

EXHIBIT A – REQUIREMENTS

DETAILED DESCRIPTION OF PROPOSED SOLUTION(S)

A. Product Specifications & Standards

	Requirements	A	B
1.	<p>Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	Yes, as applicable.
2.	<p>Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx</p> <p>If not, please explain.</p>	Y	
3.	<p>Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to www.section508.gov and www.access-board.gov for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: <i>(The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)).</i></p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p> <p>If not applicable to this procurement, mark "N/A."</p>	Y	<p>HP is committed to providing accessible products and services to meet the needs of people with disabilities or age-related limitations. This commitment helps make sure that the benefits of technology are available to all and supports our company's diversity and "Total Customer Experience" objectives. HP supports Section 508 and the efforts of the U.S. Federal and State governments to make technology and information accessible to people with disabilities. We use the Voluntary Product Accessibility Template (VPAT) to report how our products conform to Section 508 standards.</p> <p>VPAT conformance reports are available at the HP Accessibility and Aging Program Office website.</p> <p>Website: https://accessibilityreporting.usa.hp.com/AccessibilityReporting/VpatLogin.aspx.</p>



	Requirements	A	B
			Please see Attachment 1, Sample VPAT Conformance Reports.



4.	<p>Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines?</p> <p>If no, please explain.</p> <p>If not applicable to this procurement, mark "N/A."</p>	Y	<p>HP is committed to building energy-efficient products that meet or surpass the EPA's ENERGY STAR guidelines. For lists of ENERGY STAR qualified HP products and other eco labels, see http://www.hp.com/hpinfo/globalcitizenship/environment/products/ecolabels.html.</p> <p>The proposed Getac products meet Energy Star guidelines.</p>

B. Business Requirements

	Requirements	A	B
1	<p>Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply):</p> <ul style="list-style-type: none"> ✓ PC, All-In-One, Mini ✓ Workstation ✓ Mobile Workstation ✓ Healthcare ✓ Laptop ✓ Chromebook ✓ Thin Client ✓ Rugged Laptop ✓ Rugged Tablet Windows ✓ Rugged Tablet Android <input type="checkbox"/> Android Tablet ✓ Windows Tablet <input type="checkbox"/> Servers ✓ Peripherals 	Y	
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	Yes, with the exception of the Getac computers being offered
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	For HP branded product
4	<p>Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis?</p> <p>Please provide details.</p>	Y	<p>HP believes a strong professional development program not only improves our ability to meet emerging customer needs, but also provides employees with the opportunity to grow and continue to learn in their respective areas of expertise.</p> <p>On a semi-annual basis, each employee works with his/her manager to create a professional development plan designed to increase his/her value in the marketplace, as well as improve the ability to achieve personal professional growth objectives. Managers encourage employees to grow their business success skills</p>



		<p>and develop their technical knowledge. Employees meet learning objectives in many ways, including off-site or on-site instructor-led training courses, technology-based training, conferences and seminars, on-the-job training, and self-paced tutorials. The company encourages employees to pursue professional certification credentials in current technologies or other business skill areas to meet development goals. HP does not mandate a required number of training hours per employee, per year. HP endorses a self-directed approach to career planning and individual development. The employee takes ownership and is responsible for career planning and development.</p> <p>For example, each service technician is required to meet his/her training schedule within established guidelines. HP provides in-house certification programs for our own products, in addition to acquiring certifications from other manufacturers and suppliers for multi-vendor products. All HPS engineers are required to complete A+ Microcomputer Maintenance Certification and must be recertified (by area) every two years. The A+ standards all PC manufacturers employ as the basis for certifications measure the technical competency of field engineers in the areas of Configuration, Installation, Upgrading, Diagnosis, Repairs, Preventive Maintenance, Safety, and Customer Service. HP also strongly encourages our technicians and engineers to participate in MCSE certification processes. HP invests over \$8M annually in technical training and course development.</p>
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5	<p>Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract?</p> <p>Please provide details.</p>	N	<p>HP is committed to customer satisfaction and values our relationship with VITA. To show our commitment, HP offers a goodwill right to return or exchange unused products within 30 days from receipt of the product. HP does not charge a re-stocking or handling fee for product 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 re-stocking fee may apply. A description of product qualifying for returns is provided in Attachment 2, HP SLED Return Policy.</p>
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C. Sales and Service

