speeds as carriers deploy 5 carrier aggregation and 100MHz channel bandwidth, requires activation and separately purchased service contract. Backwards compatible to HSPA 3G technologies. Check with service provider for coverage and availability in your area. Connection, upload and download speeds will vary due to network, location, environment, network conditions, and other factors. 4G LTE not available on all products, in all regions.
- ⁴ HP Presence requires myHP application and Windows OS.
- ⁵ HP Dynamic Audio requires Windows 10 and higher, compatible with internal PC speakers and analog headsets.
- ⁶ Requires the myHP application and Windows OS.
- ⁷ Sold separately or as an optional feature.
- ⁸ HP Wolf Security for Business requires Windows 10 and higher, includes various HP security features and is available on HP Pro, Elite, Workstation, and RPOS products. See product details for included security features and OS requirements.
- ⁹ Optional feature must be configured at the time of purchase.
- ¹⁰ HP Tamper Lock must be enabled by the customer or your administrator.
- ¹¹ Recycled plastic content percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ¹² 100% outer box packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic.
- ¹³ Requires Windows OS.
- ¹⁴ HP Sure Click requires Windows 10 and higher. See https://bit.ly/2PrLT6A_SureClick for complete details.
- ¹⁵ HP Sure Sense is available on select HP PCs with Windows 10 Pro, Windows 10 Enterprise, Windows 11 Pro, or Windows 11 Enterprise OS.

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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>.
- ² This system is preinstalled with Windows 10 Pro software and also comes with a license for Windows 11 Pro software and provision for recovery 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, branding and/or naming is not a measurement of higher performance.
- ⁴ Processor speed denotes maximum performance mode; processors will run at lower speeds in battery optimization mode.
- ⁵ Intel® Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- ⁶ In accordance with Microsoft's support policy, HP does not support the Windows 8 or Windows 7 operating system on products configured with Intel and AMD 7th generation and forward processors or provide any Windows 8 or Windows 7 drivers on <http://www.support.hp.com>.
- ⁷ Due to the non-industry standard nature of some third-party memory modules, we recommend HP branded memory to ensure compatibility. If you mix memory speeds, the system will perform at the lower memory speed.
- ⁸ For storage drives: GB = 1 billion bytes; TB = 1 trillion bytes. Actual formatted capacity is less. Up to 30 GB (for Windows 10 and 11) is reserved for system recovery software.
- ⁹ Wi-Fi 6E requires a Wi-Fi 6E router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. And available in countries where Wi-Fi 6E is supported.
- ¹⁰ Miracast is a wireless technology you can use to project your screen to TVs, projectors, and streaming.
- ¹¹ SuperSpeed USB 20Gbps is not available with Thunderbolt™ 4.
- ¹² HD content required to view HD images.
- ¹³ Intel® Iris® Xe Graphics capabilities require system to be configured with Intel® Core™ i5 or i7 processors and dual channel memory. Intel® Iris® Xe Graphics with Intel® Core™ i5 or 7 processors and single channel memory will only function as UHD graphics.
- ¹⁴ Backlit keyboard is an optional feature.
- ¹⁵ Resolutions are dependent upon monitor capability, and resolution and color depth settings.
- ¹⁶ Actual brightness will be lower with touchscreen.
- ¹⁷ WWAN module is an optional feature, requires factory configuration 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, in all regions.
- ¹⁸ HP Support Assistant requires Windows and Internet access.
- ¹⁹ HP Quick Drop requires Internet access and Windows 10 or higher PC preinstalled with HP QuickDrop app and either an Android device (phone or tablet) running Android 7 or higher with the Android HP QuickDrop app, and/or an iOS device (phone or tablet) running iOS 12 or higher with the iOS HP QuickDrop app.
- ²⁰ HP Driver Packs not preinstalled, however available for download at <http://www.hp.com/go/clientmanagement>.
- ²¹ HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.
- ²² HP Patch Assistant available on select HP PCs with the HP Manageability Kit that are managed through Microsoft System Center Configuration Manager. HP Manageability Integration Kit can be downloaded from <http://www8.hp.com/us/en/ads/ClientManagement/overview.html>.
- ²³ HP Cloud Recovery is available for Z by HP, HP Elite and Pro desktops and laptops PCs with Intel® or AMD processors and requires an open, wired network connection. Note: You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Detail please refer to: <https://support.hp.com/us-en/document/c05115630>.
- ²⁴ HP Connect for Microsoft Endpoint Manager is available from the Azure Market Place for HP Pro, Elite, Z and Point-of-Sale PCs managed with Microsoft Endpoint Manager. Subscription to Microsoft Endpoint Manager required and sold separately. Network connection required.
- ²⁵ Absolute agent is shipped turned off, and will be activated when customers activate a purchased subscription. Subscriptions can be purchased for terms ranging multiple years. Service is limited, check with Absolute for availability outside the U.S. The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-agreement>. Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either obtain a PIN or purchase one or more RSA SecurID tokens from Absolute Software.
- ²⁶ HP Secure Erase for the methods outlined in the National Institute of Standards and Technology Special Publication 800-88 "Clear" sanitation method. HP Secure Erase does not support platforms with Intel® Optane™.
- ²⁷ HP Sure Click requires Windows 10 Pro or higher or Enterprise. See https://bit.ly/2PrLT6A_SureClick for complete details.
- ²⁸ HP Sure Sense is available on select HP PCs with Windows 10 Pro, Windows 10 Enterprise, Windows 11 Pro, or Windows 11 Enterprise OS.
- ²⁹ HP Sure Admin requires Windows 10 or higher, HP BIOS, HP Manageability Integration Kit from <http://www.hp.com/go/clientmanagement> and HP Sure Admin Local Access Authenticator smartphone app from the Android or Apple store.
- ³⁰ HP BIOSphere Gen6 features may vary depending on the platform and configuration.
- ³¹ HP Client Security Manager Gen7 requires Windows and is available on the select HP Elite and Pro PCs.
- ³² HP Sure Start Gen7 is available on select HP PCs and requires Windows 10 and higher.
- ³³ HP Sure Run Gen5 is available on select HP PCs and requires Windows 10 and higher.
- ³⁴ HP Sure Recover Gen5 with Embedded Reimaging is an optional feature which requires Windows 10 and must be configured at purchase. You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.
- ³⁵ HP Fingerprint sensor is an optional feature that must be configured at purchase.
- ³⁶ Actual battery Watt-hours (Wh) will vary from design capacity. Battery capacity will naturally decrease with shelf life, time, usage, environment, temperature, system configuration, loaded apps, features, power management settings and other factors.
- ³⁷ Availability may vary by country.
- ³⁸ HP Care Packs are 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.
- ³⁹ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information.
- ⁴⁰ External power supplies, power cords, cables and peripherals are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.
- ⁴¹ Second storage is only available with non-WWAN base unit AND Primary M.2 storage.
- ⁴² Integrated graphics depends on processor. NVIDIA® Optimus™ technology requires an Intel processor, plus an NVIDIA® GeForce® discrete graphics configuration and is available on Windows 10 Pro OS. With NVIDIA® Optimus™ technology, full enablement of all discrete graphics video and display features may not be supported on all systems (e.g. OpenGL applications will run on the integrated GPU or the APU as the case may be).
- ⁴³ Second storage is only available with non-WWAN base unit AND Primary M.2 storage.
- ⁴⁴ SIM slot is not user accessible without WWAN configuration.
- ⁴⁵ Intel vPro® requires Windows 10 Pro 64 bit or higher, a vPro supported processor, vPro enabled chipset, vPro enabled wired LAN and/or Wi-Fi 6E WLAN and TPM 2.0. Some functionality requires additional 3rd party software in order to run. Features of vPro® Essentials and Enterprise vary. See <http://intel.com/vpro>.
- ⁴⁶ HP Wolf Security for Business requires Windows 10 or higher, includes various HP security features and is available on HP Pro, Elite, RPOS and Workstation products. See product details for included security features and OS requirement.
- ⁴⁷ HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

Intel, Core, Iris, Thunderbolt, and Intel vPro are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license. USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum. SDXC is a registered trademark of SD-3C in the United States, other countries or both. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. All other trademarks are the property of their respective owners.

May 2022





HP Elite x360 830 13.3 inch G9 2-in-1 Notebook PC

Built-in flexibility

Bring versatility to your favorite place to work with the HP EliteBook x360 830. This enterprise business laptop brings new HP Presence conferencing capabilities, productivity, and security that is easily managed in hybrid work environments.



*Product image may differ from actual product

HP recommends Windows 11 Pro for business

Collaborate with confidence

- A good collaboration experience is imperative in our new hybrid working world. The HP EliteBook x360 830, powered by HP Presence³, with its optional auto-tracking 5MP camera⁴, Audio by Bang & Olufsen, and optional 5G⁵ connectivity, lets users connect from almost any location with a more personal experience.

Enterprise performance improvements

- Performance continues to improve with new technology that powers the HP EliteBook x360 830. The new 16:10 ratio screen reduces the need to scroll by showing more vertical content than a 16:9 display. DDR5 memory and PCI Gen4 SSDs provide fast access to your work.

New functionality in tablet mode

- Stay productive in tablet mode with HP Quick Touch⁶ and wake on touch functionality. Access your laptop's hidden hotkeys in tablet mode using HP Quick Touch and wake up your device in tablet mode with quick touch.
- HP Wolf Security for Business creates a hardware-enforced, always-on, resilient defense. From the BIOS to the browser, above, in, and below the OS, these constantly evolving solutions help protect your PC from modern threats.⁹
- Move around a little without losing viewers' attention during video calls with HP Auto Frame.⁷
- Backlight WDR includes quality dual image sensors, working together to balance the background and foreground lighting and contrast. Make sure you can clearly be seen without blurring out the background.⁷
- HP Context Aware provides AI based optimization to maximize performance when you're working at a table, comfort when you're working from your lap, and responsiveness when you're working on the go.⁸
- HP Dynamic Voice Leveling automatically enhances microphone gain to optimize voice clarity within 3-meters of the PC. AI-based noise reduction 2.0 uses noise-filtering technology to enhance audio and video conferencing experience even while wearing a mask.⁷
- Enable hardware and software innovations from HP with the myHP Application. This single dashboard houses access to settings for conferencing, the programmable key, and more.⁶
- This PC contains at least 30-percent post-consumer recycled plastic in the bezel, at least 50-percent post-consumer recycled plastic in the keycaps, and the outer box and the outer box packaging is 100-percent sustainably sourced.^{10,11}
- Your "office" can be where you need it, letting you connect almost anywhere with the HP EliteBook x360 830 with optional support for up to 5G wireless broadband technology with 4x4 antennas that can deliver fast download and upload speeds.⁵
- Help protect your PC from websites and read-only Microsoft Office and PDF attachments with malware, ransomware, or viruses with hardware-enforced security from HP Sure Click.⁵
- Malware is evolving rapidly, and traditional antivirus can't always recognize new attacks. Protect your PC against never-before-seen attacks with HP Sure Sense, which uses deep learning AI and machine learning to provide exceptional protection.¹³

