Exhibit A

Suppliers are to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers within each service type in order to determine the best solution for the Commonwealth. Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed. The acceptable codes for Column A are as follows:

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column B an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use Column B to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months). Supplier should provide a proposed start date and cross-reference any attached documentation in Column B.

 N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months.

VITA has posed some open-ended questions. In those instances, Supplier should provide adequate information to allow VITA to properly evaluate its proposal

Appendix F Products Spec & Standards

Requirement	Y/N/F	Description

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/. If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	HP devices and services provide a complete print security solution from device hardening to deploying advanced security solutions that address people, processes, and compliance requirements of government. These solutions are based on HP's recognized work in conducting cybersecurity research, participating in security standard setting bodies and driving security innovation.
		
		The comprehensive HP print security offerings will continue to help government agencies protect, detect and recover from incidents with features and services such as:
		• HP Print Security Advisory Service performed by dedicated security professionals. Available optionally and at additional cost not priced.
		• Policy Based Security Monitoring and Assessment with HP Security Manager. The only management software that reviews, remediates and reports changes to device security settings. Available optionally and at additional cost not priced.
		  -InstantOn Secure at Install and Instant-On Stay Secure using HP Security Manager
		  -Automated certificates management fleetwide
		  -Policy settings based on NIST security checklist
		•HP Managed Print firmware security bulletin reporting tool. Available as part of an MPS agreement
		•HP SureStart (secure boot) with self-healing
		•HP Runtime Intrusion Detection with self healing
		•HP Connection Inspector (Network Based Anomaly Detection)
		•Device Level SIEM Integration industry leading SIEM solutions (ArcSight, Splunk or SIEMonster)
		•HP Bug Bounty program in partnership with Bugcrowd
		•Security alerts and continuing commitment to security
		
		For more information on how HP continues to be the leader in print security, please see: https://www.hp.com/go/printsecurity

Does your solution provide effective, interactive control and use with non-visual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/supply-chain/scm-policies-forms/it-procurement-manual/chapter-10---general-it-procurement-policies/1031-overview.html (refer to www.section508.gov and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: (The VPAT template is located in Appendix C of the Accessibility Standard (Govt103-00)). If no, does your solution provide accessibility functionality? Please describe. If not applicable to this procurement, mark N/A.	Y	HP is committed to providing accessible products and services to meet the needs of people with disabilities or age-related limitations. This commitment helps ensure that the benefits of technology are available to all and supports ESI'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. HP uses the Voluntary Product Accessibility Template (VPAT) to report how its products conform to Section 508 standards. VPAT conformance reports are available at the HP Accessibility and Aging Program Office website. Website: https://accessibilityreporting.usa.hp.com/AccessibilityReporting/VpatLogin.aspx
Will your solution maintain any Commonwealth data off-premise? If yes, please describe. If so, the solution may be subject to VITA Security Assessment and Governance Map for Non-Premise Based Services.		ESI utilizes its 360 App, powered by FM Audit to monitor networked fleets for meter readings and toner replenishment. FMAudit Central: A website and backend system that houses all the data received from the FMAudit data collection tools. It is a "central repository" that allows you to view data using a browser, generate reports, configure alert workflows and notifications, and synchronize data with ERP systems for billing or supply fulfillment. Confidential data is not collected, viewed or saved by any FMAudit application. Only printer-related data is collected and viewed. No other network data can be identified or collected by FMAudit Onsite.
Do the devices in your proposed solution work with multiple operating systems? Please describe.	Y	Yes, the devices proposed work with the following operating systems: Windows 10, Windows 8.1,Windows 7, iOS, Android, Apple® macOS, Windows Server 2008 R2 64-bit, Windows Server 2008 R2 64-bit (SP1), Windows Server 2012 64-bit, Windows Server 2012 R2 64-bit, Windows Server 2016 64-bit, Failover Cluster 2008 R2, Failover Cluster 2012 R2, Terminal server, 2008 R2, Remote Desktop server 2012 R2, Citrix Server 6.5, Citrix XenApp & XenDesktop 7.6, Novell iPrint server, Citrix Ready Kit Certification Up to Citrix Server 7.18 for more information see http://citrixready.citrix.com, Linux For more information see http://developers.hp.com/hplinuximagingandprinting, Unix For more information see http://hp.com/go/unixmodelscripts

Appendix F Products Spec & Standards

Requirement	Y/N/F	Description

Does your solution provide access control capability to devices? If so, please describe.	Y	HP enterprise devices provide granular level access control capabilites to manage the print features users can access.
		Configuring access control consists of configuring the following high level item:
		•Sign-in methods – Set up how users log in at the printer control panel or from the computer to access print features. Supported sign in methods:
		   - Windows
		   - LDAP
		   - Local device
		   - Installed third-party sign-in solutions (such as badge solutions)
		• Sign-in permission policies - Set up which features the users have access to. This can be based on:
		   - User types
		   - Access types
		   - Sign-in methods
		• Device user accounts – Create, edit, import, export and delete user and group accounts for accessing printer features.
		
