region 4®

Request for Vendor Contract Update

Pursuant to the terms of your awarded vendor contract, all vendors must notify and receive approval from Region 4/OMNIA Partners, Public Sector when there is an update in the contract. <u>No request will be officially approved without the prior authorization of Region 4</u>.   Region 4 reserves the right to accept or reject any request.

_____HP Inc._____hereby provides notice of the following update to
<div align="center">(Vendor Name)</div>

Contract number: __R171402__ for __Technologies Solutions Products and Services__ on this date **January 3, 2023**.
<div align="center">Contract Title</div>

Instructions: Vendors must check all that may apply and shall provide supporting documentation. Place your initials next to each item to confirm that documents are indeed included. <u>Request received without supporting documentation will be returned.</u> Be sure to sign prior to submitting your update for approval. <mark>**This form is not intended for use if there is a material change in operations, which may adversely affect members, i.e. assignment, bankruptcy, change of ownership, merger, etc. Please contact a member of the OMNIA Partners Contracting Team to request a "*Notice of Material Change to Vendor Contract*" form.**</mark>

☐ **Authorized Distributors/Dealers**
_____ Addition (see list at the bottom of this sheet)
_____ Deletion
_____ Supporting Documentation

☐ **Price Update**
_____ Supporting Documentation

☑ **Products/Services**
✓ New Addition
_____ Update Only
✓ Supporting Documentation

☐ **Discontinued Products/Services**
_____ Supporting Documentation

☐ **States/Territories**
_____ Supporting Documentation

☐ **Other** _____
_____ Supporting Documentation

Notes: Vendor may include other notes regarding the contract update here: (attach another page if necessary).
 (1) Change the effective date of merger of HP contracts numbered R171402 and R210403 to January 3, 2023.

 (2) Add an additional managed print services option to the merged contract number R171402 to be provided by HP Inc. (directly). The managed print services statement of work is attached hereto and incorporated herein as Attachment A.

Submitted By: _____

Title: __Senior Counsel, State/Local Government and Education   January 3, 2023__

Contact Number: __954-249-5162__

Email Address: __judith.alexander@hp.com__

☐ **Approved Date** __1/5/2023 | 8:27 AM CST__

☐ **Denied Date** _____

Region 4 ESC: *Robert Zingelmann*
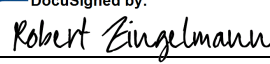0B1D33BB0130490...

Exhibit A

Statement of Work between Customer and HP

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]
Opportunity ID: [OppID]

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Table of Contents

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

MANAGED PRINT SERVICES STATEMENT OF WORK

This Statement of Work ("SOW") represents the agreement by and between HP Inc., a Delaware corporation located at 1501 Page Mill Road, Palo Alto, California 94304 ("HP") and [TBD] with its registered address at [TBD] ("Customer") that governs the purchase of services by Customer, as described herein.

This Statement of Work numbered [TBD] is subject to the terms of the HP – Region 4 ESC/OMNIA Partners Contract number R210403 for Technology Solutions, Products, and Services , effective June 1, 2021 ("Agreement"). To the extent, a provision of this SOW conflicts with a provision of the Agreement, the SOW provision shall take precedence. If this document is not numbered, HP Inc. ("HP") will provide the SOW number following execution.

HP will provide to Customer, the Managed Print Services in this SOW and its Appendices

1 SOW DEFINITIONS

1.1   "Affiliate" means either the HP or Customer Affiliate that executes an SOW.

1.2   "Base Charge" is a recurring fixed Fee.

1.3   "Change Order" is a document used to record changes to MPS.

1.4   "Click Charge" is a variable Fee.

1.5   "Cluster" means Devices and Software products that share the same Term end date.

1.6   "Cluster Term" means the time during which a Cluster will be supported by MPS; beginning upon completion of the Cluster Implementation Period and ending upon expiration of the Term specified in Appendix A.

1.7   "Consumables" means Printing Supplies and, if applicable Maintenance Kits and Maintenance Parts, provided hereunder. "Printing Supplies" means toner and ink cartridges, print heads, drum kits, maintenance cartridges and staple cartridges. "Maintenance Kits" means fuser kits, transfer kits, roller kits, collection units and waste toner bottles. "Maintenance Parts" means various replacement parts for Devices.