HP Elite x360 830 13.3 inch G9 2-in-1 Notebook PC Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 11 Pro ¹ Windows 11 Pro Education ¹ Windows 11 Home – HP recommends Windows 11 Pro for business ¹ Windows 11 Home Single Language ¹ Windows 11 Pro (Windows 11 Enterprise available with a Volume Licensing Agreement) ¹ Windows 10 Pro (available through downgrade rights from Windows 11 Pro) ^{1,2} FreeDOS
Processor family⁶	12th Generation Intel® Core™ i7 processor; 12th Generation Intel® Core™ i5 processor
Available Processors^{3,4,5,6}	Intel® Core™ i5-1235U (1.3 GHz base frequency, up to 4.4 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads); Intel® Core™ i7-1255U (1.7 GHz base frequency, up to 4.7 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 10 cores, 12 threads)
Maximum memory	16 GB DDR5-4800 MHz RAM ⁷ Memory soldered down. Supports dual channel memory.
Internal storage	256 GB up to 2 TB PCIe® Gen4x4 NVMe™ M.2 SSD TLC ⁸ 256 GB up to 512 GB PCIe® Gen4x4 NVMe™ M.2 SED SSD TLC ⁸ 256 GB up to 512 GB PCIe® NVMe™ Value SSD ⁹
Display size (diagonal, metric)	33.8 cm (13.3")
Display	13.3" diagonal, WUXGA (1920 x 1200), touch, IPS, BrightView, 250 nits, 45% NTSC; 13.3" diagonal, WUXGA (1920 x 1200), touch, IPS, BrightView, 400 nits, low power, 100% sRGB with HP Eye Ease; 13.3" diagonal, WUXGA (1920 x 1200), touch, IPS, anti-glare, 1000 nits, 100% sRGB, HP Sure View Reflect integrated privacy screen with HP Eye Ease; 13.3" diagonal, WUXGA (1920 x 1200), touch, IPS, BrightView, 1000 nits, 100% sRGB, HP Sure View Reflect integrated privacy screen with HP Eye Ease ^{17,18,19,20}
Available Graphics	Integrated: Intel® Iris® X* Graphics ¹⁵ (Support HD decode, DX12, HDMI 2.0b, HDCP 2.3.)
Audio	Audio by Bang & Olufsen, dual stereo speakers, dual array world-facing microphones
Wireless technologies	(Compatible with Miracast-certified devices.)
Ports and Connectors	2 Thunderbolt™ 4 with USB4™ Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging); 1 headphone/microphone combo; 1 HDMI 2.0 ¹³ ; (HDMI cable sold separately); Optional Ports: 1 Smartcard reader (optional)
Input devices	HP Premium Keyboard – spill resistant, optional backlit keyboard with drain and DuraKeys ¹⁶ ; Glass clickpad with gesture support as default, Microsoft Precision Touchpad; Ambient light sensor
Communications	HP Module with NXP NFC Controller NPC300 I2C NCI ; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, vPro®; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 M.2 combo, non-vPro® ^{9,10,11,12} ; Intel® XMM™ 7560 LTE Advanced Pro Cat 16; Intel® 5G Solution 5000; Near Field Communication (NFC) module
Camera	5 MP HD auto framing camera; IR Camera (select models) ¹⁷
Software	HP Hotkey Support; HP Support Assistant; HP Easy Clean; HP Power Manager; myHP; HP Privacy Settings; Touchpoint Customizer for Commercial; HP Notifications; HP QuickDrop; HP Quick Touch; HP PC Hardware Diagnostics Windows; Buy Office (Sold separately) ^{21,22}
Available software	HP Smart Support ⁵⁷
Security management	Absolute persistence module; HP DriveLock and Automatic DriveLock; HP Secure Erase; Nano Security lock slot; HP Sure Click; HP Sure Sense; BIOS Update via Network; HP Sure Admin; HP BIOSphere Gen6; HP Client Security Manager Gen7; Secured-core PC capable; TPM 2.0 embedded security chip (Common Criteria EAL4+ and FIPS 140-2 Level 2 Certified); HP Sure Start Gen7; HP Wake on WLAN; HP Tamper Lock; HP Sure Run Gen5; HP Sure Recover Gen5; ^{27,28,29,30,31,32,33,34,35,36,37,44,45}
Security Software Licenses	HP Wolf Pro Security Edition ⁵⁶
Fingerprint reader	Fingerprint sensor (select models)
Management features	HP Client Management Script Library (download); HP Driver Packs (download); HP Client Catalog (download); HP Manageability Integration Kit Gen4 (download); HP Image Assistant Gen5 (download); HP Patch Assistant (download); HP Cloud Recovery; HP Connect for Microsoft Endpoint Manager ^{23,24,25,26}
Power	HP Smart 65 W USB Type-C® adapter; HP Smart 45 W USB Type-C® adapter ³⁹
Battery type	HP Long Life 3-cell, 38 Wh polymer; HP Long Life 3-cell, 51 Wh polymer ³⁸
Dimensions	11.81 x 8.51 x 0.76 in 30.01 x 21.62 x 1.92 cm
Weight	Starting at 2.9 lb Starting at 1.32 kg (Weight will vary by configuration. Does not include power adapter.)
Ecolabels	EPEAT® registered configurations available; SEPA; TCO Certified configurations available ⁴¹
Energy star certified (series fixed)	ENERGY STAR® certified
Certification and compliance	GS Mark
Sustainable impact specifications	75% post-consumer recycled plastic; 30% ITE-derived closed loop plastic ^{42,43}
Warranty	1-year warranty and 90 day software limited warranty options depending on country. Batteries have a default one year limited warranty. Refer to http://www.hp.com/support/batterywarranty/ for additional battery information. On-site service and extended coverage is also available. HP Care Pack Services are optional extended service contracts that go beyond the standard limited warranties. To choose the right level of service for your HP product, use the HP Care Pack Services Lookup Tool at: http://www.hp.com/go/cpc .

HP Elite x360 830 13.3 inch G9 2-in-1 Notebook PC

Accessories and services (not included)

HP USB-C to HDMI 2.0



Collaborate on the fly in conference rooms, team rooms, and more when you project your notebook or mobile device's high-definition video and audio content to an external display, TV or projector with the HP USB-C to HDMI 2.0 Adapter.
Product number: 1WC36AA

HP Prelude Pro 15.6-inch Recycled Top Load



Commute with a stylish and durable top load thoughtfully designed with the environment in mind and made with recycled fabric¹. The HP Prelude Pro Recycled Top load comes with safety features for your peace of mind when you carry your devices from work to home and beyond.
Product number: 1X645AA

HP 235 Wireless Mouse and Keyboard Combo



Experience a keyboard and mouse combo that's comfortable, sleek and quiet. Now you can be at your most efficient with the least amount of noise. Plus, with keyboard shortcuts and long-lasting batteries, you can stay productive all day long.
Product number: 1Y4D0AA

HP Thunderbolt Dock 120W G2



Reinvent docking and boost productivity with our most versatile Thunderbolt™ dock, the small, sophisticated HP Thunderbolt Dock G2. Designed for workspace flexibility and network manageability¹, it delivers USB-C™² device connectivity and optional integrated audio.³
Product number: 2UK37AA

HP P204v 19.5-inch Monitor



Get essential presentation features and device connectivity with the stylishly redesigned and surprisingly cost-conscious HP P204v 19.5-inch Monitor.
Product number: 5RD66AA

HP Elite x360 830 13.3 inch G9 2-in-1 Notebook PC

Messaging Footnotes

- ³ HP Presence requires myHP application and Windows OS.
- ⁴ Optional feature that must be configured at the time of purchase.
- ⁵ 5G module is an optional feature that must be configured at the time of purchase. AT&T and T-Mobile networks supported in the U.S. Module designed for 5G networks as carriers deploy Evolved-Universal Terrestrial Radio Access New Radio Dual Connectivity (ENDC) with both 100MHz of 5G NR and LTE channel bandwidth, using 256QAM 4x4 as defined by 3GPP; requires activation and separately purchased service contract. Check with service provider for coverage and availability in your area. Connection, upload and download speeds will vary due to network, location, environment, network conditions, and other factors. 5G not available on all products, in all regions. Backwards compatible to 4G LTE and 3G HSPA technologies. 5G module planned to be available in select countries, where carrier supported.
- ⁶ Requires Windows OS.
- ⁷ Requires the myHP application and Windows OS.
- ⁸ Available on select HP PCs with Windows 10 and higher and Intel processors.
- ⁹ HP Wolf Security for Business requires Windows 10 and higher, includes various HP security features and is available on HP Pro, Elite, Workstation, and RPOS products. See product details for included security features and OS requirements.
- ¹⁰ Recycled plastic content percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ¹¹ 100% outer box packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic.
- ¹² HP Sure Click requires Windows 10 and higher. See https://bit.ly/2PrLT6A_SureClick for complete details.
- ¹³ HP Sure Sense is available on select HP PCs with Windows 10 Pro, Windows 10 Enterprise, Windows 11 Pro, or Windows 11 Enterprise OS.

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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>.
- ² This system is preinstalled with Windows 10 Pro software and also comes with a license for Windows 11 Pro software and provision for recovery 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, branding and/or naming is not a measurement of higher performance.
- ⁴ Processor speed denotes maximum performance mode; processors will run at lower speeds in battery optimization mode.
- ⁵ Intel® Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- ⁶ In accordance with Microsoft's support policy, HP does not support the Windows 8 or Windows 7 operating system on products configured with Intel and AMD 7th generation and forward processors or provide any Windows 8 or Windows 7 drivers on <http://www.support.hp.com>.
- ⁷ Due to the non-industry standard nature of some third-party memory modules, we recommend HP branded memory to ensure compatibility. If you mix memory speeds, the system will perform at the lower memory speed.
- ⁸ For storage drives, GB = 1 billion bytes, TB = 1 trillion bytes. Actual formatted capacity is less. Up to 30 GB (for Windows 10 and 11) is reserved for system recovery software.
- ⁹ Wi-Fi 6E requires a Wi-Fi 6E router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. And available in countries where Wi-Fi 6E is supported.
- ¹⁰ Miracast is a wireless technology your PC can use to project your screen to TVs, projectors, and streaming.
- ¹¹ WWAN module is an optional feature, requires factory configuration 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, in all regions.
- ¹² Gigabit class Category 16 4G LTE module is optional and must be configured at the factory. Module designed for up to 1 Gbps download speeds as carriers deploy 5 carrier aggregation and 100MHz channel bandwidth, requires activation and separately purchased service contract. Backwards compatible to HSPA 3G technologies. Check with service provider for coverage and availability in your area. Connection, upload and download speeds will vary due to network, location, environment, network conditions, and other factors. 4G LTE not available on all products, in all regions.
- ¹³ SuperSpeed USB 20Gbps is not available with Thunderbolt™ 4.
- ¹⁴ Intel® Iris® Xe Graphics capabilities require system to be configured with Intel® Core™ i5 or i7 processors and dual channel memory. Intel® Iris® Xe Graphics with Intel® Core™ i5 or i7 processors and single channel memory will only function as UHD graphics.
- ¹⁵ Backlit keyboard is an optional feature.
- ¹⁶ HD content required to view HD images.
- ¹⁷ Resolutions are dependent upon monitor capability, and resolution and color depth settings.
- ¹⁸ HP Sure View Reflect integrated privacy screen is an optional feature that must be configured at purchase and is designed to function in landscape orientation.
- ¹⁹ Actual brightness will be lower with touchscreen or Sure View.
- ²⁰ HP Support Assistant requires Windows and Internet access.
- ²¹ HP Quick Drop requires Internet access and Windows 10 or higher PC preinstalled with HP QuickDrop app and either an Android device (phone or tablet) running Android 7 or higher with the Android HP QuickDrop app, and/or an iOS device (phone or tablet) running iOS 12 or higher with the iOS HP QuickDrop app.
- ²² HP Connect for Microsoft Endpoint Manager is available from the Azure Market Place for HP Pro, Elite, Z and Point-of-Sale PCs managed with Microsoft Endpoint Manager. Subscription to Microsoft Endpoint Manager required and sold separately. Network connection required.
- ²³ HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.
- ²⁴ HP Patch Assistant available on select HP PCs with the HP Manageability Kit that are managed through Microsoft System Center Configuration Manager. HP Manageability Integration Kit can be downloaded from <http://www8.hp.com/us/en/adsk/clientmanagement/overview.html>.
- ²⁵ HP Cloud Recovery is available for Z by HP HP Elite and Pro desktops and laptops PCs with Intel® or AMD processors and requires an open, wired network connection. Note: You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Detail please refer to: <https://support.hp.com/us-en/document/c05115630>.
- ²⁶ Absolute agent is shipped turned off, and will be activated when customers activate a purchased subscription. Subscriptions can be purchased for terms ranging multiple years. Service is limited, check with Absolute for availability outside the U.S. The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-agreement>. Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either obtain a PIN or purchase one or more RSA SecurID tokens from Absolute Software.
- ²⁷ HP Secure Erase for the methods outlined in the National Institute of Standards and Technology Special Publication 800-88 "Clear" sanitation method. HP Secure Erase does not support platforms with Intel® Optane™.
- ²⁸ HP Sure Click requires Windows 10 Pro or higher or Enterprise. See https://bit.ly/2PrLT6A_SureClick for complete details.
- ²⁹ HP Sure Sense is available on select HP PCs with Windows 10 Pro, Windows 10 Enterprise, Windows 11 Pro, or Windows 11 Enterprise OS.
- ³⁰ HP Sure Admin requires Windows 10 or higher, HP BIOS, HP Manageability Integration Kit from <http://www.hp.com/go/clientmanagement> and HP Sure Admin Local Access Authenticator smartphone app from the Android or Apple store.
- ³¹ HP BIOSphere Gen6 features may vary depending on the platform and configuration.
- ³² HP Client Security Manager Gen7 requires Windows and is available on the select HP Elite and Pro PCs.
- ³³ HP Sure Start Gen7 is available on select HP PCs and requires Windows 10 and higher.
- ³⁴ HP Sure Run Gen5 is available on select HP PCs and requires Windows 10 and higher.
- ³⁵ HP Sure Recover Gen5 with Embedded Reimaging is an optional feature which requires Windows 10 and must be configured at purchase. You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.
- ³⁶ HP Fingerprint sensor is an optional feature that must be configured at purchase.
- ³⁷ Actual battery Watt-hours (Wh) will vary from design capacity. Battery capacity will naturally decrease with shelf life, time, usage, environment, temperature, system configuration, loaded apps, features, power management settings and other factors.
- ³⁸ Availability may vary by country.
- ³⁹ HP Care Packs are 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 <http://www.hp.com/go/cpc>.
- ⁴⁰ 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.
- ⁴¹ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit www.epeat.net for more information.
- ⁴² Recycled plastic content percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ⁴³ ITE Derived Closed Loop Plastic percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ⁴⁴ Lock is sold separately.
- ⁴⁵ Secured Core PC requires an Intel® vPro®, AMD Ryzen™ Pro processor or Qualcomm® processor with SDB50 or higher and requires 8 GB or more system memory. Secured Core PC functionality can be enabled from the factory.
- ⁴⁶ HP Wolf Security for Business requires Windows 10 or higher, includes various HP security features and is available on HP Pro, Elite, RPOS and Workstation products. See product details for included security features and OS requirement.
- ⁴⁷ HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

Intel, Core, Thunderbolt and Intel vPro are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license. USB Type-C® and USB-C® are registered 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.

April 2022

--





HP ZBook Fury 16 G9 Mobile Workstation PC

So powerful you'll forget it's a laptop

Tackle your most intense workflows with the ZBook Fury—now offering a mobile desktop-class CPU in a laptop. With pro-graphics, complete color accuracy, and enhanced collaboration features you can edit 8K videos, render in 3D or train machine learning models. Experience extreme pro performance—all on the move.



*Product image may differ from actual product

HP recommends Windows 11 Pro for business

Tackle multiple heavy workflows—simultaneously

- Get a desktop class Intel® CPU¹ for unthrottled pro performance.² Powered by an NVIDIA RTX™ Laptop GPU or AMD Radeon™ Pro GPU,³ and improved thermals, you can simultaneously tackle multiple complex projects at once.

Upgrade. Expand. Evolve

- Get desktop-level storage and memory with slots for up to 128GB of RAM,⁴ and capacity for up to 12TB of storage.^{4,5} Expansion is simple with tool-free access to removable components, and an extensive port selection to connect to critical accessories.