		For more information, please see: https://support.hp.com/us-en/document/c05390023

Does your solution/application/product or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe. • "Kaspersky-branded products" means information security products, solutions, and services supplied, directly or indirectly, by AO Kaspersky Lab or any of its predecessors, successors, parents, subsidiaries, or affiliates, including Kaspersky Lab North America, Kaspersky Lab, Inc., and Kaspersky Government Security Solutions, Inc. (collectively, "Kaspersky"), including those identified below: • Kaspersky-branded products currently known to DHS are: Kaspersky Anti- Virus; Kaspersky Internet Security; Kaspersky Total Security; Kaspersky Small Office Security; Kaspersky Anti Targeted Attack; Kaspersky Endpoint Security; Kaspersky Cloud Security (Enterprise); Kaspersky Cybersecurity Services; Kaspersky Private Security Network; and Kaspersky Embedded Systems Security.	N	No, ESI's solution does not include Kapersky-branded products.
Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines? If no, please explain. If not applicable to this procurement, mark "N/A"	Y	Yes, HP complies with EPA's Energy Star guidelines. Additionally, HP adheres to the EPEAT standard. Devices that participate in the HP Enery Star and EPEAT certification can be found online at: https://www8.hp.com/us/en/hp-information/environment/ecolabels.html. HP's Energy Star device list for printing and imaging products can be accessed online: http://h20195.www2.hp.com/v2/GetPDF.aspx/c04777928.pdf
Are the devices compatible with using recycled paper, up to and including, 100% post-consumer waste paper? If not, please explain.	Y	Yes, all proposed HP devices are compatible with recylced paper, up to and including 100% post-consumer waste paper.
Does your proposed solution include any additional power protection with each unit? If so, please explain.	Y	ESI has provided pricing for additional power protection in Exhibit C Pricing: Optional Items Tab.
Do all of the devices in your proposed solution operate on a standard 120-volt outlet? If not, please explain.	Y	All HP devices proposed operate on a standard 120-volt outlet.
For units that have a hard drive, do you agree to follow the standards at the following link regarding erasing data from hard drives: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/RemovalCOVDataElectMediaStandard_SEC514_05.pdf	Y	Yes, for devices with HDD, ESI agrees to to follow the included standards. Please see Linked whitepaper on HP secure storage options for printers with hard drives and flash memory: http://h10032.www1.hp.com/ctg/Manual/c06102462

Appendix F Business Requirements

Requirement	Y/N/F	Description
Does your proposed solution include offers for all categories, as listed in the Market Basket spreadsheet tabs? If not, please list those categories your firm is offering.	N	ESI is offering solutions for all categories with the exception of Large BW Toner-Ink High Wide Format; High Speed / High Speed Additional Items; Garment Printers and 3D Printers.
Does your proposal include software that enhances the capabilities of the devices? If so, please describe.	Y	HP devices utilize software in different ways, depending on needs and the environment of the end users. Embedded software is included with the device. Soon to be released JetAdvanage Apps, JetAdvantage solutions and Partner solution are available as an option and at an additional cost not priced. HP software solutions fall into the following categories: -Embedded Software, HP JetAdvantage Apps, HP JetAdvantage Solutions , HP JetAdvantage Partner Ecosystem, Embedded software HP FutureSmart firmware is a unique and powerful operating system that enables the HP LaserJet and HP PageWide enterprise devices to be more productive. Many advanced functions that previously required additional software external to the device or as optional kits are now part of the core device functionality. This includes features such as: -Device authentication and function access control using Windows Kerberos and Active Directory, MFP Network Twain Scan Package, Disk drive security overwrite, AES 256 Bit encrypted hard drives, HP scan or user application via TWAIN,Scan to e-mail, Save to network folder, Save to USB, Save to SharePoint (on applicable models), Image preview (on applicable models) HP JetAdvanage Apps (soon to be available optionally and at additional cost not priced): In the near future, HP FutureSmart based devices will provide additional functionality to MPS clients though the HP JetAdvantage Link Ecosystem. This functionality will allow users to install apps on an HP multifunction device. Users will launch and use the app right from the device's control panel as they do on their smartphone. This will enable 3rd party developers to create apps for printers in the same manner as for smartphones. This will include features such as scan to Cloud. •HP JetAdvantage Solutions (available optionally and at additional cost not priced) HP JetAdvantage solutions can help improve productivity and drive down costs, helping employees—and your IT team—work more efficiently. HP JetAdvanage Business Workflow and Printing Solutions offer a multitude of capabilities to address different aspects of your business. These solutions are provided in the following categories: - HP JetAdvantage Management Solutions, HP JetAdvantage Security Solutions, HP JetAdvantage Mobile Print Solutions, HP JetAdvantage Workflow Solutions For a further description of the JetAdvantage Solutions Portfolio and the business needs they address, please see the "HP JetAdvantage Solutions" brochure located at: http://www8.hp.com/h20195/v2/getpdf.aspx/4AA5-4773ENW.pdf •HP JetAdvanage Partner Program (available optionally and at additional cost not priced): The HP JetAdvantage Solutions Partner Program helps bring world-class solutions to market. This program combines breakthrough HP printing and imaging devices with leading third-party solutions meeting print and device management, security, capture, workflow, mobility and fleet management business needs. These partners provide in the same categories as HP JetAdvantage Solutions, but may be optimized for a particular environment or industry or outside the a standard offering. For a list partner program solutions, please see the "HP JetAdvantage Partner Solutions Catalog" : http://h20195.www2.hp.com/v2/getpdf.aspx/4AA6-7562ENW.pdf
Does your firm provide bulk quantity discounts for the goods and services? If so, please explain.	Y	ESI has provided ceiling price for single device orders. For orders of 10 more copiers, ESI may provide bulk quantity discounts.
Does your solution offer a provision to "Trade-in and upgrade? If so, please provide trade-in/upgrade parameters.	Y	ESI can provide trade-ins and upgrades to allow for equipment refreshes. For owned equipment, ESI will provide a trade-in value to be applied as a credit against the purchase/lease of new equipment. The credit amount will be based on age and condition of trade-in unit(s). For leased equipment, ESI will work with the user to understand any remaining financial obligation on the existing equipment to determine if the existing lease can be satisfied to allow for acquisition of new print technology. Additionally, HP offers trade-in programs that agencies within the Commonwealth may take advantage of. An example of this is HP's Refresh & Recycle Program which allows for free recycling of old printers with the purchase of a new HP printer.
Does your solution include a re-stocking fee on return equipment and/or supplies? Please provide details.	N	ESI will not assess a re-stocking fee on equipment or unopened supplies returned within 30 days. For equipment returned after 30 days, a depreciation charge may be assessed.
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: - Category - Product Description - Product Brand - Index Price	Y	ESI will comply.