	Requirements	A	B
1	Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?	Y	As mutually agreed with Authorized Users based on volume purchases
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	HP offers with product and for purchase Return to Depot services, Next Business Day Onsite and Advanced Exchange standard warranties depending on the product or product line chosen by VITA. Care Packs can be purchased at the time of product purchase.
3	Does your proposed solution include provisioning for warranty support services on M-F, from 8:00 am – 5:00 pm Eastern Standard Time? If not, please provide details.	Y	<p>Unlimited telephonic technical support is available 24 hours a day, 7 days a week for most in-warranty products. HP also offers interactive online support options, including:</p> <ul style="list-style-type: none"> • Chat: Chat with an online support technician (note: Chat is not available for all products) • E-mail: Support by e-mail • Submit a Support Case: Business customers with a valid warranty can log a support case via HP Support Center
4	Does your proposed solution include provisioning for qualified technicians to perform services such as installation, configurations, data migrations, etc., as applicable? If not, please provide details.	Y	HP utilizes HP qualified technicians or authorized HP Service providers to perform services such as installation, configurations, data migrations, etc., which are available to purchase.
5	Does your solution include provisioning for qualified technicians to perform warranty services for the proposed hardware? If not, please explain how your company will ensure	Y	HP utilizes HP-badged employees and our extensive network of Authorized Service Partners (ASPs) to deliver maintenance services. HP



	Requirements	A	B
	proposed hardware is serviced in accordance with the warranties listed in Exhibit C.		<p>has established the largest and most efficient network of Channel Partners in the industry with thousands of ASPs delivering HP hardware repair services. These ASPs have the required HP training, certifications, and experience to meet HP's stringent repair guidelines and policies.</p> <p>VITA can be confident that HP takes significant measures to monitor and manage its relationships with third-party service delivery partners. Service delivery partners are managed by an HP vendor management organization.</p> <p>The vendor management team is responsible for service partner communications, expectation setting, customer information, product knowledge, process development, and contract negotiation. HP and the service delivery partners have worked together to develop very robust, electronic and automated communication processes to monitor and manage the delivery of service to customers, like VITA.</p> <p>When HP uses service providers or subcontractor personnel to deliver service, we utilize the same metrics used to measure HP's own resources. Service providers are viewed and treated as an extension of our own service delivery organization, and their performance is measured accordingly, including their professionalism in interacting with our customers.</p>
6	Does your proposed solution include a customer support program? If so, please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.	Y	<p>Users can stay informed and updated by subscribing to HP's award winning eNewsletters, which offer updates on the latest technology, new products and solutions, promotions and events, and driver and support alerts sent directly to your inbox.</p> <p><i>Website:</i></p> <p>https://h41369.www4.hp.com/</p> <p>Support is also available through the VITA account team:</p>



	Requirements	A	B
			<ul style="list-style-type: none"> • HP Inside Account Managers will work directly with VITA and the extended HP sales team to support pre-sale needs, including component and product requirements that may involve an evaluation unit, pricing maintenance, quotations and product forecasting. • A dedicated Customer Service Representative (CSR) will be assigned to provide end-to-end order management support for procurement personnel and end users. The CSR will be the main point of contact for day-to-day ordering issues including order entry, product allocation, order status, order cancellations, returns and standard order status reporting. <p>VITA also has 24/7 access to online support: http://www.hp.com/support</p>
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	N	<p>HP respectfully requests VITA's consideration of the HP requested changes, which are open for negotiation upon award.</p> <p>HP does not believe a system focused on penalties is necessary to ensure that HP meets or exceeds the levels of service and performance required by VITA. Likewise, HP does not require incentives to ensure that our personnel will perform to their maximum capability and provide the highest value per dollar invested by VITA.</p> <p>It has been HP's experience that contractual commitments involving penalties are not conducive to establishing the type of relationship that our customers desire, and often creates unnecessary barriers to effective communication and performance. HP consistently ensures the terms and conditions of its contracts allow either party the right to terminate the agreement if one party is not meeting its contractual obligations. Overall, HP does not typically engage in performance penalties and does not expect a situation to arise in which performance penalties will be</p>