Immerse in your work

- Unlock complete color accuracy and see more of your work with a 16:10 HP DreamColor display.⁶ Get smooth motion for video editing with its 120Hz refresh rate.⁶ Customize your keyboard lighting and highlight shortcuts with RGB per-key LED backlighting.⁷

Create. Communicate. Collaborate

- Collaborate on your most intense projects wherever you go. The AI enhanced auto-framing 5MP camera,⁸ discrete audio amps to block background noises and next-gen Wi-Fi 6E^{9,10} or 5G options¹¹ let you seamlessly connect from almost anywhere.
- Work anywhere without compromising on performance or security with Windows 11¹² powered by HP's collaboration and connectivity technology.
- Blitz through multiple tasks and ditch external drives with up to 12 TB local NVMe storage.^{4,5}
- Accelerate your workflow. Power through projects with up to 128 GB RAM¹³ for fast rendering, editing and visual effects performance.
- Tackle your biggest projects with a choice of Powered by NVIDIA RTX™ Laptop GPU or AMD Radeon™ Pro GPU;³ certified for pro apps.
- Crank up your multi-tasking and productivity with a desktop class processor. Ensure immersive interactivity with up to Intel vPro® with 12th Gen Intel® Core™ i9 processor^{1,3,14} designed to handle complex, multithreaded apps.
- Connect to everything you need with a wide-range of connectivity options: multiple Thunderbolt™ 4 with USB Type-C®,¹⁵ HDMI 2.1 or HDMI 2.0b,¹⁶ Mini DisplayPort™, SD Card Reader, headphone/microphone combo jack and more.
- Move around a little without losing viewers' attention during video calls with HP Auto Frame.⁸ The camera and audio follow you or multiple presenters as they move within the camera's frame.
- Collaborate with confidence with advanced features like DNN Noise Suppression to suppress background noise for crisp, clear calls.¹⁷
- Personalize your laptop RGB lighting in one place. With Z Light Space software,¹⁸ you can customize your keyboard lighting with the RGB per-key LED backlighting.¹⁹ For commonly used software apps, use pre-loaded color-maps or create your own.
- Elevate your workflow with a VR-ready laptop. Develop lifelike content and transform how you design, train, and collaborate. And when paired with the HP Reverb G2 VR Headset, you get stunning immersion with full-resolution rendering.²⁰
- Now with a 16:10 aspect ratio you get 11% more usable screen area than 16:9, for productivity and creative tasks. With more vertical screen space reduce the need to scroll and see more of your project without minimizing program menus or toolbars.
- Save countless days installing, configuring and maintaining your data science environment by choosing the preloaded software stack with your choice of Ubuntu or Windows with Windows Subsystem for Linux 2 (WSL 2) pre-installed.²¹

HP ZBook Fury 16 G9 Mobile Workstation PC Specifications Table



*Product image may differ from actual product

Available Operating Systems	Windows 11 Pro ¹ Windows 11 Home – HP recommends Windows 11 Pro for business ¹ Windows 10 Pro (available through downgrade rights from Windows 11 Pro) ^{1,2} Ubuntu 20.04 FreeDOS 3.0
Processor family ^{3,4,5,19,25}	12th Generation Intel® Core™ i5 processor; 12th Generation Intel® Core™ i7 processor; 12th Generation Intel® Core™ i9 processor
Available Processors	Intel® Core™ i5-12950HX with Intel® UHD Graphics (1.7 GHz E-core base frequency, 2.3 GHz P-core base frequency, up to 3.6 GHz E-core Max Turbo frequency, up to 5.0 GHz P-core Max Turbo frequency, 30 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads); Intel® Core™ i7-12900HX with Intel® UHD Graphics (1.7 GHz E-core base frequency, 2.3 GHz P-core base frequency, up to 3.6 GHz E-core Max Turbo frequency, up to 5.0 GHz P-core Max Turbo frequency, 30 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads); Intel® Core™ i7-12850HX with Intel® UHD Graphics (1.5 GHz E-core base frequency, 2.1 GHz P-core base frequency, up to 3.4 GHz E-core Max Turbo frequency, up to 4.8 GHz P-core Max Turbo frequency, 25 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads); Intel® Core™ i7-12800HX with Intel® UHD Graphics (1.5 GHz E-core base frequency, 2.0 GHz P-core base frequency, up to 3.4 GHz E-core Max Turbo frequency, up to 4.8 GHz P-core Max Turbo frequency, 25 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads); Intel® Core™ i5-12600HX with Intel® UHD Graphics (1.8 GHz E-core base frequency, 2.5 GHz P-core base frequency, up to 3.3 GHz E-core Max Turbo frequency, up to 4.6 GHz P-core Max Turbo frequency, 18 MB L3 cache, 8 P-cores and 8 E-cores, 16 threads); Intel® Core™ i9-12950HX with Intel® UHD Graphics (1.7 GHz E-core base frequency, 2.3 GHz P-core base frequency, up to 3.6 GHz E-core Max Turbo frequency, up to 5.0 GHz P-core Max Turbo frequency, 30 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads), supports Intel® vPro® Technology; Intel® Core™ i7-12850HX with Intel® UHD Graphics (1.5 GHz E-core base frequency, 2.1 GHz P-core base frequency, up to 3.4 GHz E-core Max Turbo frequency, up to 4.8 GHz P-core Max Turbo frequency, 25 MB L3 cache, 8 P-cores and 8 E-cores, 24 threads), supports Intel® vPro® Technology; Intel® Core™ i5-12600HX with Intel® UHD Graphics (1.8 GHz E-core base frequency, 2.5 GHz P-core base frequency, up to 3.3 GHz E-core Max Turbo frequency, up to 4.6 GHz P-core Max Turbo frequency, 18 MB L3 cache, 8 P-cores and 8 E-cores, 16 threads), supports Intel® vPro® Technology
Chipset	Intel® WM690
Maximum memory	128 GB DDR5-4800 ECC SODIMM; 128 GB DDR5-4800 non-ECC SODIMM ⁷
Memory slots	Transfer rates up to 4000 MT/s 4 SODIMM; supports dual channel ^{8,9,10}
Internal storage	256 GB up to 4 TB PCIe® Gen4 x4 NVMe™ M.2 SSD ¹¹ 256 GB up to 4 TB PCIe® NVMe™ M.2 SED SSD ¹¹
Maximum storage capacity	Up to 12 TB
Display size (diagonal)	15.6"; 16"
Display size (diagonal, metric)	39.6 cm (15.6"); 40.6 cm (16")
Display	15.6" diagonal, FHD (1920 x 1080), IPS, anti-glare, 250 nits, 45% NTSC; 16" diagonal, WUXGA (3840 x 2400), OLED, touch, BrightView, eDP + PSR, micro-edge, Low Blue Light, 400 nits, 100% DCI-P3; 16" diagonal, WUXGA (3840 x 2400), 120 Hz, IPS, anti-glare, eDP + PSR, micro-edge, 500 nits, 100% DCI-P3, HP DreamColor; 16" diagonal, WUXGA (1920 x 1200), IPS, anti-glare, eDP + PSR, micro-edge, 400 nits, 100% sRGB; 16" diagonal, WUXGA (1920 x 1200), IPS, anti-glare, eDP + PSR, micro-edge, 1000 nits, 100% sRGB, HP Sure View integrated privacy screen ^{2,1,23,32}
Available Graphics	Integrated: Intel® UHD Graphics Discrete: NVIDIA RTX™ A1000 Laptop GPU (4 GB GDDR6 dedicated); NVIDIA RTX™ A4500 Laptop GPU (16 GB GDDR6 dedicated); NVIDIA RTX™ A5500 Laptop GPU (16 GB GDDR6 dedicated); NVIDIA RTX™ A2000 Laptop GPU (8 GB GDDR6 dedicated); NVIDIA RTX™ A3000 Laptop GPU (12 GB GDDR6 dedicated); AMD Radeon™ Pro 6600M Graphics (8 GB GDDR6 dedicated) (Discrete graphics options planned to be available at a later date and require factory configuration at the time of hardware purchase.)
Audio	Audio by Bang & Olufsen, dual stereo speakers with discrete amps, HP World Facing Microphone dual array digital microphones, functions keys for volume up and down, combo microphone/headphone jack, HD audio with 200kHz Bass Roll off ⁴⁵
Memory card device	1 SD 7.0 media card reader (select models)
Ports and Connectors	Left side: 1 RJ-45; 1 headphone/microphone combo; 1 SuperSpeed USB Type-A 5Gbps signaling rate (charging); 1 SuperSpeed USB Type-A 5Gbps signaling rate ; Right side: 1 power connector; 2 Thunderbolt™ 4 with USB4™ Type-C™ 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4, HP Sleep and Charge); 1 HDMI 2.1; 1 Mini DisplayPort™ 2.0 ^{6,15,24,48,57}
Input devices	HP Premium Quiet Keyboard, spill-resistant, full-size, backlit, keyboard with a Programmable Key and numeric keypad; HP RGB Keyboard - Full-size, per-key RGB backlit keyboard; Extra large, QuietKey, 3-button touchpad;
Communications	LAN: Intel® i219-LM GbE, vPro®; Intel® i219-V GbE, non-vPro® ⁴⁶ ; WLAN: Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 combo, vPro®; Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.2 combo, non-vPro® ¹³ ; WWAN: Intel® XMM™ 7560 LTE Advanced Pro Cat 16; Intel® 5G Solution 5000 ¹⁴ ;
Camera	SMP IR Camera ^{17,18}
Software	Bing search for IE11; Buy Office; HP Hotkey Support; HP Noise Cancellation Software; HP Performance Advisor; HP Recovery Manager; HP Remote Graphics Software; HP Support Assistant; HP JumpStart; Native Miracast support; HP Connection Optimizer; Adobe® Creative Cloud; HP Cloud Recovery; HP Admin; HP Privacy Settings; HP QuickDrop; Data Science Stack; HP Easy Clean; HP PC Hardware Diagnostics; HP ZCentral Remote Boost 2020 Software for Z workstation; Tile™ Application; ^{26,28,29,33,35,36,39,54}
Available software	HP Smart Support ⁴³
Security management	Absolute persistence module; HP Device Access Manager; HP Power On Authentication; HP Security Manager; Integrated smart card reader; Master Boot Record security; Pre-boot authentication; HP Sure Click; Windows Defender; HP Secure Erase; HP Manageability Integration Kit; HP Sure Sense; HP Secure Platform; HP Sure Recover Gen3; HP BIOSphere Gen6; HP Sure Start Gen6; HP Sure Run Gen3; HP Sure View Reflect; HP Tamper Lock; Nano Security Lock Slot; HP Client Security Suite Gen7; Trusted Platform Module TPM 2.0; Windows Secured Core; Camera privacy shutter; ^{22,27,30,31,34,38,40,46,47,49,50,51}
Security Software Licenses	HP Wolf Pro Security Edition ⁵⁶
Fingerprint reader	Fingerprint sensor (select models)
Management features	HP Power Manager ¹⁶
Power	HP Slim Smart 150 W External AC power adapter; HP Slim Smart 200 W External AC power adapter; HP Slim Smart 230 W External AC power adapter ²⁰
Battery type	HP Long Life 8-cell, 95 Wh Li-ion polymer ^{27,53}
Dimensions	36.3 x 25.06 x 2.865 cm (non-WWAN); 36.3 x 25.06 x 2.775 cm (WWAN)
Weight	Starting at 5.88 lb (touch); Starting at 5.40 lb (non-touch) Starting at 2.66 kg (touch); Starting at 2.44 kg (non-touch)
Ecocolors	EPEAT® registered configurations available ⁶¹
Sustainable impact specifications	Low Halogen ⁶²

HP ZBook Fury 16 G9 Mobile Workstation PC

Accessories and services (not included)

HP USB-C to HDMI 2.0



Collaborate on the fly in conference rooms, team rooms, and more when you project your notebook or mobile device's high-definition video and audio content to an external display, TV or projector with the HP USB-C to HDMI 2.0 Adapter.
Product number: 1WC36AA

HP Prelude Pro 15.6-inch Recycled Top Load



Commute with a stylish and durable top load thoughtfully designed with the environment in mind and made with recycled fabric¹. The HP Prelude Pro Recycled Top load comes with safety features for your peace of mind when you carry your devices from work to home and beyond.
Product number: 1X645AA

HP 235 Wireless Mouse and Keyboard Combo



Experience a keyboard and mouse combo that's comfortable, sleek and quiet. Now you can be at your most efficient with the least amount of noise. Plus, with keyboard shortcuts and long-lasting batteries, you can stay productive all day long.
Product number: 1Y4D0AA

HP Thunderbolt Dock 120W G2



Reinvent docking and boost productivity with our most versatile Thunderbolt™ dock, the small, sophisticated HP Thunderbolt Dock G2. Designed for workspace flexibility and network manageability¹, it delivers USB-C™² device connectivity and optional integrated audio.³
Product number: 2UK37AA