Does your solution include the development of a catalog or a punch-out website that interfaces with eVA? Additional details are located at https://eva.virginia.gov/eva-catalog.html If so, please describe.	Y	ESI currently utilizes a website that can be customized to support this contract. ESI can produce a punch-out catalog.
Does your solution provide for the delivery of goods and services to all locations of all public bodies in the Commonwealth of Virginia? If not, please explain.	Y	With four (4) strategically positioned warehouses throughout the Commonwealth (Virginia Beach, Richmond, Chantilly and Roanoke), ESI is uniquely positioned to readily deliver goods and services to all public bodies throughout Virginia.
Does your solution provide for administrative efficiencies, such as quarterly or annual invoicing and meter reads to users? If so, please describe.	Y	ESI is able to provide invoicing on the following cadence: monthly, quarterly, semi-annually or annually. To increase efficiencies and automation, ESI is able to provide standard paper invoices, electronic invoices or spreadsheet billing for upload into various AP systems. Meter reads on networked equipment are collected daily though ESI's 360 App powered by FM Audit and customized reporting is available to users.

Appendix F Service

Requirement	Y/N/F	Description
Will the device be delivered within thirty (30) calendar days after receipt of order, unless otherwise agreed to in writing by the Authorized User? Describe the delivery times for the devices.	Y	ESI will meet or exceed the required timeline of delivery within thirty (30) calendar days after receipt of a clean order. ESI will strive to complete installations within one week of the order date.
Will in stock device be shipped to users the same day the order is received? If so, please describe.	Y	In-stock desktop devices will be shipped to users the same day a clean order is received, as long as the order is received by 2:00pm. For full-size devices, deliveries will be coordinated with the ordering agency, typically within one week of order.
Does your solution provide for the installation of devices at no additional cost? If not, please describe.	Y	ESI's pricing on all free-standing A3 copier/MFDs include installation at no additional cost. ESI has provided pricing for the option of installation and connectivity of desktop printers, either remotely or onsite as well as for wide-format devices. Please refer to Exhibit C Pricing, Optional Services Tab.
Does your solution include advising the user of any special requirements for the installation and/or operation of the device prior to the performing the installation?	Y	Prior to installation, ESI's account managers will advise users of special requirements for installation and operation of the device..
Does your solution include any testing of the device once the installation is compete?	Y	As part of its standard installation process, ESI tests all equipment in its set-up shops before delivering. It is then tested again onsite at the customer site and on the customer's network to ensure the device is operating correctly and to expectation.
Does your solution include user training on installed devices? If so, please explain.	Y	ESI's account managers have been certified to provide end user training on installed devices. Additionally, ESI has a dedicated team of Customer Service Representatives (CSRs) that provide initial, ongoing and as-needed training.
Does your solution include a warranty for all devices? Please provide details that describe the goods and services included in the warranty and duration of the warranty as well as your firms capability to provide the warranty goods and services.	Y	All HP products proposed come with a minimum one year manufacturer's warranty. With the Managed Print Services and maintenance agreements, ESI will provide break/fix service for the term of the agreement.
Does your solution provide regular preventive maintenance in accordance with the OEM recommendations? Please provide details.	Y	ESI's Managed Print Services program provides TOTAL CALL CONCEPT preventative maintenance, which is included on all service calls. A Service technician will handle all preventative maintenance and product reliability processes at the time of service, when all device components are reviewed, cleaned or replaced as needed. ESI will make repairs and adjustments as necessary to keep equipment in good working order and operating in accordance with its written specifications (including such repairs or adjustments required during initial installation). Maintenance services cover repairs and adjustments required as a result of normal wear and tear or defects in materials or workmanship.
Does your solution provide helpdesk services for hardware and software support from 7:00 am - 6:00 pm Eastern Time, Monday through Friday, excluding Commonwealth holidays? If so, please describe the helpdesk solution, including the qualifications of the helpdesk staff and location. If not, please describe how this will be addressed if awarded a contract.	Y	ESI currently has a Virginia-based manned helpdesk from 8:00am - 5:00pm. For all hours outside of this time frame, ESI offers the ability to place service calls online, though the ESI website or in a customized portal specifically structured for specific users. With a resultant award, ESI would expand its manned helpdesk hours from 7:00am - 6:00pm. ESI's 14-person helpdesk is located in its corporate headquarters in Virginia Beach, VA. It consists of phone agents, 1st & 2nd level Helpdesk engineers, Administrative Staff, Solutions Analysts, an Install Coordinator and a Major Account Coordinator.
Does your solution provide users self-help options such as FAQs, wikis and other self-help documentation? If so, please explain.	Y	HP offers a variety of self-help resources online: Printers Knowledge Base: https://h30434.www3.hp.com/t5/Printers-Knowledge-Base/tkb-p/printers-knowledge-base Technical Support & Troubleshooting: https://support.hp.com/us-en HP Support Videos accessible on YouTube ESI can also provide access to these Knowledge Bases on its esi.net website for easy access
Does your solution provide onsite warranty and maintenance repair service to Authorized Users within 12 business hours of the first notification of the Authorized User? Please provide details.		ESI will provide onsite warranty and maintenance repair service to the authorized user within 12 business hours. ESI strives for a four to eight hour response time on all service calls, depending on location.
Does your solution include maintaining spare devices and repair parts to minimize downtown of the devices? Please provide details.	Y	ESI stocks parts locally and also has loaner devices available if extensive repair is needed.
Does your solution provide qualified technicians (e.g. certified by the original equipment manufacturer) to perform service such as installation, configurations, warranty and maintenance services, data migrations, etc., as applicable? Please provide details.	Y	ESI employs certified technical staff to install, configure, troubleshoot and maintain equipment. ESI currently has over 60 trained technicians to respond to service requests across the Commonwealth.