	Requirements	A	B
			<p>necessary during the course of this contract, since continual communication, feedback, and correction (if required) are part of our underlying management philosophy.</p> <p>HP has held a successful contract with the Commonwealth for over ten (10) years. During this time, all issues and incidents, which occurred very, very infrequently, were resolved timely. HP's proposed modifications to the SLAs for HP products, listed in Appendix A, are in line with this history.</p>
8	<p>Does your firm offer a web catalog that displays real time product availability? If so, please provide details.</p>	N	<p>As a manufacturer, product inventories are not displayed as most products are built to order in a just in time manufacturing process. With our integrated supply chain, we do indicate shipment lead times for products in our catalogs.</p>
9	<p>Does your proposed solution include developing a catalog website that interfaces with eVA and also serve as a punch-out catalog? (Please see the "Load a Catalog" section of the following website for details): https://eva.virginia.gov/i-sell-to-virginia.html If so, please describe and provide screen shots.</p>	Y	<p>eVA currently interfaces with the HP.com Business to Business Integration (B2Bi) program. Under the B2Bi program, HP provides a punch-out website featuring a secure customized product catalog with access to detailed, up to date product information.</p> <p>Utilizing a punch-out option, eVA can access HP's Business to Business site to find, select and configure products for purchase. A punch-out solution streamlines the purchasing process, provides a more personalized user experience, and relieves eVA of the time-consuming tasks of catalog content management.</p> <p>Key benefits and features of an HP.com Business to Business Integration include:</p> <ul style="list-style-type: none"> • 24x7 quoting/ordering • Contract and open market pricing • Order status information • Utilization of open standards • Utilization of UNSPSC • Integration with customer's procurement software <p>Please refer to Attachment 3 - HP Business to Business Solutions.</p>



	Requirements	A	B
10	<p>Will your firm provide and maintain a URL which identifies a complete listing of all products and services included in the resulting contract? If so, URL should include the following:</p> <ul style="list-style-type: none"> • Category • Product Description • Product Brand • List Price • Discounted Price 	Y	<p>HP will provide a Price List that includes the Category per the contract, Part number, Product Description, Product Brand, HP List Price, Contract Discount and Net Price.</p> <p>The HP List Price will be updated weekly at the approved eCommerce website and will reflect the current list price.</p>
11	<p>Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia?</p> <p>If so, please describe how this will be accomplished.</p> <p>If not, please describe limitations.</p>	Y	<p>As noted throughout this response, the HP VITA sales team and the extended resources available to the team bring a wealth of experience and skills to manage the account.</p> <p>HP has the resources to cover the entire Commonwealth as needed.</p> <p>Sales</p> <p>Currently, HP has three Field Account Managers, each matched to an Inside Account Manager assigned to named SLED accounts in Virginia. These Field Account Managers are product generalists, and there are product line specialists and Technical Consultants that complement the Field team for complete coverage.</p> <p>Service</p> <p>Service technicians are dispatched based on the service entitlement listed for the product and any service care pack purchased for the product. HP also stocks parts throughout the Commonwealth.</p>