HP ZBook Fury 16 G9 Mobile Workstation PC

Messaging Footnotes

- Messaging footnotes are 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, branding and/or naming is not a measurement of higher performance.
- Unthrottled in Best Performance Mode and when plugged in.
 - Optional feature that must be configured at purchase.
 - Optional, configurable feature.
 - For storage drives, GB = 1 billion bytes. TB = 1 trillion bytes. Actual formatted capacity is less. Up to 35GB (for Windows) is reserved for system recovery software.
 - HP DreamColor display with 120Hz refresh rate is an optional feature that must be configured at purchase.
 - RGB keyboard is an optional, configurable feature. Available only in the US, UK, Germany and France only.
 - Requires the myHP application and Windows OS.
 - Wi-Fi 6E is an optional feature that must be configured at purchase.
 - Wi-Fi 6E requires a Wi-Fi 6E router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. And available in countries where Wi-Fi 6E is supported.
 - Intel® 5G module is optional and must be configured at the factory. Module designed for 5G NR NSA (non-standalone) networks as carriers deploy Evolved-Universal Terrestrial Radio Access New Radio Dual Connectivity (EN-DC) with both 100MHz of 5G NR and LTE channel bandwidth using 256QAM 4x4 as defined by 3GPP. Module requires activation and separately purchased service contract. Check with service provider for coverage and availability in your area. Data connection, upload and download speeds will vary due to network, location, environment, network conditions, and other factors. Backwards compatible to 4G LTE and 3G HSPA technologies. 5G module planned to be available in select platforms and select countries, where carrier supported.
 - 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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>
 - Up to 128 GB memory is an optional, configurable feature.
 - For full Intel® vPro® functionality, Windows 10 Pro 64 bit, a vPro supported processor, vPro enabled chipset, vPro enabled wired LAN and/or WLAN card and TPM 2.0 are required. Some functionality requires additional 3rd party software in order to run. See <http://intel.com/vpro>
 - SuperSpeed USB 20Gbps is not available with Thunderbolt™ 4
 - HDMI cables are sold separately. HDMI 2.1 requires discrete graphics, HDMI 2.0b requires integrated graphics.
 - DNN Noise Reduction is delivered automatically through Windows update or can be downloaded from <https://support.hp.com/us-en/drivers>. Requires Windows 10 or higher, compatible with internal PC speakers, microphone and analog headsets. The DNN Noise Reduction setting can be configured through the Application HP Audio Control.
 - Z Light Space requires Windows 10 or higher.
 - RGB keyboard is an optional, configurable feature. Available only in the US, UK, Germany and France only.
 - See minimum spec requirements to run VR headset at max resolution at <https://www8.hp.com/h20195/v2/GetPdf.aspx?c06630565.pdf>
 - WSL2 requires Windows 10 or higher, Intel Core i5 processor or higher and is available on select Z workstations. You must be running Windows 10 version 2004 and higher (Build 19041 and higher) or Windows 11.

Technical Specifications Footnotes

- 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 is automatically updated and enabled. High speed internet and Microsoft account required. ISP fees may apply and additional requirements may apply over time for updates. See <http://www.windows.com>.
- This system is preinstalled with Windows 10 Pro software and also comes with a license for Windows 11 Pro software and provision for recovery 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.
- 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, branding and/or naming is not a measurement of higher performance.
- Intel® Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.
- In accordance with Microsoft's support policy, HP does not support the Windows 8 or Windows 7 operating system on products configured with Intel and AMD 7th generation and forward processors or provide any Windows 8 or Windows 7 drivers on <http://www.support.hp.com>
- HDMI port-cable not included.
- Due to the non-industry standard nature of some third-party memory modules, we recommend HP branded memory to ensure compatibility. If you mix memory speeds, the system will perform at the lower memory speed.
- Maximized dual-channel performance requires SODIMMs of the same size and speed in both memory channels.
- Intel® allows architectures designed with four DIMM slots to run at 2400 MT/s.
- 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.
- For storage drives, GB = 1 billion bytes. TB = 1 trillion bytes. Actual formatted capacity is less. Up to 35GB (for Windows) is reserved for system recovery software.
- Wi-Fi 6E requires a Wi-Fi 6E router, sold separately, to function in the 6GHz band. Availability of public wireless access points limited. Wi-Fi 6E is backwards compatible with prior 802.11 specs. And available in countries where Wi-Fi 6E is supported.
- WWAN 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, and in all regions.
- Mini DisplayPort 1.4 with discrete, 1.2 with UMA.
- Manage and monitor your battery's performance and condition and customize charging options with the easy-to-use HP Power Manager dashboard.
- FHD and HD content required to view HD images respectively.
- Windows Hello face authentication utilizes a camera specially configured for near infrared (IR) imaging to authenticate and unlock Windows devices as well as unlock your Microsoft Passport.
- Processor Speed indicates maximum performance mode; processors will run at lower speeds in battery optimization mode.
- 120 W power adapter is configurable with Intel UMA graphics. 150 W power adapter is configurable with NVIDIA T1000 and T2000 configurations. 200 W power adapter is configurable with NVIDIA RTX 3000 or higher and AMD graphic configurations.
- UHD content required to view UHD images.
- HP BIOSphere Gen6 features may vary depending on the platform and configuration.
- Resolutions are dependent upon monitor capability, and resolution and color depth settings.
- SuperSpeed USB 20Gbps is not available with Thunderbolt™ 4.
- For full Intel® vPro® functionality, Windows 10 Pro 64 bit or Windows 11 Pro 64 bit, a vPro supported processor, vPro enabled chipset, vPro enabled wired LAN and/or WLAN card and TPM 2.0 are required. Some functionality requires additional 3rd party software in order to run. See <http://intel.com/vpro>.
- HP Cloud Recovery is available for HP Elite and Pro desktops and laptops PCs with Intel® or AMD processors and requires an open, wired network connection. Note: You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Detail please refer to: <https://support.hp.com/us-en/document/c05115630>.
- HP Sure Click requires Windows 10 Pro or higher or Enterprise. See https://bit.ly/2PrLT6A_SureClick for complete details
- 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>.
- HP Performance Advisor Software - HP Performance Advisor is ready and waiting to help you get the most out of your HP Workstation from day one—and every day after. Learn more or download at: <https://www8.hp.com/us/en/workstations/performance-advisor.html>
- HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>
- Absolute Persistence Module: Absolute agent is shipped turned off, and will be activated when customers activate a purchased subscription. Subscriptions can be purchased for terms ranging multiple years. Service is limited, check with Absolute for availability outside the U.S. The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/company/legal/agreements/computrace-agreement>. Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either obtain a PIN or purchase one or more RSA SecurID tokens from Absolute Software.
- Actual brightness will be lower with HP Sure View or touch-screen.
- HP Quick Drop requires Internet access and Windows 10 PC preinstalled with HP QuickDrop app and either an Android device (phone or tablet) running Android 7 or higher with the Android HP QuickDrop app, and/or an iOS device (phone or tablet) running iOS 12 or higher with the iOS HP QuickDrop app.
- Security lock for security slot is sold separately.
- HP Support Assistant requires Windows and Internet access.
- HP Connection Optimizer requires Windows 10.
- Battery is internal and not replaceable by customer. Serviceable by warranty. Batteries have a default one year limited warranty except for Long Life batteries which will have same 1-year or 3-year warranty as the platform.
- HP Sure Start Gen3 is available on select HP PCs and requires Windows 10 and higher.
- HP ZCentral Remote Boost Sender does not come preinstalled on Z Workstations but can be downloaded and run on all Z desktop and laptops without license purchase through 2022. With non-Z sender devices, purchase of perpetual individual license or perpetual floating license per simultaneously executing versions and purchase of ZCentral Remote Boost Software Support is required. ZCentral Remote Boost Sender for non-Z Hardware requires a license and Windows 10, RHEL/CentOS (7 or 8), or UBUNTU 18.04 or 20.04 LTS operating systems. macOS (10.14 or newer) operating system and ThinPro 7.2 are only supported on the receiver side. Requires network access. The software is available for download at hp.com/ZCentralRemoteBoost.
- HP Tamper Lock not supported on Ubuntu OS.
- Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information.
- External power supplies, power cords, cables and peripherals are not low halogen. Service parts obtained after purchase may not be low halogen.
- HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.
- GBE - The term "10/100/1000" or "Gigabit" Ethernet indicates compatibility with IEEE Standard 802.3ab for Gigabit Ethernet, and does not connote actual operating speed of 1 Gb/s. For high-speed transmission, connection to a Gigabit Ethernet server and network infrastructure is required.
- Dual-microphone array when equipped with optional webcam and optional world facing microphone.
- HP Sure View Reflect integrated privacy screen is an optional feature that must be configured at purchase and is designed to function in landscape orientation.
- Secure Erase - For the methods outlined in the National Institute of Standards and Technology Security Publication 800-88 "Clear" sanitation method. HP Secure Erase does not support platforms with Intel® Optane™.
- HDMI 2.0b with discrete, 1.4 with UMA.
- HP Sure Recover Gen3 is available on select HP PCs and requires an open network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.
- HP Sure Sense is available on select HP PCs and is not available with Windows 10 Home.
- HP Sure Run Gen3 is available on select HP PCs and requires Windows 10 and higher.
- Actual battery Watt-hours (Wh) will vary from design capacity. Battery capacity will naturally decrease with shelf life, time, usage, environment, temperature, system configuration, loaded apps, features, power management settings and other factors.
- Title requires Windows 10 or Windows 11. Some features require optional subscription to Tile Premium. Ring feature not available on HP ZBook Fury G9 Laptops. Title application for Windows 10 available for download from the Windows Store. Mobile phone app available for download from App Store and Google Play. Requires iOS 11 and greater or Android 6.0 and greater. See <https://support.thetileapp.com/hc/en-us/articles/200424778> for more information. HP Tile will function as long as the PC has battery power.
- HP Wolf Pro Security Edition (including HP Sure Click Pro and HP Sure Sense Pro) is available preloaded on select SKUs and, depending on the HP product purchased, includes a paid 1-year or 3-year license. The HP Wolf Pro Security Edition software is licensed under the license terms of the HP Wolf Security Software - End-User License Agreement (EULA) that can be found at: https://support.hp.com/us-en/document/ish_3875769-3873014-16 as that EULA is modified by the following: "7. Term. Unless otherwise terminated earlier pursuant to the terms contained in this EULA, the license for the HP Wolf Pro Security Edition (HP Sure Sense Pro and HP Sure Click Pro) is effective upon activation and will continue for either a twelve (12) month or thirty-six (36) month license term ("Initial Term"). At the end of the Initial Term you may either (a) purchase a renewal license for the HP Wolf Pro Security Edition from HP.com, HP Sales or an HP Channel Partner; or (b) continue using the standard versions of HP Sure Click and HP Sure Sense at no additional cost with no future software updates or HP Support."
- Thunderbolt™ 4 and USB4™ maximum speed of 40Gbps will be divided between the different data workstreams.
- SD 7.0 media reader supports SD 4.0 cards at SD 3.0 speeds with any SD 7.0 host. SD 7.0 card availability is expected later in 2021.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

Intel, Core, Optane, Celeron, Pentium, Iris, XMM, and Thunderbolt are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. AMD, Ryzen, Athlon, and Radeon are trademarks of Advanced Micro Devices, Inc. Bluetooth is a trademark owned by its proprietor and used by HP Inc. under license. NVIDIA and GeForce are trademarks and/or registered trademarks of NVIDIA Corporation in the U.S. and other countries. USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum. DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries. McAfee and McAfee LiveSafe are trademarks or registered trademarks of McAfee LLC in the United States and other countries. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. All other trademarks are the property of their respective owners.





HP P22 G5 FHD Monitor

Everyday Productivity

Expand your view and your productivity with this 21.5-inch diagonal, FHD monitor when you're working from home or at the office. This sleek, space-conscious monitor makes hybrid work easy and complete via a crisp, smooth screen and simple design, so you can do more everyday.



*Product image may differ from actual product

In Full View

- Enjoy a productive, hybrid work experience with excellent front-of-screen views. This IPS monitor boasts FHD resolution and 75Hz refresh rate¹ for sharp images and fluid motion.

Modern Design. Functional Fit.

- Clear your mind and your desk with a monitor designed to work in any space. Keep the focus on your screen through the sleek 3-sided micro-edge bezel, neat cable management, and slim stand with adjustable tilt for your perfect view.

Easy Control. Easy Management.

- Make your workspace as simple as possible, so you can concentrate on what you do best. Easily setup your monitor by customizing your settings with the intuitive Joypad OSD button or manage settings and updates directly from the screen with HP Display Center² and HP Display Manager³.

Reduce. Repurpose. Recycle.

- To do more for the planet, we are helping to close the loop by repurposing IT equipment in our newest EPEAT[®] registered⁴ and ENERGY STAR[®] monitors. To go above and beyond, these monitors contain 85% recycled plastics solely from recycled ITE plastics⁵. Plus, this monitor ships in 100% recyclable packaging⁶.

Featuring

75 Hz Refresh Rate

Experience smooth, life-like video and clear detail with a 75 Hz refresh rate that provides fluid movement from frame to frame.¹

IPS Panel

No matter where you stand, IPS technology ensures image accuracy and consistency across wide 178-degree horizontal and vertical viewing angles.

Easy Joypad OSD Button

It's never been easier to configure your display with the Joypad OSD button to adjust brightness, resolution, and volume.

Low Blue Light Mode

Keep your eyes comfortable with subtly warmer display colors onscreen.

With the Environment in Mind

Meeting the latest standards with EPEAT® registered, ENERGY STAR® and TCO certifications.⁴

Thoughtful Product Packaging

We use 100% recyclable packaging that meets recycling requirements, so it can stay out of the landfill.^{6,7}

Neat Cable Management

Neat cable management solution for a cleaner workspace and more productivity.