Appendix F Service

Requirement	Y/N/F	Description
Does your solution include service levels and remedies designed to ensure a high level of device performance and customer satisfaction? If so, please provide those in Appendix A.	Y	ESI supports having KPIs as part of the agreed upon Statement of Work (SOW) for equipment and services. Specifically, ESI finds that device uptime and break fix response are the critical KPIs influencing client satisfaction. KPI performance metrics do not have any associated financial penalties for non-performance. KPI expectations are as follows: - 95% fleet uptime - 4 hour average fleet response time calculated by quarter ESI account managers will be responsible for reviewing service performance metrics during quarterly account review meetings.
Will you provide for the automatic delivery and/or installation of hardware drivers, security patches and firmware updates for the devices? Please provide details.	Y	ESI will assist remotely with hardware drivers, patches and updates for devices. Standard practice is that the Customer administrator will configure, using input from ESI staff. ESI offers the best in speed, security, functionality and flexibility in every environment. ESI will deliver, install, support and service devices to keep fleets operating at peak performance and meet and exceed service level expectations.
For units that have a hard drive, do you agree to wipe data from or destroy hard drives in accordance with the standards at the following link: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/RemovalCOVDataElectMediaStandardSEC51404.pdf Describe your process for tracking that the removal of Commonwealth data has been performed in accordance with the standard and how this information is shared with users.	Y	ESI will comply with the Data Removal Standards outlined. For HP printing devices with hard drives, HP offers HP Secure Data Erase Technology. The secure file erase feature ensures any hard disk information from print, copy, fax and scan jobs is securely removed. This capability is provided as a standard feature on HP LaserJet MFPs and printers. When this data is deleted, the hard disk areas containing the information are filled with random data using either a 1 pass or 3 pass overwrite, ensuring that the information cannot be recovered using diagnostic tools. This overwrite technology is compliant with the US Government standard defined in NIST SP 800-88. ESI can provide complimentary written instructions to users to perform this data erase themselves. Additional optional services are available to include ESI performing the data erase or the physical destruction of the hard disk drive. When ESI conducts a HDD wipe or destruction, it provides the user with a certificate of destruction that the hard drive has been wiped or destroyed. Pricing for theses services are included in Exhibit C, Optional Items.
Does your solution allow the customer to keep the hard drive when a unit is returned? If so, please provide rates in Exhibit C, Optional Services tab.	Y	ESI's solution can allow the customer to keep a removable hard drive (if applicable) should the customer desire to do so. Rates are included in Exhibit C, Optional Items Tab.
Does your solution provide for other services such as print consulting, staffing of user print shops? Please describe the additional services you provide.	Y	ESI offers print consultancy, specializing in workflow assessment and technology optimization. ESI is uniquely positioned to make recommendations, based on its consultancy efforts, to aid customers in understanding true cost break down, asset deployment, usage patterns and volumes, along with the development of sustainable working practices and continuous process improvement. Using its 360 Assessment methodology, ESI assess and measures core areas required to achieve true optimization. During the consultancy process, ESI seeks to understand the cultures of each customer, gain an inventory of technology, analyze usage, capture costs, review workflow, examine processes and study sustainability. ESI's goal is to deliver concrete and actionable guidelines for the complete alignment of all technology and business processes. ESI is committed to making it as easy as possible for its valued customers to acquire the products and services best suited to their individual needs and requirements. ESI's document technology specialists make it their business to know the customer's business and to customize the ideal document technology solutions for the organization's specific needs. In the rapidly changing world of technological innovation, organizations often struggle to hire, train and retain the skilled mix of personnel for roles in Print Shop management. There are several factors that can make this a challenge. Often candidates are reassigned from other roles but lack real-world experience in production print. Sometimes companies spend money to keep their workforce trained and current, but once trained, some employees may want to pursue other opportunities. ESI's staffing services can help, as often these projects require varying staffing levels. While a skilled team of specialists may be necessary for new deployments, a small team may be enough to handle daily production. ESI has the flexibility to scale up or down based on need. ESI's specialists can bring in a fresh outside perspective to share new best practices. ESI knows production print and its staffing services can help supplement a customer's existing workforce with technically skilled team players. ESI's team of operators, support technicians, team leads and project managers are continually trained and certified in the ever-changing technologies in the marketplace. ESI's staffing services can offer a technology proficiency that a customer may not possess, which allows the customer to focus on the core purpose of its organization.