12	<p>Does your firm have the resources necessary to delivery large quantities of equipment to multiple locations? If so, please describe your firms process including delivery time and scheduling procedures.</p>	Y	<p>HP has the infrastructure and experienced personnel to manage, stage and deploy customized rollouts for solutions where a rollout schedule is developed. With the development of a rollout schedule, HP will automatically release and deliver orders to meet these schedules and facilitate a process that requires minimum oversight by the customer.</p> <p>If procurement does not require a true rollout and will be placing individual purchase orders detailing delivery to multiple locations, this is a routine process for the order management teams. Within HP's systems, they will create individual orders for each location. In this scenario, the timeframes described in Attachment 4, HP Order Cycle Times would apply.</p>
13	<p>Does your proposed solution include IT equipment disposal and recycling services? If so, please provide details and pricing for these services in Appendix C (Services/Warranty Tab).</p>	Y	<p>HP has extensive recycling programs for printer supplies and computer hardware.</p> <ul style="list-style-type: none"> • We accept any HP or non-HP brands of personal/office computer equipment or peripherals. • This includes printers, scanners, fax machines, personal computers, desktop servers, monitors, and handheld devices. • This includes the associated external components such as cables, mice, and keyboards. • Larger computer equipment is also accepted using a Recycling Quote order process. • Monitors with broken glass are not accepted. <p>HP only accepts computer equipment. We do not accept other types of consumer electronic equipment such as VCRs, DVDs, or televisions.</p> <p>Please visit www.hp.com/recycle for details on HP recycling programs or www.hp.com/SustainableImpact for details on HP's overall sustainability goals and practices.</p>



14	<p>Does your proposed solution include the ability for the end user to track shipments after departure from your warehouse? If so please describe and provide screen shots.</p>	Y	<p>Using HP's Order Status and Reporting Tool, users will be able to track orders from the time of order validation all the way until the product is received at a VITA site. HP will also provide a shipment confirmation email that can be sent to specific users to inform them that an order has shipped, including the carrier's tracking number for each shipment associated with an order.</p> <p>Please refer to Attachment 5 - Order Status Check - Web Screenshots for screen shots.</p>
15	<p>Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.</p>	N	<p>HP does not ship same day; however, VITA may choose priority overnight delivery (before 10:30 a.m.), standard overnight delivery (before 3:00 p.m.) or 2-day time frames. HP uses an automated route and rate system to calculate freight rates and select a carrier. The route and rate system uses the service level required (i.e., next day service, three day service) and the end point destination to select the most economical carrier for that level of service.</p> <p>Expedited or special delivery services will incur additional charges that can be quoted on an as-needed basis should VITA occasionally require such services. HP exercises commercially reasonable efforts to expedite orders; however, our ability to expedite an order depends on product availability and where an order is within the fulfillment process. HP will provide VITA with estimated ship dates for all orders and communicate any delays as applicable.</p> <p>Please refer to Attachment 4 - HP Order Cycle Times for HP standard lead times</p>



16	<p>Does your proposed solution allow the user to keep a failed hard drive while waiting for delivery of a new hard drive that is covered under warranty? If not, please provide details.</p>	Y	<p>Defective Media Retention is not included in the product pricing but may be purchased for eligible products at the time of product purchase.</p> <p>This service feature option allows VITA to retain defective hard disk or eligible SSD/Flash drive components that VITA 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.</p> <p>With defective media retention, it is VITA's responsibility to:</p> <ul style="list-style-type: none"> • Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives • Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure • Have an authorized representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with the serial number of each Disk Drive retained hereunder, and upon HP request, execute a document provided by HP acknowledging the retention of the Disk Drives • Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again • Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations Service limitations
17	<p>Will your firm wipe data from a hard drive to VITA specifications or allow customer to keep hard drive when a unit is returned?</p>	Y	<p>HP's affirmative response to this question assumes that VITA specifications for data wipe are in line with U.S. Department of Commerce NIST 800-88 "Clear" or "Purge" Standards.</p> <p>Under HP warranty repair, if the hard drive is replaced, HP performs one of the following:</p>



			<ul style="list-style-type: none"> • Destroys upon receipt (optical disks or tape media left in a returned drive); or • Sanitizes the device (in accordance with U.S. Department of Commerce NIST 800-88 "Clear" or "Purge" Standards) in preparation for reuse; or • Scraps the unit using physical shredding when the drive cannot be repaired <p>See the following link for details: http://h41112.www4.hp.com/support/HP_Media_Handling_Policy_Statement.pdf</p> <p>Authorized Users may purchase an uplifted warranty option (HP Care Pack), such as hard drive retention, that allows them to keep their hard drives during warranty repair based on pricing outlined in Exhibit C.</p>
18	<p>Does your solution offer a provision to "Trade-in and Upgrade"?</p> <p>If so, please provide trade-in/upgrade parameters.</p>	Y	<p>The Trade-In program allows customers to upgrade to new HP products and get cash back for the current value of the old equipment. Please see Attachment 6, HP Trade-In Program for an overview.</p>