HP Display Manager

Manage deployment, asset tracking and monitor settings remotely.⁸

HP Display Center

Customize your display with easy, intuitive HP Display Center software that lets you tailor your settings, partition screens, and even dim the screen.²

HP B200 PC Mounting Bracket

Save space by attaching the B200 bracket to the base of the monitor and your PC.⁹

HP P22 G5 FHD Monitor Specifications Table



*Product image may differ from actual product

Display type	IPS
Panel Active Area	18.74 x 10.54 in; 47.6 x 26.77 cm
Brightness	250 nits ¹
Contrast ratio	1000:1 ¹
Response Ratio	5ms GtG (with overdrive) ¹
Product colour	Black
Aspect ratio	16:9 ¹
Native resolution	FHD (1920 x 1080) ^{1,2}
Resolutions supported	640 x 480; 720 x 400; 800 x 600; 1024 x 768; 1280 x 720; 1280 x 800; 1280 x 1024; 1440 x 900; 1600 x 900; 1680 x 1050; 1920 x 1080
Display features	On-screen controls; Low blue light mode; Anti-glare
User controls	Brightness; Input control; Management; Information; Exit; Color control; Image control; Power control; Menu control
Display size (diagonal, metric)	54.6 cm (21.5")
Ports and Connectors	1 VGA; 1 HDMI 1.4; 1 DisplayPort™ 1.2
HDCP	Yes, DisplayPort™ and HDMI
Environmental	Operating temperature: 5 to 35°C; Operating humidity: 20 to 80% RH;
Power	100 - 240 VAC 50/60 Hz
Power consumption	25 W (maximum), 20 W (typical), 0.5 W (standby)
Dimensions	19.23 x 2.02 x 11.59 in; 48.84 x 5.12 x 29.43 cm (Without stand.)
Weight	7.17 lb; 3.25 kg (With stand.)
Physical security features	Security lock-ready ¹⁰
Ecolabels	EPEAT® registered; TCO Certified configurations available ⁴ ; ENERGY STAR® certified
Certification and compliance	Australia MEPS; Bauart; CB; CE; CEL; China CCC; C-Tick; cTUVus; EAC; ENERGY STAR®; EUP Lot 6 Tier 1; EUP Lot-5; FCC; ISO 9241-307; KC (Korean) requirements; KCC (Korean) requirements; Korea MEPS (E-standby); Microsoft WHQL Certification; NOM (Mexico); PSB for Singapore; RCM; S-Mark for Argentina; Taiwan BSMI; TCO Certified; TCO Certified Edge; VCCI; Vietnam MEPS; China Energy Label (CEL) Grade 2; Ukraine Energy label; California Energy Commission (CEC); South Africa Energy; EUP Lot 26; Mexico Energy; WW application; UAE; Ukraine certificates; NRCS of South Africa; India BIS; Cambodia ISC
Sustainable impact specifications	Molded paper pulp cushion inside box is 100% sustainably sourced and recyclable; 85% ITE-derived closed loop plastic; Low Halogen ^{6,7,8}
What's in the box	Monitor; HDMI cable; Warranty card; Quick Setup Poster; Doc-kit; AC power cord ⁹
Pixels per inch (ppi)	102 ppi
Panel bit depth	8 bit (6 bit + FRC)
Vertical viewing angle	178°
Horizontal viewing angle	178°
Bezel	3-sided micro-edge
Tilt	-5 to +23°
VESA mounting	100 mm x 100 mm ¹²
Hardness	3H
Screen treatment	Anti-glare
Flicker-free	Yes (TÜV certified)
Low blue light modes	Yes (TÜV certified)
Display scan frequency (vertical)	48-75 Hz
Display scan frequency (horizontal)	30-86 KHz
Pixel pitch	0.25 x 0.25 mm
Display colors	Up to 16.7 million colors supported ³
Display Color Gamut	72% NTSC
Management software	HP Display Center; HP Display Manager ¹¹

HP P22 G5 FHD Monitor

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 Host PC requires Windows 10 or higher. HP Display Center is available on the Microsoft store.
- ³ HP Display Manager software agent must be running on a web server and host PC. Some limitations may apply to legacy monitors.
- ⁴ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®, EPEAT® status varies by country. Visit www.epeat.net for more information.
- ⁵ ITE Derived Closed Loop Plastic percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ⁶ 100% outer box/corrugate cushion packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic. Excludes plastic bags and plastic foam sheeting.
- ⁷ Recycling facilities not available in all locations.
- ⁸ HP Display Manager software agent must be running on a web server and host PC. Some limitations may apply to legacy monitors.
- ⁹ Compatible with all P G5 Series displays and these select mini PCs: EliteDesk 800 G6, EliteDesk 805 G6, EliteDesk 800 G8, EliteDesk 805 G8, EliteDesk 800 G9, Elite Mini 600 G9, ProDesk 600 G6, ProDesk 400 G6.

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 DisplayPort™ 1.2 or HDMI 1.4 required to drive panel at its native resolution. The video card of the connected PC must be capable of supporting 1920 x 1080 at 60 Hz with 8-bit color using one DisplayPort™, HDMI or VGA. The video card of the connected PC must be capable of supporting 1920 x 1080 and include one DisplayPort™ or one HDMI outputs to drive the monitor at the Preferred Mode.
- ³ Number of colors through A-FRC technology.
- ⁴ EPEAT® registered where applicable. EPEAT® registration varies by country. See www.epeat.net for registration status by country. Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit www.epeat.net for more information.
- ⁶ Molded pulp cushions are made from 100% recycled wood fiber and organic materials.
- ⁷ External power supplies, WWAN modules, power cords, cables and peripherals excluded. Service parts obtained after purchase may not be Low Halogen.
- ⁸ ITE Derived Closed Loop Plastic percentage is based on the definition set in the IEEE 1680.1-2018 standard.
- ⁹ Included cables may vary by country.
- ¹⁰ Lock sold separately.
- ¹¹ HP Display Center requires Windows 10 (or higher) on host PC and is available from the Windows store.
- ¹² Mounting hardware sold separately.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

EPEAT® is a registered trademark of Green Electronics Council. ENERGY STAR® is a registered mark owned by the U.S. government. DisplayPort™ is a trademark owned by the Video Electronics Standards Association (VESA®) in the United States and other countries.

August 2022





HP E24 G4 FHD Monitor

Enhance your entire viewing experience

Work comfortably and stay focused with the optimized ergonomics and Full HD resolution of the HP E24 G4 FHD Monitor with HP Eye Ease that is designed around you. Make life easy for IT with remote manageability.



Total comfort begins with HP Eye Ease

- Keep your eyes comfortable through the work day with HP Eye Ease, our first built-in, always-on blue light filter that presents your vivid content with zero impact on your color accuracy, no OSD required.

Personalize your view

- Never lose a moment of productivity with 4-way monitor adjustability that lets you find your sweet spot, a 3-sided micro-edge, flicker-free 23.8" diagonal screen that reveals more of your work, and Full HD resolution for crisp visuals from any angle.

Responsibly made

- Energy efficiency is built into every ENERGY STAR® certified, EPEAT® 2020 registered³, and low halogen⁴ display. We go one step further with 100% recyclable packaging that's easily accepted by recycling facilities.

Featuring

- Connect to your most frequently-used devices with VGA, HDMI, and DisplayPort™. Add up to four of your USB accessories right at the monitor with the integrated USB 3.2 hub.
- Work comfortably with adjustable tilt, height, and swivel settings. Use pivot rotation to conveniently customize portrait or landscape views on multiple monitors.²
- Customize your monitor and help deter its theft with easy, intuitive HP Display Center software that lets you tailor your settings, partition screens, and even dim the screen if your monitor is disconnected without approval—all through the host PC.⁶
- Customize a total solution with options like the HP S101 Speaker Bar, which attaches easily to the lower bezel to add stereo audio on the monitor.⁵
- Rest assured that this monitor has been vigorously tested for compatibility across HP PCs and workstations. It's also supported by our three-year standard limited warranty. Extend your protection to cover accidents, next-business day needs, and more with optional HP Care Pack services.⁷

HP E24 G4 FHD Monitor Specifications Table



Display type	IPS
Panel Active Area	20.75 x 11.67 in 52.7 x 29.64 cm
Display size (diagonal)	23.8"
Brightness ¹	250 nits ¹
Contrast ratio	1000:1 static
Response Ratio	5ms GtG (with overdrive) ¹
Product color	Black
Aspect ratio	16:9
Native resolution	FHD (1920 x 1080) ¹
Resolutions supported	1024 x 768; 1280 x 1024; 1280 x 720; 1280 x 800; 1440 x 900; 1600 x 900; 1680 x 1050; 1920 x 1080; 640 x 480; 720 x 400; 800 x 600
Display features	Low blue light mode; Anti-glare
User controls	Brightness; Exit; Information; Management; Power control; Input control; Menu control; Image; Color
Input signal	1 VGA; 1 USB Type-B; 1 HDMI 1.4; 1 DisplayPort™ 1.2; 4 USB-A 3.2 Gen 1
Display ¹	
Environmental	Operating temperature: 5 to 35°C; Operating humidity: 20 to 80% non-condensing
Power	Input voltage 100 to 240 VAC
Power consumption	51 W (maximum), 26 W (typical), 0.5 W (standby)
Dimensions	21.24 x 1.85 x 12.73 in; 53.94 x 4.7 x 32.33 cm
Weight	12.54 lb; 5.7 kg
Physical security features ²	Security lock-ready
Energy efficiency compliance ³	ENERGY STAR® certified; EPEAT® 2019 registered
Certification and compliance	Australian-New Zealand MEPS; BIS; BSMI; CB; CCC; CE; CECP; CEL; cTUVus; EAC; ENERGY STAR®; FCC; ISE for Cambodia; ISO 9241-307; KC/KCC; NOM; PSB; SEPA; TCO Certified; TUV-S; VCCI; Vietnam MEPS; WEEE; ISC; WW application; ICE; UAE
What's in the box	Monitor; DisplayPort™ 1.2 cable; HDMI cable; USB cable; VGA cable; AC power cable

HP E24 G4 FHD Monitor

Messaging Footnotes

² Additional monitors sold separately.

³ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit www.epeat.net for more information.

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

⁵ Sold separately.

⁶ Requires Windows 10 on host PC.

⁷ HP Care Packs 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 Lock sold separately.

³ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information.

Sign up for updates hp.com/go/getupdated

© Copyright 2020 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.

DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries.

2020 September 28





HP E27 G4 FHD Monitor

Enhance your entire viewing experience

Work comfortably and stay focused with the optimized ergonomics and Full HD resolution of the HP E27 G4 FHD Monitor with HP Eye Ease that is designed around you. Make life easy for IT with remote manageability.



*Product image may differ from actual product

Total comfort begins with HP Eye Ease

- Keep your eyes comfortable through the work day with HP Eye Ease, our first built-in, always-on blue light filter that presents your vivid content with zero impact on your color accuracy, no OSD required.

Personalize your view

- Never lose a moment of productivity with 4-way monitor adjustability that lets you find your sweet spot, a 3-sided micro-edge, flicker-free 27" (68.58 cm) diagonal screen that reveals more of your work, and Full HD resolution for crisp visuals from any angle.

Responsibly made

- Energy efficiency is built into every ENERGY STAR® certified, EPEAT® 2020 registered³, and low halogen⁴ display. We go one step further with 100% recyclable packaging that's easily accepted by recycling facilities.

Featuring

Experience simple, convenient connectivity

Connect to your most frequently-used devices with VGA, HDMI, and DisplayPort™. Add up to four of your USB accessories right at the monitor with the integrated USB 3.2 hub.

Find your comfort zone

Work comfortably with adjustable tilt, height, and swivel settings. Use pivot rotation to conveniently customize portrait or landscape views on multiple monitors.²

Responsibly made

Energy efficiency is built into every ENERGY STAR® certified, EPEAT® 2020 registered, and low halogen display. We go one step further with 100% recyclable packaging that's easily accepted by recycling facilities.^{3,4}

Take your PC off the desk

Create an efficient, compact, solution when you mount your HP Desktop Mini PC directly on the column stand using the optional HP B300 PC Mounting Bracket.⁵

Personalize and help protect your monitor

Customize your monitor and help deter its theft with easy, intuitive HP Display Center software that lets you tailor your settings, partition screens, and even dim the screen if your monitor is disconnected without approval—all through the host PC.⁶

Complete the picture

Customize a total solution with options⁵ like the HP S101 Speaker Bar, which attaches easily to the lower bezel to add stereo audio on the monitor.⁵

We have your back

Rest assured that this monitor has been vigorously tested for compatibility across HP PCs and workstations. It's also supported by our three-year standard limited warranty. Extend your protection to cover accidents, next-business day needs, and more with optional HP Care Pack services.⁷