Appendix F Software

Requirement	Y/N/F	Description
Does your solution/apps allow for printing from mobile devices? If yes, please describe.+3:7	Y	HP offers a wide variety of technologies to address mobile printing and a varying spectrum based on the environment, network, manageability and security requirement. For a quick introduction to mobile print connectivity options from a variety of mobile OSs, please see: https://www.hp.com/go/mobileprinting On-board standard solutions: Apple AirPrint™: Airprint allows for network connected iOS devices to print directly to printers on the same network. Apple offers iOS administrators a wide selection of tools to manage printer profiles for end users. Optional hardware also supports IOS beacons to facilitate the rapid discovery of AirPrint enabled devices. Google Cloud Print™: HP's Google Cloud Print capable printers enable seamless printing from virtually anywhere with no need for additional drivers or software. Google Cloud Print is supported on select HP Printers. The new release of the HP Print for Chrome app extends the Google Admin console, allowing users to manage and configure printing policies with features used in Windows® and Mac operating systems. HP ePrint: HP ePrint is a secure cloud-based service that lets users print from anywhere with an active Internet connection. Email the document or photo to print directly to the printer. Software and service based solutions: HP Roam for Business (available optionally and at additional cost not priced.): HP Roam is a simple cloud-based printing solution that allows users to print from any PC or mobile device and release on any HP enabled printer – regardless of location. HP JetAdvantage Secure Print (available optionally and at additional cost not priced.): A cloud based solution that increases security and control of the print environment by releasing documents only to authorized users. Print jobs are held in a protected queue until users are authenticated. Unprinted jobs are automatically deleted based on the organization's expiration policy. HP PrinterOn Enterprise (available optionally and at additional cost not priced.): PrinterOn is the premier mobile printing solution that enables users to securely print from any smartphone, tablet, laptop or desktop, to any printer, no matter the networks in between. This solution enables secure printing, tracking and management for all print workflows, whether desktop or mobile. Many more optional solutions are also offered in conjunction with other HP and 3rd party print software providers depending on the overall print needs of clients. For more detail of the many options available for mobile printing in business, including some of the options listed above, we invite you to visit our Mobile Printing for Business website at https://www8.hp.com/us/en/solutions/business-solutions/printingsolutions/mobility.html
Does your solution provide for wireless printing capabilities form laptops, smartphones or other work stations? If yes, please describe.	Y	HP provides a variety of options for connecting HP devices to a wireless network. On some models wireless connectivity is standard, on others it's optional at an additional cost not priced depending on requirements. If added as an optional accessory, HP offers JetDirect print servers that save employees time and effort by making it easy to send print jobs from smartphones, tablets, or laptop PCs that use 802.11b/g/n Wi-Fi from anywhere in the office. Add the option to print from NFC-enabled mobile devices—no network needed. Make network , cloud and peer-to-peer Wi-Fi Direct® printing easy for everyone on select HP LaserJet Enterprise MFPs and printers. For a list of JetDirect print server and their advanced capabilities, please see: https://www.hp.com/go/jetdirect.

Does your solution include software that will allow users to manage document content? If yes, please describe.	Y	HP devices provide an easy on-ramp to most established content management solutions:
		•Native hardware scanning features included with the device:
		  -Scan to Network Folder
		  -Scan to Sharepoint (on supported models)
		•Free downloadable software:
		  -MFP Network Twain Scan Package - The HP Scan Twain is a free common desktop software that enables a user to scan files from a computer connected to a network.
		•In the near future, HP will also enable the use of JetAdvanage Apps (available optionally and at additional cost not priced), which will enable the devices to interface with a wide selection of cloud-based content management providers.
		•Advanced document capture and routing available optionally and at additional cost not priced. Applications include, but are not limited to:
		  -HP Capture and Route; Microsoft Sharepoint and Kofax Autostore.
		
		HP will also partner with other vendors who specialize in enterprise content management. This is available optionally and at additional cost not priced.
		Additionally, ESI offers multiple third-party softwares that would allow further integration of the HP MFPs and the user's applications. A complimentary needs analysis will be offered to users to determine what softwares and functionalities will best meet their needs. These third-party softwares are listed on Optional Items tab in ESI's Exhibit C Pricing Workbook.

Appendix F Software

Requirement	Y/N/F	Description
Does your solution include any other software that enhances the capabilities of the devices? If yes, please describe.	Y	HP offers several optional softwares that enhance the capabilities of their devices: • HP Web JetAdmin (WJA) Software: Fleet management and reporting tool used for configuration, rules administration, policy administration. WJA provides access to fleet information and device profiles. • HP JetAdvantage Security Manager: Automates application and enforcement of customer determined security policy to an entire fleet of HP devices. Continuous fleet monitoring secures new hardware upon attachment to the network. Non- compliance to predetermined settings are automatically remediated. • HP SNMP Proxy Agent: Client-sided software that allows WebJet Admin to discover and manage directly connected devices • HP Roam for Business: A cloud print experience that can replace traditional, printer-specific drivers with an intuitive print experience that is similar whether printing from a PC, Laptop, tablet or phone.
Does your solution provide administration and management of all device related software?	Y	ESI's solution includes the administration and management of ESI's 360 App, powered by FM Audit. This data collection tool allows for reporting, automated meter reading and automated toner replenishment for networked devices.