D. Reports

	Requirements	A	B
1.	<p>Does your proposed solution offer quarterly reports to Authorized Users detailing products that have been placed in any of their locations? If so, please provide details and examples.</p>	Y	<p>VITA users will have access to HP's online Order Status and Reporting tool. This tool is available at no cost through the HP2B Portal and is designed to provide customers with timely and accurate order status, shipping and reporting information.</p> <p>The tool provides accurate and up-to-date information on orders from the time of validation through final delivery. Customers can easily view information regarding all purchase orders submitted directly to HP, with access to 13 months of historical business data. Please refer to Attachment 7, Sample Reports for examples of reporting options available to the tool's users.</p>
2.	<p>Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.</p>	Y	<p>The HP Support Case Manager (SCM) maintains an electronic service log that is available to Authorized Users. SCM will enable</p>



			<p>VITA to manage HP support cases for HP products.</p> <p>With Support Case Manager, you can:</p> <ul style="list-style-type: none"> • Submit, review, update, and report cases via the Internet • Manage cases for a wide variety of hardware and software products and systems • Save time by submitting or viewing data quickly, accurately, and at your convenience • Track support case progress and history, including updates made by HP support agents, from the time a case is created until the time it is resolved and closed • Easily attach case-related files that help with troubleshooting, such as error messages, memory dumps, and log files. <p>HP has a MyHPSupport link available to authorized users if they need to view repair history, upon request. If an authorized user wants access, HP will need to be notified in order to set up the user with an HP passport login. Once the user has its HP passport login, it will be able to access repair history on products purchased under the contract.</p> <p>https://mycrm.support.hp.com/en-US/SignIn?ReturnUrl=%2Fen-US%2Fcreate-case%2F</p>
3.	Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Y	<p>HP's online Order Reporting tool offers a set of standard reports which have been pre-defined and can be used 'as is.'</p> <p>These reports were created to meet common customer data needs.</p> <p>Once enabled, standard reports will automatically generate, based on a scheduled frequency (daily, weekly, or monthly) as mentioned in the report's description. Monthly reports are scheduled to run at the beginning of every month. Standard reports can be customized to meet individual customer data needs.</p> <p>Standard reports include:</p>



		<ul style="list-style-type: none"> • Direct Invoiced Revenue & Units: Monthly revenue summary report containing units invoiced per product family. • Direct Open Order: Daily summary report showing the locations where orders have been placed but which do not yet have a shipped status. • Direct Serial Numbers: Monthly summary report showing all serial numbers of units shipped in the previous month. • Direct Shipment Orders: Weekly report showing the quantity and the value of orders shipped for the previous week. <p>Please refer to Attachment 7, Sample Reports for examples of reporting options available to the tool's users.</p>
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E. Account Management

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	HP has an extensive organization dedicated to the State and Local Government and Education customer segment.
2.	Does your solution include provisioning of personnel to market and promote the resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.	Y	<p>HP has an extensive organization and marketing team dedicated to the State and Local Government and Education customer segment. There is a team dedicated specifically to VITA and all municipalities and public institutions therein.</p> <p>Marketing activities include but are not limited to the following:</p> <ul style="list-style-type: none"> • The account team periodically launches outbound target marketing through a variety of mediums, including but not limited to outbound calls to the HP client and prospect base and outbound email campaigns • Marketing email campaigns targeting State and Local Government and Education (K-12 and Higher Education) authorized users • Partner events that leverage HP's and our partners' respective relationships within VITA and all other SLED entities



			<ul style="list-style-type: none">• Participation and/or sponsorship of public sector conferences such as NASCIO, NACO, DALI and Educause, for example. Specifically, in Virginia, yearly participation and/or sponsorship of ACCS, VSTE, COVITS, and both DGS Forum events. Additional participation and/or sponsorship in specific account shows and vendor days• Executive briefings hosted at HP's headquarters