HP E27 G4 FHD Monitor Specifications Table



*Product image may differ from actual product

Display type	IPS ¹
Panel Active Area	23.54 x 13.24 in; 59.79 x 33.63 cm
Brightness	250 nits ¹
Contrast ratio	1000:1
Response Ratio	5ms GtG (with overdrive) ¹
Product colour	Black head, silver stand
Aspect ratio	16:9
Native resolution	FHD (1920 x 1080) ¹
Resolutions supported	1024 x 768; 1280 x 1024; 1280 x 720; 1280 x 800; 1440 x 900; 1600 x 900; 1680 x 1050; 1920 x 1080; 640 x 480; 720 x 400; 800 x 600
Display features	Low blue light mode; Anti-glare
User controls	Brightness; Exit; Information; Management; Power control; Input control; Menu control; Image; Color
Input signal	1 VGA; 1 USB Type-B; 1 HDMI 1.4; 1 DisplayPort™ 1.2; 4 USB-A 3.2 Gen 1
Display size (diagonal, metric)	68.58 cm (27")
Ports and Connectors	1 VGA; 1 HDMI 1.4; 1 DisplayPort™ 1.2; 4 SuperSpeed USB Type-A 5Gbps signaling rate; 1 USB-B; No
HDCP	Yes, DisplayPort™ and HDMI
Camera	No integrated camera
Environmental	Operating temperature: 5 to 35°C; Operating humidity: 20 to 80% non-condensing;
Power	Input voltage 100 to 240 VAC
Power consumption	53 W (maximum), 22 W (typical), 0.5 W (standby)
Dimensions	24.08 x 1.85 x 14.31 in; 61.17 x 4.7 x 36.36 cm (Without stand.)
Weight	15.12 lb; 6.9 kg (With stand.)
Physical security features	Security lock-ready ²
Ecolabels	ENERGY STAR® certified; EPEAT® registered ³ ;
Certification and compliance	Australian-New Zealand MEPS; BIS; BSMI; CB; CCC; CE; CECP; CEL; EAC; ENERGY STAR®; FCC; ISO 9241-307; KC/KCC; NOM; PSB; SEPA; TCO Certified; TCO Certified Edge; TUV LBL; TUV-S; VCCI; Vietnam MEPS; WEEE; ISC; California Energy Commission (CEC); WW application; ICE; TGM
What's in the box	Monitor; DisplayPort™ 1.2 cable; HDMI cable; USB Type-B to A cable; QSP; Doc-kit; AC power cord
Warranty	3 year limited warranty including 3 year of parts and labour. Certain restrictions and exclusions apply.
Pixels per inch (ppi)	82 ppi
Panel bit depth	8 bit (6 bit + 2 FRC)
Vertical viewing angle	178°
Horizontal viewing angle	178°
Bezel	3-sided micro-edge
Swivel	±45°
Tilt	-5 to +23°
Pivot	±90
Height adjustment range	150 mm
VESA mounting	100 mm x 100 mm
Hardness	3H
Screen treatment	Anti-glare
Touch-enabled	Not touch-enabled
Integrated privacy filter	No
Flicker-free	Yes
Low blue light modes	Yes, HP Eye Ease (TUV Low Blue Light Hardware Solution certified)
Energy efficiency class	D
Display scan frequency (vertical)	50-60 Hz
Display scan frequency (horizontal)	30-80 KHz
Pixel pitch	0.311 mm
Display colors	Up to 16.7 million colors supported (through FRC technology)
Display Color Gamut	72% NTSC
Microphone	No
Speakers	No
Management software	HP Display Center; HP Display Manager

HP E27 G4 FHD Monitor

Accessories and services (not included)

HP 3 year Next business day Onsite
Standard Monitor Hardware Support



HP E27 G4 FHD Monitor

Messaging Footnotes

² Additional monitors sold separately.

³ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. Status varies by country. Visit www.epeat.net for more information.

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

⁵ Sold separately.

⁶ Requires Windows 10 on host PC.

⁷ HP Care Packs 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/pc. 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 Lock sold separately.

³ Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT®. EPEAT® status varies by country. Visit www.epeat.net for more information.

Sign up for updates hp.com/go/getupdated

© Copyright 2022 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.

DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and other countries.

October 2022

--





HP USB-C G5 Essential Dock

Expand What's Possible

Have everything you need to get the job done with this compact dock that keeps your desk clean. With a single USB-C[®] cable,¹ open your ports to all your accessories, connect up to three high-res displays,² stable Ethernet connection, and so much more...all while charging your laptop.¹ Clear your desk and clear your mind with this HP USB-C G5 Essential Dock.



*Product image may differ from actual product

Seamless Productivity

Effortlessly go the extra mile with just a single USB-C[®] cable.¹ This essential dock seamlessly powers and supports 4 USB-A ports for all your accessories, up to 3 high-res displays,² and stable Ethernet connection—all while delivering 65W of power to your laptop.

More Ports, Less Constraints

This essential dock is designed to work with what you're working with.¹ It's compatible with most USB-C[®] or Thunderbolt™ enabled PCs,⁵ and its various ports open the way to all your accessories.

Simple Setup. Essential Manageability.

Just plug in the dock and get down to business. It's simple to stay up to date with essential manageability features¹ including connected firmware updates,³ PXE boot,⁴ LAN/WLAN switching, and more.

Compact Meets Impact

Reclaim your desk and clear the clutter with a compact dock that takes up less than 5 x 5 inches of space. With a single cable connection, less is more.

HP USB-C G5 Essential Dock

Connected Firmware Update

IT can manage dock firmware updates while connected to the host PC.³

PXE Boot

Boot computers via a network interface, allowing IT to remotely set up an employee's device.⁴

LAN/WLAN Switching

Turn off WLAN antennae automatically when connected to the LAN cable. When unplugged from the LAN cable, your device will automatically switch from wired network connection to Wi-Fi.¹

In-band MAC Address Pass-Through

Access the laptop's in-band MAC Address even if it's connected through the dock's LAN using the MAC Address Pass-Through (MAPT) feature.⁶

HP USB-C G5 Essential Dock



Product number	72C71AA
Compatibility	Tested and supported on G8/G9 HP notebooks, Apple MacBook Air Retina 2020, Google Pixelbook Go, Google Pixelbook Go 2, Apple MacBook Pro M1 2020, MacBook Air M1 2020, and Dell Latitude 7420. For HP notebook compatibility please visit - https://pcb.inc.hp.com/webapp/#/us-en and search by notebook.
UPC number	(ABB) 197029013002; (ABT) 197029013033; (ABU) 197029013040; (ABV) 197029013057; (ABY) 197029013064; (ABZ) 197029013071; (ACQ) 197029013118; (UJZ) 197029013132
Product material	Plastic
Port and Connectors	Front: 1 SuperSpeed USB Type-C® 5Gbps signaling rate (up to 15 W USB Power Delivery) Side: 2 SuperSpeed USB Type-A 5Gbps signaling rate (charging); 1 combo audio jack Rear: 2 DisplayPort™ 1.4; 1 HDMI 2.0; 1 RJ-45; 2 SuperSpeed USB Type-A 5Gbps signaling rate (charging)
Power adapter port	1 x 4.5 mm
Power supply	120 W ⁸
Connection type	1 front USB Type-C® cable to connect to host system (up to 65 W USB Power Delivery)
Manageability features	PXE Boot; LAN/WLAN switching; Connected firmware update; In-Band MAC Address Pass Through ^{4,1,3,6}
Power to system	Up to 65 W via USB Type-C® (both HP and non-HP host devices) ¹
Power delivery (PD) profiles	5V/5A; 9V/5A; 12V/5A; 15V/5A; 20V/5A; 10V/5A
Cable length	1 m
External monitors support	Up to 3 displays supported, depending on the capabilities of the host device. Triple 4K displays requires a DisplayPort 1.4™ machine with Display Stream Compression. If the system does not support Display Stream Compression, then the system must support DisplayPort 1.4™ with high-res mode enabled in the system. ^{5,7}
Power button type	Mechanical power button with LED indicator to power or wake host system ¹
Product color	Black
Compatible operating systems	Windows 10; Windows 11; macOS; ChromeOS™; Linux ThinPro 8.0
System Requirements, Minimum	USB Type-C® (USB Power Delivery, Alt Mode DisplayPort™)
What's in the box	HP USB-C G5 Essential Dock; 120 W Power adapter; AC power cord; Quick Setup Poster; Warranty card
Dimensions (W x D x H)	122 x 122 x 45 mm
Weight	0.68 kg
Physical security features	1 Standard Kensington lock slot ⁹

HP USB-C G5 Essential Dock

Messaging Footnotes

¹ This dock does not currently support out-of-band MAC Address Pass-Through. This dock does support in-band MAC Address Pass-Through on HP G8 and G9 supported commercial notebooks and requires a NIC driver that can be found on <https://support.hp.com>. In-band MAC Address Pass-Through requires the Windows OS to be running in order to operate. On (S0) and Standby Sleep states (S3) are supported. Out-of-band MAC Address Pass-Through functionality is planned for 1st half of 2023 through a firmware update. For USB-C® Alt mode functionality, host PC must support the DisplayPort™ Alt mode protocol through its USB-C® or Thunderbolt™ port. Charging and port replication is supported on notebooks that have implemented USB-C® Alt Mode industry specifications. Power button to turn on or wake the system only functions on HP or HP supported notebooks. PXE Boot functionality will depend on whether the host system's firmware has the EFI driver available. Connected firmware updates will require the end user to sit through the firmware update process until completed. HP does not provide Ethernet and audio drivers on Mac PCs.

² Video resolution and support is dependent on the maximum capability of the notebook. Supports 3 x FHD @ 60Hz, 2 x QHD @ 60Hz, 3 x 4K (requires a DisplayPort™ 1.4 machine with DisplayStream Compression). If the system does not support DisplayStream Compression, then the system must support DisplayPort™ 1.4 with high-res mode enabled in the system.

³ Your docking station is not useable while updating.

⁴ PXE boot functionality will depend on whether the host system's firmware has the EFI driver available.

⁵ Not all features work on all OS's or all HP or Non-HP devices.

⁶ This dock does not currently support out-of-band MAC Address Pass-Through. This dock does support in-band MAC Address Pass-Through on HP G8 and G9 supported commercial notebooks and requires a NIC driver that can be found on <https://support.hp.com>. In-band MAC Address Pass-Through requires the Windows OS to be running in order to operate. On (S0) and Standby Sleep states (S3) are supported. Out-of-band MAC Address Pass-Through functionality is planned for 1st half of 2023 through a firmware update.

Technical Specifications Footnotes

⁷ The DisplayStream Compression (DSC) supported version and color format depends on the graphics capability. DisplayStream Compression (DSC) is disabled when the display is attached to the VGA port or to an external DP2 VGA dongle.

⁸ Cannot use any wattage below 120 W. Only 120 W or above. More wattage does not provide more power to the system.

⁹ Lock sold separately.



HP Thunderbolt G4 Dock



1. Backward compatible with USB-C® Alt mode, ports will work at USB-C® Alt mode speeds which are dependent on host specifications.
2. For USB-C® Alt mode, host PC must support Thunderbolt™ 3 or Thunderbolt™ 4 running a DP 1.4 DSC host.
3. Based on HP's internal analysis of docking stations that are Thunderbolt™ 4, have auto validating & self healing firmware, Meet NIST 800-173 requirements, have Port control, the ability to disable the RJ-45 and a BIOS MAPT authorized list.
4. HP Sure Start on HP Thunderbolt G4 dock supports firmware integrity verification and recovery it does not include real-time and runtime protections or Microsoft SCCM integration typically found on HP Sure Start in HP notebooks.
5. For USB-C® alt mode functionality, host PC must support the DisplayPort™ Alt mode protocol through its USB-C® port. Charging and port replication is supported on notebooks that have implemented USB-C® Alt Mode industry specifications. Power button to turn on or wake the system, Wake-on LAN from S4/S5, and MAC Address Pass-Through S0, S3, S4, S5 warm and cold dock features only function on HP or HP supported notebooks. HP does not provide ethernet and audio drivers on Mac PCs
6. Requires infrastructure to support 2.5Gb ethernet speeds.
7. Windows Management Instrumentation installation required. Requires Windows 10 or higher.

The Dock That Does It All

Boost your security, productivity, and connectivity with this Thunderbolt™ 4 dock. It protects your network and devices from the moment you log in, supports multi-OS compatibility¹, and can support up to four 4K displays². Ideal for ITDMs and hybrid workers, this dock also makes home or office device management easy.

The World's Most Secure Dock³

Feel safe and secure from the moment you log in. The HP Thunderbolt G4 Dock with HP Sure Start⁴ prevents hackers from using the dock to attack the network and the attached notebook. Everything connected to this dock is protected and meets full NIST 800-193 requirements.

Expanded Compatibility. Easy Connectivity

Focus on your work and not your compatibility¹ with a dock that works seamlessly with most notebooks and operating systems. Whether you use Windows, Mac, or Chrome OS—rigorous testing and certifications ensure that one USB-C® cable⁵ connects your device and peripherals without issue.

The Power To Be Productive

Multitask, create, and collaborate faster with a dock that supports up to four 4K displays through superfast Thunderbolt™ 4 technology² and has double the ethernet speed for faster downloads⁶. This dock also delivers up to 100W/230W of power—enough to charge most notebooks.

Device Management Made Easy

Manage your mixed fleet more efficiently with wired Intel® vPro® support that allows authorized administrators to remotely access and manage vPro® enabled notebooks using wired connections to make updates. IT Managers can also plan dock firmware updates anytime, even after the user disconnects through HP's One Click Installer⁷.

Features

Modern Device Manageability

With Intel® vPro® Active Management Technology, authorized administrators can remotely access notebooks using wired connections, even if turned off, to make updates.

Electronic Asset Management for Your Docks

Empower your IT to manage and track your docks by product name, serial number, and MAC Address from anywhere with the time-saving, easy-to-use Electronic Tag (eTag) asset management tool.¹

Thoughtful Product Packaging

HP is committed to reducing plastic in landfills by using recyclable, fiber-based, and sustainably sourced packaging² that meets recycling requirements, so it can stay out of the landfill³ when customers are finished with it.

One Cable. Two Power Options

With two power options (120W/280W) from one cable, you can power mainstream and high performance PCs alike with just one cable/dock.

We Test So You Can Rest

Rigorous testing⁴ helps assure dock compatibility across select HP notebooks and select Apple®, Dell, and Lenovo notebooks with USB-C® power ports.

More Ports. More Flexibility

More ports means more capabilities. With a TB4™, HDMI, two USB-C®, two DisplayPorts™, four USB-A 3.2 ports and an RJ45 port, you can connect multiple devices like a keyboard and mouse⁵.

1-year Limited Warranty

Get added peace of mind with a 1-year limited warranty that includes technical support, diagnostic services, and hardware replacement.



1. Windows Management Instrumentation installation required. Requires Windows 10 or higher.

2. 100% outer box/corrugate cushion packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic. Excludes plastic bags and plastic foam sheeting.

3. Recycling facilities not available in all locations.

4. Based on HP internal testing on select non-HP notebook models compatible with USB-C® industry standards. For HP notebook compatibility please visit - <https://pcb.inc.hp.com/webapp/#!/us-en> and search by notebook.