Appendix F Reports

Requirement	Y/N/F	Description
Does your solution provide for quarterly reports to Authorized Users detailing products that have been placed in any of their locations? If so, please provide details and examples.	Y	ESI is able to provide quarterly reports detailing products placed by location. This report can be customized to any timeframe the customer choses. Please see sample in Tab: Sample Reports
Does your solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	ESI's ERP System, eAutomate, maintains electronic service logs from date of install of new equipment or assumption of service on existing equipment. ESI's account managers are able to pull on-demand customer service reports, quarterly, or for a customized time period. Examples have been included in Tab: Sample Reports.
Does your solution provide reports that track items such as number of open help desk tickets, time it took to close ticket, calls per month/day to helpdesk, etc? If so, please describe and provide examples.	Y	ESI has a customized portal accessible via the web in which credentialed users are able to track items including, but not limited to: open help desk tickets, time to close calls, calls per day/month, open supply shipments and supported inventory. Screen shots of the portal are included in Tab: Sample Reports.
Does your solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Y	ESI is able to offer a variety of reports beyond those described in this section. Utilizing the 360 App, powered by FM Audit, ESI can provide the following: -The Device Utilization by Volume allows users' to breakdown devices to see there device utilization based on a recommended average monthly volume and the audited total average monthly volume. -The Device Age report will be used to view an account or its hierarchy's devices intro date into the market, their average age of the users' fleet, and what the average monthly volume is. -The Scalar Chart Report: This report will display a pie/column graphic representation of the total number of pages or total number of devices. -The Ratio Chart report: This report will display a graphical chart representation showing the ratio between Color vs. Mono devices, Color vs. Mono pages -The Meter Report is a more advanced report for meter comparisons. This comparison allows users to review the first and last meters and the option to include all audit data in between. The Meter Report also allows for average monthly volume breakdowns to be populated in the report.
Does your solution include regular reporting on your adherence to the SLAs? If yes, please describe and include the length of time after the measurement window closes that the reports will be delivered to users.	Y	ESI provides regular reporting on the adherence of SLAs and general service performance during its Quarterly Business Reviews with its clients. Typically the measurement window is for the complete 3, 6 or 12 months prior to the current month. Quarterly Business Reviews can be set at a cadence that the customer prefers. Customers with large fleets may meet monthly, while others may meet every three months or semi-annually. Reports can be provided outside of the Business Review meetings as well, upon customer request. ESI has included a sample of a Customer Contract Review report at the end of this section.

Appendix F Acct Mgt

Requirement	Y/N/F	Description
Does your solution provide personnel to manage the resulting contract, including activities such as reporting, invoicing, security and software/device currency, throughout its entirety? If yes, please provide details.	Y	ESI has a multi-departmental Operations team that will provide reporting, invoicing, security and software support throughout the entirety of an ensuing contract. ESI's PTG Operations team will handle reporting and initial invoicing. ESI's contract Billing team will invoice contracts monthly. ESI's 360 App team will support the data collection agent for automated meter readings and toner replenishment. ESI's robust Account Management team, which has local presence throughout the Commonwealth, will provide direct customer support, assessments, consultation, training, ongoing account management and escalations, if required.
Does your solution include personnel and a marketing plan to promote the resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.	Y	ESI has the largest sales team in the Commonwealth of Virginia with over 80 outside account managers focused on bringing hardware, software and service solutions to the field. Additionally, ESI boasts a 10-person Managed Print Services team of specialists to support the account managers and help ensure ESI is marketing this value-added program across the Commonwealth. ESI has a dedicated Marketing team that can design and distribute targeted collateral customized for various state agencies and organizations to raise awareness of the services and solutions that ESI can provide. This can be accomplished across a variety of platforms to include mailers, videos, social media postings, invoice stuffers, in-person drop-offs and email distributions.
Does your solution include personnel and a plan to evolve your technology and service offerings? 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	As Virginia's largest technology consulting firm, ESI is continuously evolving its technology and service offerings to meet the needs of an ever-changing IT market. ESI leverages its marketing department and social media platforms to share new products, changes in technology and other pertinent or interesting market information. ESI also hosts a variety of customer events throughout the year and engages guest speakers and its technology partners to educate customers and introduce new concepts to the market. ESI's best attended show is its Annual Open House, where dozens of technology manufacturers join ESI onsite as an exhibition of capabilities. Please see the included link for a video of ESI's 2018 Open House: https://www.youtube.com/watch?v=P-bSLMGBvGA In addition, ESI's account managers are tasked with conducting Quarterly Business Reviews with their customers. During these meetings, account managers will share information on new products or services ESI offers that the customer may not be aware of or be taking advantage of yet.
Do your firms' sales and service personnel undergo training on a semi-annual or annual basis? Please provide details	Y	ESI's sales personnel undergo continuous training throughout the year. Micro trainings are provided weekly on various products, industry challenges or ESI solutions. Quarterly, semi-annual and annual training sessions and/or bootcamps are also provided for greater depth of coverage on pertinent industry topics and solutions. ESI's service personnel participate in trainings ongoing throughout the year depending on their level of experience. As new products are launched, technicians are required to attend in-person or successfully complete online training courses to be device-certified.