Certain Alt mode features are not supported, such as power button, MAC Address Pass-Through,

Wake-on LAN, and OOB Wake on LAN. Visit the HP Support page to determine your HP notebook's wattage and port specifications. Visit the support page of your non-HP notebook to determine its wattage and port specifications..

5. Comes with Power Cord.



Specifications



HP Thunderbolt G4 Dock

Part number	HP Thunderbolt 120W G4 Dock - 4J0A2AA HP Thunderbolt 280W G4 Dock w/Combo Cable - 4J0G4AA
Dimensions (H x W x D)	3.9 x 3.9 x 2.7 in (98 x 98 x 68 mm)
Weight	120W: 1.68 lbs (762 g) 280W: 1.76 lbs (798.3 g)
Security	HP Sure Start ¹
Operating systems²	Windows 11 21H2, Windows 11 22H2, Windows 10 19H1, Windows 10 19H2, Windows 10 20H1, Windows 10 20H2, Windows 10 21H1, Windows 10 22H2, ChromeOS v92.0.4515.157, Linux Ubuntu 20.04 LTS 5.14 Kernel, ThinPro 8.0, Windows 10 IoT Enterprise LTSC 2021, macOS Monterey v12.0, macOS Big Sur 11.5.2
Systems management	Wired vPRO Management
Top components	Mechanical power button with LED indicator to power or wake host system ³
Front components	(1) USB Type-C® 3.2 Gen 2 (10 Gbps) port with data and power out (15W) 4J0A2AA: (1) USB-C cable to connect to host system (0.8 m cable length) 4J0G4AA: (1) USB-C cable to connect to host system (0.8 m cable length) and (1) 4.5mm power barrel
Side components	Right side: (1) Kensington Standard Lock Slot (2) USB-A 3.2 Gen 2 (10 Gbps; power output: 7.5W) charging port - 1 on each side
Back components	(2) USB-A 3.2 Gen 1 (5 Gbps each) ports (1) HDMI 2.0 port (2) DisplayPort 1.4 ports (1) Power barrel port (120W or 280W) (1) Ethernet port: 2 internal NIC cards to support 1 Gb and 2.5 Gb Ethernet ⁴ (1) USB-C® 3.2 Gen 2 DisplayPort (1) Thunderbolt™ 4 port
Network manageability features	vPRO (wired) ⁴ eTag Disconnected Firmware updates PXE Boot Wake on LAN (from the Off, Sleep or Hibernation States ⁵) MAC address pass-through (from the On, Off, Sleep or Hibernation States ⁶) WLAN-LAN Switching
Networking	Supports 1 Gb and 2.5G Ethernet
Power to system	Up to 100W via USB-C with the 120W version Up to 230W on HP platforms with the 280W version via the combo cable Up to 75W via USB-C on non-HP platforms
Compatibility	Tested and supported on select HP commercial notebooks. For HP notebook compatibility please visit - https://pcb.inc.hp.com/webapp/#/us-en and search by notebook. Tested and supported on the following 3rd party notebooks: Apple MacBook Pro 16 2020 (Intel Coffee Lake), Apple MacBook Air 2020 (Intel Ice Lake), Apple MacBook Pro 13 2020 (M1 chip), Apple MacBook Air 13 2020 (M1 chip), Dell 5300 Chrome Enterprise 2020 (Whiskey Lake), Dell Latitude 5400 2020 (Whiskey Lake), Dell Latitude 7400 2020 (Whiskey Lake), Dell Latitude 7420 2021 (Tiger Lake-U), Lenovo Thinkbook 14 2020 (Ice Lake), Lenovo T14 2020 (AMD Renoir), and Lenovo X1 Carbon G8 Thinkpad 2020 (Whiskey Lake).

1. HP Sure Start on HP Thunderbolt G4 dock supports firmware integrity verification and recovery it does not include real-time and runtime protections or Microsoft SCCM integration typically found on HP Sure Start in HP notebooks.

2. Operating systems supported: Windows 10 19H1 and up, Win 10 IoT Enterprise LTSC 2021, Windows 11 21H2 and up, ChromeOS M101 and up, Ubuntu Linux 20.04 LTS with 5.14 kernel, ThinPro OS 8.0 and MacOS Big Sur 12.1. Not all features work with all operating systems, ask your sales representative about compatibility with your PC. Linux testing currently underway and expected to be completed after launch.

3. The dock power button is not functional when connected to non-supported HP notebooks or non-HP notebooks.

4. Requires infrastructure that supports 2.5 GB Ethernet speeds.

5. Your computer might support Wake on LAN from the Off, Sleep or Hibernate States, or only when the computer is On or in Sleep.

6. Your computer might support MAC address pass-through the On, Off, Sleep or Hibernate States, or only when the computer is On or in Sleep.

Thunderbolt™ host systems require Thunderbolt™ software (minimum SW17.x).

Ethernet drivers need to be installed separately on non-HP Windows systems for headset auto switching functionality. Drivers available on HP website.

For MAC PCs, HP does not provide ethernet and audio drivers.

Firmware updates on Window-based host systems only.

Certain features are not functional on non-HP supported nor non-HP notebooks:

- Power button to turn on or wake the system.
- Wake on LAN from warm and cold dock.
- Wake on LAN from S4/S5.
- MAC Address pass-through S0, S3, S4, S5 warm and cold dock.



Specifications

External monitor support

For hosts that support DisplayPort 1.4 with Display Stream Compression:

4x FHD @ 60 Hz
4x QHD @ 60 Hz
4x 4K @ 60 Hz

For hosts that support DisplayPort 1.3/1.4:

4x FHD @ 60 Hz
3x QHD @ 60 Hz
3x 4K @ 60Hz

For hosts that support DisplayPort 1.2:

3x FHD @ 60 Hz
2x QHD @ 60 Hz
1x 4K @ 60Hz

Power delivery (PD) profiles	PD 3.0: 5V/5A, 9V/5A, 12V/5A, 15V/5A, 20V/5A
Operating voltage and current	120W: Input 100 to 240V 1.7A 50 to 60Hz. Output is 19.5V at 6.15A 280W: Input 100 to 240V 1.7A 50 to 60Hz. Output is 19.5V at 14.35A
Temperature (operating)	0° C to 35° C (32° F to 95° F)
Relative humidity noncondensing (operating)	10 % to 90 %
Maximum altitude unpressurized (operating)	15 m to 3,048 m (- 50 ft to 10,000 ft)
Cable length	0.8 m
Security slot type	Standard Kensington lock slot
Warranty	1-0-0
What's in the box	Dock, power supply, power cord, warranty
Country of origin	China and Taiwan



Specifications

HP Thunderbolt G4 Dock video resolution specifications

Video resolution and support is dependent on the maximum capability of the notebook.
(All Thunderbolt resolutions assume at least dual DP streams. All high resolution mode resolutions assume 4 DP streams)

Host specification

DP 1.2 Thunderbolt™ host:		Dual 4K @30Hz or dual 4K UHD @ 60Hz or (1) 6k TBT running multiple tiles Triple displays: (3) 2.5k @30Hz Quad displays: (3) 2.5k @30Hz + (1) FHD @ 30Hz
DP 1.2 USB-C host:	Multi-function mode	Single display: (1) 4K DCI @ 30Hz Dual display: (1) 4K DCI @ 30Hz + (1) FHD @ 30Hz Triple displays: (3) FHD @30Hz
	High resolution mode	Single display: (1) 4K DCI @60Hz Dual displays: (2) 4K DCI @ 30Hz Triple displays: (3) 2.5k @30
DP 1.3/1.4 Thunderbolt host		Single display: (1) 4K DCI @60Hz Dual displays: (2) 4K UHD @60Hz Triple displays: (2) 5K single cable@30Hz + (1) 2.5K@30Hz or (3) 4K DCI @ 30Hz
DP 1.3/1.4 USB-C host:	Multi-function mode	Single display: (1) 5k Ultra Wide @60Hz or (1) 4K DCI @ 60Hz Triple displays: (3) 2.5K@ 30Hz
	High resolution mode	Single display: (1) 5k Ultra Wide (5120X1440) @ 60Hz or (1) 8k single cable @ 30Hz Dual displays: (2) 4K UHD @60Hz or (2) 4K DCI @ 30Hz Triple displays: (3) 4K DCI @ 30Hz
DP 1.4 with DSC Thunderbolt host:		Single display: up to (1) 8K Thunderbolt with multiple tiles @ 60Hz Dual displays: (2)4K DCI @ 60Hz or Triple displays: (3) 4K@ 60Hz up to (2) 5K single cable @30Hz + (1) 4K UHD @30Hz Quad displays: (4) 4K DCI @ 60Hz
DP 1.4 with DSC USB-C host:	Multi-function mode	Single display: (1) 4K DCI @ 60Hz up to (1) 8K single cable @ 30Hz Dual displays: (2) 4K DCI @ 60 Hz up to (1) 5K dual cable + (1) 4K Triple displays: (3) 4K DCI @ 30Hz or (3) 4K UHZ @ 60Hz up to (2) 5K single cable@30Hz + (1) 4K UHD @30Hz
	High resolution mode	Single display: upto (1) 8K dual @ 60Hz Dual displays: (2) 4K DCI @ 60Hz or up to (2) 5K single cable + (1) 4K UHD@ 60 Hz Triple displays: (3) 4K DCI @ 60Hz up to (2) 5K single cable + (1) 4K UHD

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

Copyright © 2022 HP Development Company, L.P. The only 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. HP shall not be liable for technical or editorial errors or omissions contained herein.

DisplayPort™ is a trademark owned by the Video Electronics Standards Association (VESA®) in the United States and other countries.

USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.

Microsoft, Encarta, MSN, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

4AA8-1295ENW, November 2022





HP External USB DVDRW Drive

Connect the HP External USB DVD/RW to any available USB port on your PC¹ to get immediate read/write access to your optical media.



Product number	F2B56AA
Compatibility	Please refer to QuickSpecs for list of compatible products.
Compatible operating systems	Windows 11; Windows 10; Windows 8; Windows 7; Windows Vista; Windows XP; Windows2008; Windows2003; Mac OS X
System Requirements, Minimum	Pentium IV 2.4 GHz or higher, compatible (Recommended: Pentium IV 3.2 GHz or Higher); RAM: 256 MB or higher (Recommended: 128 MB); HDD: 20 GB or more of available space; Video Memory: 64 MB or higher (Recommend: 128 MB); Interface: USB 2.0
Warranty	Each HP Storage Solution carries a one-year limited warranty. Additional support is available 24 hours a day, seven days a week by phone as well as online support forums.
What's in the box	HP ExternalUSB DVD/RW Drive; Software; Documentation
Dimensions (L x W x H)	0.55 x 5.41 x 5.94 in ; 1.4 x 14.4 x 13.75 cm

Messaging Footnotes

¹ Compatible with Windows-based PCs only. See product QuickSpecs for complete system requirements.

² Don't copy copyright-protected materials. Double Layer is a new technology. 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.





SigLite LCD 1x5

T-L(BK)460

The Topaz® SigLite® LCD 1x5 is a small, pressure-sensitive, low-cost electronic signature pad with transfective LCD that displays “electronic ink” under the pen tip during signing. It features all the high quality biometric and forensic capture techniques of a SignatureGem® LCD 1x5 signature pad but with a low-cost touchpad and stylus in place of the more rugged digitizing pen and inert tempered glass surface.

Bundled secure software APIs provide for interactive text, graphics, and pen-tap hotspots and checkboxes which enable users to navigate screens and select preferred options.

The SigLite LCD 1x5 shows the signature on the signature pad, as well as the computer screen.

BENEFITS

- ✓ 3rd-generation touch-screen signing surface for **cost efficiency**
- ✓ LCD display for **customization**
- ✓ Small size and weight for **portability**
- ✓ High-quality **biometric and forensic** capture
- ✓ Topaz software suite bundled at **no additional cost** for complete signing and signature solution customization techniques

MODELS & DESCRIPTIONS

T-LBK460-HSX-R
High-Performance USB
Citrix Ready

T-LBK460-BSB-R
Virtual Serial via USB
Citrix Ready

T-LBK460-HSB-R
USB

T-L460-HSB-R
USB
Non-Backlit

T-L460-B-R
Serial
Non-Backlit

T-LBK460-B-R
Serial

**Bluetooth, Biometric ID, and MSR models available.
Visit www.topazsystems.com/siglitelcd1x5.html.*



875 Patriot Drive
Unit A | Moorpark, CA
93021 | USA

P: 805.520.8282
F: 805.520.0867
www.topazsystems.com



**QUALITY SIG
CAPTURE**



**LCD
DISPLAY**



**ROHS
COMPLIANT**



T-L460 & T-LBK460

SigLite LCD 1x5

BUNDLED DEVELOPER'S TOOLS

SigPlus® Pro ActiveX	Create applications using ActiveX or view electronically signed documents.
SigPlus Pro Java	Available as a native Java bean.
SigPlus Pro C++	Create applications in C.
SigPlus Pro .NET	Native assembly for the .NET environment.
pDoc® SDKs	Create applications to capture/embed eSignatures in digital signature fields in PDF documents.

BUNDLED UTILITIES & PLUG-INS

pDoc Signer®	Create fillable forms and capture eSignatures in PDF documents or fillable forms.
SigTool Imager Plus™	Make images from eSignatures.
SignMeIn™	HIPAA-compatible software for front-desk sign-in.
Microsoft Office	For signing in Word and Excel.
Adobe Acrobat	Add and view signatures in PDFs using Acrobat.
OPOS Driver	Signature pad drivers for OPOS systems.

PAD'S REMOTE USAGE OPTIONS

High-Performance USB	"HSX" signature pads.
Virtual Serial	"BSB" signature pads.
Serial	"B" signature pads.

BUNDLED SERVER/BROWSER TOOLS

SigPlusExtLite™	Supports Firefox, Chrome, Edge, and Opera under Windows. Can be used locally or remotely.
SigWeb™	Integrate sig capture functionality into a web app using Firefox, Chrome, Edge, IE 11+, and Opera.
eSign Emcee®	Incorporate eSignatures into existing document-processing work flows.

VERIFICATION SOFTWARE

SigCompare™	Visually verify eSignatures without the need to create or store templates.
SigAnalyze®	Available to forensic document examiners with an active signature dispute.

SPECIFICATIONS

Warranty

2-years, with renewal option

Sensor Type

3rd-generation touch-screen
Rated to 1 million signatures

Pen Type

Rugged, passive pen & tether
Patented, battery-less

Resolution & Conversion Rate

Exceeds industry standards
Programmable PPI

Dimensions

6.0" x 3.8" x 1.4"
152mm x 95mm x 36mm

Signing Area

4.4" x 1.3"
112mm x 33mm

Authentication Capability

Forensic quality .SIG data capable of examination and authentication with Topaz software



240GB, 480GB, 1TB, 2TB*

SanDisk® SSD PLUS

Step up to SSD speeds

Highlights

- Boosts burst write performance, making it ideal for typical PC workloads
- Faster boot-up, shutdown, application load and response¹
- Read/write speeds of up to 545MB/s/450MBs** [2TB]
- Read/write speeds of up to 535MB/s/350MBs** [1TB]
- Read/write speeds of up to 535MB/s/445MBs** [480GB]
- Read/write speeds of up to 530MB/s/440MBs** [240GB]
- Shock resistant for proven durability³—even if you drop your computer
- 3-year warranty²

Inject new life into your laptop or desktop PC with a durable solid state drive from SanDisk®. You'll experience quicker boot-up and shutdown, quicker application response and data transfer speeds than with a typical hard disk drive¹, at just a fraction of the cost of a new computer. SLC caching boosts burst write performance, making it ideal for typical PC workloads such as web browsing, email, casual gaming, office productivity, and audio/video entertainment. SanDisk® SSDs are resistant to shock, vibration and temperature extremes³, so your SSD keeps working, no matter where or how hard you use your computer. The SanDisk SSD Dashboard provides software that includes proprietary SanDisk tools for monitoring and optimizing your system's performance and highlights offers for cloning and security applications⁴. With read/write speeds of up to 545MB/s/450MBs**, the SanDisk SSD Plus delivers impressive performance in an entry-level drive, from a brand you know you can trust.

SanDisk®

SanDisk® SSD PLUS Specifications

Available capacities:	240GB, 480GB, 1TB, 2TB*
Dimensions:	2.75 x 3.96 x 0.28 in. (69.95 x 100.50 x 7.00 mm)
Interface:	SATA Revision 3.0 (6 Gbit/s)
Operating temperature:	0°C to 70°C
Shock:	Resistant up to 1,500 G @ 0.5m/sec
Vibration (Operating/Non operating):	5 gRMS, 10 - 2000 Hz / 4.9 gRMS, 7 - 800 Hz
Warranty:	3-year limited warranty (U.S.); 3-year warranty (ROW)

For more information, please visit
www.sandisk.com

SanDisk®

At SanDisk®, we're expanding the possibilities of data storage. For more than 25 years, SanDisk's ideas have helped transform the industry, delivering next generation storage solutions for consumers and businesses around the globe.

Western Digital Technologies, Inc.
5601 Great Oaks Parkway | San Jose | CA 95119 | USA

Western Digital Technologies, Inc. is the seller of record and licensee in the Americas of SanDisk® products.

* 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Actual user storage less.

** Based on internal testing; performance may vary depending upon drive capacity, host device, OS and application. 1MB = 1,000,000 bytes.

¹ As compared to 5400 RPM SATA 2.5" hard drive. Based on published specifications and internal benchmarking tests using PCMark Vantage scores.

² See <http://www.sandisk.com/wug>

³ Shock resistant (up to 1500G) and vibration resistant (5gRMS, 10-2000 HZ/4.9 gRMS, 7-800 HZ), Temperature (from 0°C to 70°)

⁴ Download required from <http://www.sandisk.com/ssdswap/download>. Limit one time use per system

SanDisk and the SanDisk logo are registered trademarks or trademarks of Western Digital Corporation or its affiliates in the US and/or other countries. All other marks are the property of their respective owners.

©2021 Western Digital Corporation or its affiliates. All rights reserved. 10/29



The SCR 100 – is an TAA Compliant input device designed for GSA sales to government agencies, the military, their suppliers and vendors, and other organizations requiring end products manufactured to U.S. Trade Agreement Act Specifications.

■ CAC USB Smart Card Reader

CAC (Common Access Card) smart card reader is an easy-to-install USB device suited for all contact smart card operations like online-banking or digital signature applications.

■ Card compatibility

Support banks, post office, chip cards issued all over the country.

Can be used for CAC (Common Access Card), Government ID, National ID

For all contact smart card operations like online-banking or digital signature applications: ActivClient, AKO, OWA, DKO, JKO, NKO, BOL, GKO, Marinet, AF Portal, Pure Edge Viewer, Approvelt, DCO, DTS, LPS, Disa Enterprise Email etc. Compatible with a wide variety of smart card operations for digital authentication and security, Network ATM transfer, payment, balance inquiries, Tax, water, electricity payment, Credit card bill payment, cash card payment.

Specifications:

- EMV 4.0 Level 1 and PBOC2.0 Level 1 certified
- CCID, CT/API, HBCI and CAC (Common Access Card) compatible
- Supports USB 2.0 full speed, USB-IF certified
- Based on ISO7816 implementation
- Supports PC Smart Card industry standard - PC/SC 2.0
- Supports Microsoft Smart Card for Windows
- Meets Microsoft WHQL USB Smart Card Reader requirements
- Meets US Federal Information Processing Standards (FIPS) Publication 201 requirements on smart card reader interoperability
- Smart Card Reader supports T0, T1 Protocol
- Supports ISO7816 Class A, B, and C (5V/3V/1.8V) card
- Supports EEPROM for USB descriptors customization (PID/VID/iManufacturer\ /iProduct/Serial Number), Direct Web Page Link, and accessing memory card module
- Dimension: 2.5" x 3.3" x 0.375" (65x 85 x 9.5mm)
- Weight: 2.12 OZ (60g)

Requirements:

System Requirements	Windows 10/8/7 Vista/XP/2000 Mac OS X 10.6 & above
Connectivity	USB Port

Includes:

Adesso SCR-100

Shipping Information:

Item	UPC Code	Package Dimensions	Package Weight	Qty/Carton
SCR-100	783750009997	3.2" X 5.35" X 1.25"	2.6 OZ	20/80

Country of Origin: Taiwan



[RETURN TO SEARCH](#)

HP Elite Tower 600 G9 Desktop PC (ENERGY STAR)

Product Summary:

Product Type: Desktop

Registered In: United States

Manufacturer: HP

EPEAT Tier: Gold

Registration Date: 2022-02-25

Product Status: Active

Exceptions:

Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1. Configurations that include the HP Healthcare Wired Keyboard and Mouse or the HP USB Keyboard and Mouse Healthcare Edition do not meet optional criterion 4.1.4.1

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

COMPUTERS &
DISPLAYS

This product has met the necessary **required criteria**.

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	2 / 3
4.4 Product longevity/life-cycle extension	2 / 2
4.5 Energy Conservation	3 / 4
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	40 / 48

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

◀ RETURN TO SEARCH

HP Z4 G4 Workstation (ENERGY STAR)

Product Summary:

Product Type:	Workstation
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2019-02-26
Product Status:	Active
Exceptions:	Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1.
Manufacturer Part Number(s):	2K9H2UT, 2S5B0UT, 3KX26UT, 4A160UT, 4T9G9UT, ... View all (13)

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

EXPORT PRODUCT SUMMARY

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

COMPUTERS &
DISPLAYS

This product has met the necessary **required criteria**.

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	11 / 16
4.2 Materials Selection	2 / 3
4.4 Product longevity/life-cycle extension	2 / 2
4.5 Energy Conservation	0 / 2
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	36 / 46

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP ProBook 450 15.6 inch G9 Notebook PC ENERGY STAR

Product Summary:

Product Type: **Notebook**

Registered In: **United States**

Manufacturer: **HP**

EPEAT Tier: **Gold**

Registration Date: **2022-03-28**

Product Status: **Active**

Exceptions: **Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1.**

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary **required criteria**.

COMPUTERS &
DISPLAYS

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	2 / 3
4.4 Product longevity/life-cycle extension	4 / 4
4.5 Energy Conservation	2 / 3
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	41 / 49

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP EliteBook 650 15.6 inch G9 Notebook PC ENERGY STAR

Product Summary:

Product Type: **Notebook**

Registered In: **United States**

Manufacturer: **HP**

EPEAT Tier: **Gold**

Registration Date: **2022-03-29**

Product Status: **Active**

Exceptions: **Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1.**

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary **required criteria**.

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	2 / 3
4.4 Product longevity/life-cycle extension	4 / 4
4.5 Energy Conservation	2 / 3
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	41 / 49

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP Elite x360 830 13 inch G9 2-in-1 Notebook PC ENERGY STAR

Product Summary:

Product Type:	Notebook
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2022-05-09
Product Status:	Active
Exceptions:	Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1.
Universal Product Code(s):	196068201760, 196068201777, 196068201784, 196068201791

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for

COMPUTERS &
DISPLAYS

this product category.

This product has met the necessary **required criteria**.

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	3 / 3
4.4 Product longevity/life-cycle extension	4 / 4
4.5 Energy Conservation	1 / 3
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

◀ RETURN TO SEARCH

HP ZBook Fury 16 G9 Mobile Workstation PC ENERGY STAR

Product Summary:

Product Type:	Notebook
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2022-06-08
Product Status:	Active
Exceptions:	Configurations that are not ENERGY STAR qualified do not meet required criterion 4.5.1.1.
Universal Product Code(s):	196337732247, 196337732254, 196337732261, 196337732278, 196337732285, ... View all (15)

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

EXPORT PRODUCT SUMMARY

EPEAT Tier Score Detail

COMPUTERS &
DISPLAYS

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary [required criteria](#).

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve [less than 50%](#) of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve [50 - 74%](#) of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve [75 - 100%](#) of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	3 / 3
4.4 Product longevity/life-cycle extension	4 / 4
4.5 Energy Conservation	3 / 3
4.7 Packaging	2 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP P22 G5 FHD Monitor

Product Summary:

Product Type:	Monitors
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2022-07-18
Product Status:	Active
Universal Product Code(s):	196548138593

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary [required criteria](#).

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	12 / 16
4.2 Materials Selection	3 / 3
4.4 Product longevity/life-cycle extension	2 / 2
4.5 Energy Conservation	0 / 2
4.7 Packaging	0 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	36 / 46

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total

Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP E24 G4 FHD Monitor

Product Summary:

Product Type:	Monitors
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2020-11-18
Product Status:	Active
Universal Product Code(s):	194850293689
Manufacturer Part Number(s):	9VF99AA

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary [required criteria](#).

COMPUTERS &
DISPLAYS

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	13 / 16
4.2 Materials Selection	3 / 3
4.4 Product longevity/life-cycle extension	1 / 2
4.5 Energy Conservation	0 / 2
4.7 Packaging	1 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	37 / 46

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)

[RETURN TO SEARCH](#)

HP E27 G4 FHD monitor

Product Summary:

Product Type:	Monitors
Registered In:	United States
Manufacturer:	HP
EPEAT Tier:	Gold
Registration Date:	2020-10-09
Product Status:	Active
Universal Product Code(s):	194850294013
Manufacturer Part Number(s):	9VG71AA

All unique product identifiers existing for this product may not be listed here. If the unique product identifier you are looking for is not listed, please contact EPEAT at EPEAT@GEC.org.

[EXPORT PRODUCT SUMMARY](#)

EPEAT Tier Score Detail

For a product to be listed on the EPEAT Registry, it must, at a minimum, meet the applicable “required” criteria. [Click here](#) to see a list of the required criteria for this product category.

This product has met the necessary [required criteria](#).

COMPUTERS &
DISPLAYS

Along with required criteria, products can also meet optional criteria and score optional points. It is not required for a product to achieve any optional points.

Products that meet all required criteria and achieve **less than 50%** of the optional points are rated at

EPEAT Bronze

Products that meet all required criteria and achieve **50 - 74%** of the optional points are rated at

EPEAT Silver

Products that meet all required criteria and achieve **75 - 100%** of the optional points are rated at

EPEAT Gold

The optional criteria for this product category and optional points achieved by this product are listed below.

Optional Criteria	Scores
4.1 Substance Management	13 / 16
4.2 Materials Selection	3 / 3
4.4 Product longevity/life-cycle extension	1 / 2
4.5 Energy Conservation	0 / 2
4.7 Packaging	1 / 2
4.8 Life cycle assessment and carbon footprint	6 / 6
4.9 Corporate Environmental Performance	9 / 9
4.10 Corporate social responsibility	4 / 6
TOTAL OPTIONAL CRITERIA SCORE:	37 / 46

Please note that it is not required for a product to achieve any optional points.

Some optional criteria may not be applicable to a product. Optional criteria that are not applicable (N/A) to the product are not included in the Total Optional Criteria Score, and are not reflected above.

For any questions, comments, or feedback regarding the EPEAT Registry, please [contact us](#).

[EPEAT REGISTRY PRIVACY POLICY](#)

[EPEAT REGISTRY TERMS OF USE](#)

Sign up for regular updates:

[STAY CONNECTED](#)