Appendix F Rental Lease

Requirement	Y/N/F	Description
Does your solution provide for automated meter reads? If not, describe the process for obtaining manual meter reads.	Y	ESI's solution allows for automated meter reads on connected (networked) devices.
Does your solution provide all consumables (excluding paper) including toners, fusers, rollers, staples, etc.?	Y	ESI's solution provides for all consumables (excluding paper) to include toners, fusers, rollers, staples, etc.
Does your solution include maintaining spare consumables (e.g. toners, fusers, etc.) to minimize downtown of the devices? Please provide details	Y	ESI's technicians carry car stock based on their assigned machines in field for most commonly used parts and spare consumables. Additionally, with four warehouses and 2 parts and supply depots strategically positioned throughout Virginia (Virginia Beach, Hampton, Richmond, Lynchburg, Roanoke & Chantilly), ESI stocks necessary parts to maximize customer's device uptime.
Does your solution provide for the disposal of all consumables (excluding paper)? Please describe.	Y	ESI promotes a 100% landfill free policy as it relates to printer consumables. To that end, ESI provides a link on its website (xxx) for Managed Print Services customers to print postage-paid labels to ship empty toner cartridges to a recycling facility at no cost to the end user.
Does your solution provide an inventory management system that tracks items such as beginning/end rental or lease date, dates payments received, location of device, serial number, and other data? Describe your process for tracking rental or lease agreements and how notifications for items such as end of lease rental term and equipment pick up are handled.	Y	ESI's ERP system, as well as its sales teams CRM, provide inventory management tracking, lease/rental end dates, payments received and other pertinent device data. ESI's process for tracking rental and lease ends is handled by the assigned account manager and is logged in ESI's ERP and CRM systems. The local account manager will provide notifications of upcoming end dates and will provide options for return, refresh or upgrade. Equipment pickups will be handled directly by ESI's warehouse teams and will be coordinated and communicated by the local account manager.
Will you notify the Authorized User, in writing, of their end of term options at least sixty (60) to ninety (90) days prior to the end of any initial lease or rental term? If so, describe the information that will be included in the notification.	Y	ESI will provide notification of end of term options within a minimum 60-90 day period prior to end date. This notification will include device details, end date and options to refresh or upgrade. Should new equipment not be required, details on pickup and return information will be provided.
Does your solution provide for all moves and removal of devices at no additional cost? If not, please describe?	Y	ESI will provide all moves within a 15 mile radius at no charge. Removals will also be included at no charge.
Does you solution provide for the move or removal of devices within 10 business days of either the users request or the end of the lease/rental term? Please describe.		ESI will move or remove devices within 10 business days of either the user's request or the end of lease or rental term. Proper documentation will be required to indicate necessary disposition of removed equipment.
Does your solution provide for buy-out options for leases? Please provide details.	Y	Upon receipt of details of existing leases, ESI will provide an option to buy-out leases early. Existing balances owed can be rolled into a proposed lease payment to allow for entry of new equipment at any point, versus the need to wait until lease end.

Appendix F Managed Print Services

Requirement	Y/N/F	Description
Does your solution include conducting an assessment of the Authorized Users current printing environment at no cost? If so, please describe.	Y	Yes, ESI provides a comprehensive assessment of the authorized users print environment at no charge. Using its proven methodology, ESI identifies all print devices within a customer's environment, assesses usage, workflow patterns and cost information and provides recommendations for ongoing services and support as well as optimization plans, if desired. ESI has included an Assessment Methodology brochure in Tab: Sample Reports.
Does your assessment include all devices (connected/non-connected) regardless of manufacturere? Please describe.	Y	Yes, ESI's assessment is a two-fold approach consisting of an onsite walkthrough to identify all devices (connected or non-connected), regardless of manufacturer, as well as the implementation of ESI's data collection agent (ESI 360 App powered by FM Audit) to collect information on networked devices.
Does your solution include providing a project plan and project manager for the implementation of manged print services? If so, please describe	Y	ESI will provide a project plan to detail inventory to be supported, timeline for implementation and deployment of any new equipment or removal of old equipment. ESI's Managed Print Services specialists (currently 10 across the state) will provide an implementation plan for onboarding of existing printers to an MPS agreement. Installations of new equipment will be managed by ESI's Installation Coordinator. For installations of more than 10 MFDs, ESI will engage its Project Management Office to development a SOW and/or timeline and oversee the project through completion. A sample Project Management Plan for a copier installation has been included in Tab: Sample Reports.
Does you solution provide for all the service and parts needed to operate the devices in the mnanged print services environment? Please provide details	Y	ESI will provide all break/fix service and parts needed to operate the devices supported under an MPS agreement.
Does your solution provide all consumables (excluding paper) including ink, fusers, rollers, staples, etc. for all manufacturers? Please provide details.	Y	ESI's Managed Print Services (MPS) program does include all consumables (excluding paper) to include ink, fusers, rollers, staples, etc. for all manufacturers under an ensuing MPS agreement.
Does your solution provide fo the disppiosal of all consumables (excluding papter)? Please describe.	Y	ESI promotes a 100% landfill free policy as it relates to printer consumables. To that end, ESI provides a link on its website (XXX) for Managed Print Services customers to print postage-paid labels to ship empty toner cartridges to a recycling facility free of charge.
Does your solution provide for configuration of the security and network features for each device? If so, please describe.	Y	ESI offers an option for HP Security Manager, which would allow for streamlining printer security with a single policy that can be quickly applied across an entire HP printing and imaging fleet. Pricing is included in Exhibit C, Optional Items tab.
Does your solution include the ability to perform remote diagnosticis on the devices? If so, please describe.	Y	Using HP's WebJet Admin tool, users are able to access critical fleet information (status, configuration, alerts, groups, supplies and troubleshooting), all on a single screen. Additional information can be found at: https://www8.hp.com/us/en/solutions/business-solutions/printingsolutions/wja.html
Does your solution provide for proactive monitoring and remediation activities for events such as device outages, fault detection, security threats, supplies replenishment, etc.? Please provide details.	Y	ESI utilizes its 360 App, powered by FM Audit, to manage supply alerts on networked copiers and printers. ESI's dedicated 360 App team will work with VITA to ensure alert thresholds are set appropriately to meet their printing demands and toner needs. This will eliminate the need for networked printer users to order supplies, as these devices will be monitored and on auto-replenishment. An email can be sent to the main point of contact for the device to notify them that the toner has been ordered. For locally connected devices, ends user can place toner orders utilizing one of three methods: • PHONE: By calling our toll-free number • WEB: By submitting a supply order via our website. • ONLINE PORTAL: By logging into the Customer Portal and submitting your supply order. HP's WebJet Admin Tool can be installed at the User location to monitor fleet for fault codes, devices outages, etc...
Does you solution provide for print queue management? If yes, please describe.	Y	Print Que's can be managed with the purchase of additional software such as Printer Logic, or Paper Cut.
Does your solution include any specific data collection tools to manage the devices fleet? If so, please describe.	Y	ESI uses its 360 App powered by FM Audit to provide automatic meter readings and supplies replenishment. This data collection tool also provides a multitude of reporting and actionable data.

Appendix F Managed Print Services

Requirement	Y/N/F	Description
Does your solutiion actively collect, store and provide reporting on the following items: - Consumable Status - Number of pages printed - Number of pages scanned - Average coverage per page - Usage by group or user Please provide details	Y	ESI's 360 App powered by FM Audit will provide the following: -Consumable status -Number of pages printed -Number of pages scanned -Coverage per Page may be available on some devices, depending on what information the device itself reports -Usage by group ESI offers optional 3rd party softwares to track and report by user and/or group or department. Additional capabilities include Follow Me printing and Rules and Routing. Pricing is included in Exhibit C: Optional Items
Does your solution provide for optimizing the document outout environment? If so, please describe.	Y	As part of ESI's assessment methodology, trained consultants work with clients to understand future state goals (ex. Remove all inkjet devices, consolidate to fewer printers/MFPs, disperse printing) and with our data collection and device mapping, make recommendations to accomplish stated goals. An example might be to optimize environment to ensure redundancy but minimize number of output devices. This could be accomplished by eliminating printers generating less than 200 pages per month and re-route those prints to a nearby device.
Does your solution provide trend analysis and reporting, including: - Allow Users to generate custom reports on indivdual and groups of devices - Manage at least thirty-six (36) months of history - Provide an annual forecast based on history and forwar-looking expectations		ESI's solution includes providing customer reports on individual or groups of devices. ESI has a dedicated 360 App support team located in its Virginia Beach headquarters that can provide such reports upon request. ESI can manage at least 36 months of history and based on history, can provide forecast and forward-looking expectations for supply needs.
Does your solution provide for all moves and removal of devices at no additional cost? If not, please describe.	Y	ESI will provide all moves within a 15 mile radius at no charge. Removals will also be included at no charge.
Does your solution provide for the move or removal of devices within 10 business days of either the user's request or the end of the lease or rental term? Please describe.	Y	ESI will move or remove devices within 10 business days of either the user's request or the end of lease or rental term. Proper documentation will be required to indicate necessary disposition of removed equipment.
Does your solution include the option to provide on-site personnel across the Commonwealth? If so, please describe how this will be accomplished.	Y	ESI will provide the option for on-site personnel. Pricing will be determined based on requirements, scope of job duties and hours required.
Does your solution provide for the transition of services to another Supplier at the end of the managed print services engagement? Please provide details	Y	At the end of the managed print services engagement, ESI will provide its most recent supported inventory list to the client/another supplier. ESI will collect unopened toner cartridges and will remove its data collection tool from the network.
Does your solution include a general catalog of optional services that are offered for MPS? If so, please provide those in Exhibit C.	Y	Included in Exhibit C.
Does your solution include service levels and remedies that apply specifically to MPS engagements and that are designed to ensure a high level of device performance and customer satisfaction? If so, please provide those in Appendix A.	Y	Included in Appendix A.

Exhibit A – Service Level Agreements (SLAs)

The items included in the table are examples, which you should consider including in your proposal. Please amend or delete these and replace with your own SLAs; and provide additional SLAs that will ensure a high level of device performance and customer satisfaction. If SLAs are only applicable to a specific device category, provide a note on the table.

(To be effective 60 days following commencement of the Services/Solution.)

Performance Standard	Measurement	Measurement period	% Level	Remedy
Response Time	Percentage of service requests that supplier responds to within an average of 4 hours. Measurement is taken at the Authorized User environment level.	Monthly	**95%**	**0.5% Credit of Monthly Service Cost**
Resolution Time	Percentage of service requests supplier resolves (or an acceptable workaround is put in place) within an average of 12 business hours of the Authorized User's request for services. Measurement is taken at the Authorized User environment level.	Monthly	**95%**	**0.5% Credit of Monthly Service Cost**
Device Up Time	Percentage of time all of the Supplier provided devices in the Authorized User's environment are operational. Measurement is taken at the Authorized User environment level.	Quarterly	**90%**	**0.5% Credit of Monthly Service Cost**
Device Delivery Time	Percentage of devices that are delivered within 30 calendar days of receipt of the order or as agreed to by the Authorized User. Measurement is taken at the Authorized User environment level.	Quarterly	**95%**	**0.5% Credit of Monthly service Cost**
Supplies Fulfillment	Percentage of requests for supplies that are successfully filled within 5 business days. Measurement is taken at the Authorized User environment level.	Monthly	**90%**	**0.5% Credit of Monthly Service Cost**
Report Deliver Time	Percentage of reports that are submitted to authorized users on time. Measurement is taken at the Authorized User environment level.	Annually	**95%**	**Management Review**
Device Disposal Time	Percentage of devices that are properly disposed of/removed from the environment within 10 business days. Measurement is taken at the Authorized User environment level.	Quarterly	**90%**	**0.5% Credit of Monthly Service Cost**
Invoice Accuracy	Percentage of invoices that are submitted to authorized users for payment that do not contain errors.	Quarterly	**95%**	**Management Review**

	Measurement is taken at the Authorized User environment level.			
Customer Satisfaction Rate	Percentage of customer satisfaction surveys where customer indicates an overall rating of "satisfied" or greater. Measurement is taken at the Authorized User environment level.	Annually	**90%**	**Management Review**