1.8   "Customer-provided Device" in relation to a Device or Software means an HP determined eligible Device or Software respectively for use in conjunction with the Services that is not HP-provided.

1.9   "Data Collection Agent" or "DCA" refers to an HP Tool required to provide MPS.

1.10   "Device" means the printer, copier, scanner and related hardware and equipment, documentation, accessories, parts, and print related products included in the Fleet. Each Fleet Device is listed in Appendix A.

1.11   "Device Term" means the time, starting from the Device Start Date through and including the number of calendar months thereafter that is specified for the Device set forth in Appendix A, Except that for Devices that are part of a Cluster, the Device Term for each Device in the Cluster ends on the end date of the Cluster Term.

1.12   "Fees" means all the invoiced or payable amounts owed by Customer.

1.13   "Fleet" means the aggregate of all devices and software under MPS in the applicable country.

1.14   "HP-provided" means supplied by HP as part of the ongoing MPS for Customer's use and chargeable over the applicable Term, but does not include HP Tools.

1.15 "HP Tools" means hardware, software, documentation, tools and materials used by HP to provide MPS.

1.16 "Imaging and Printing Environment" or "IPE" refers to the devices, software, consumables and other critical elements comprising a Customer's imaging and printing infrastructure. MPS IPE includes the same subject to MPS

1.17 "Implementation Period" refers to the time for completion of Cluster deployment as agreed upon in the implementation plan.

1.18 "Managed Devices" refers to HP branded Devices specifically designed with smart technology for the MPS IPE to help optimize Printing Supplies usage.

1.19 "Managed Print Services" or "MPS" means the imaging and printing services as identified in this SOW.

1.20 "Non-Reporting device" means a device that is no longer providing timely automated device usage data back to HP.

1.21 "Product" means Devices or Software.

1.22 "Site" means a Customer location where MPS will be delivered.

1.23 "Software Solution" or "Software" means a software product and related MPS provided under this SOW.

1.24 "Software Term" or "Software Solution Term" means the time starting from the Software Start Date through the end date of MPS as set forth in Appendix A.

1.25 "Software Update" means any generally available modification to the Software Product that corrects errors including maintenance-only releases, bug fixes, and patch-kits.

1.26 "Software Upgrade" means a generally available release of the Software Product that contains new features, functionality, and/or enhancements.

1.27 "Start Date" for purposes of HP-provided Devices and Software installed or activated on the 1st through the 15th of the same month, their Start Date shall be the 1st of same month. For HP-provided Devices and Software installed or activated after the 15th till the end of same month, their Start date will be the first of the next month. For Customer-provided Devices or Customer-provided Software, their Start Date shall be the date HP assumes management of the Device or Software solely to provide MPS. Each Start Date will be set forth in the initial invoice per applicable SOW.

1.28 "Service Start Date" means the actual date the Device or the Software is installed or activated, or for Customer-provided Devices and Software, the actual date HP assumes management of the Device or Software.

1.29 "Start-up Fee" means the charges so specified in the Appendix A.

1.30 "Term" refers to a time period for MPS, as described by Device Term or Software Term and/or as it applies to this SOW; the time this SOW remains in effect.

2   TERM AND GENERAL GOVERNANCE

2.1   The Effective Date of this SOW is the latter of the signature date of the two entities in the signature block. The Term of this SOW shall begin on the Effective Date and continue until the expiration or termination of the last SOW or other Order that references and incorporates this SOW, if applicable.

3   DESCRIPTION OF MPS

3.1   HP will provide the MPS defined in this SOW and its Appendices, at Customer Sites during the hours of 8:00 a.m. to 5:00 p.m., local time where the MPS is to be performed ("Business Hours"), Monday through Friday excluding local public holidays unless otherwise stated. Appendix A lists all Devices, Software Solutions, and all MPS to be delivered and the associated Fees. Additional and available MPS will require a Change Order.

4   HP PROVIDED DEVICES AND SOFTWARE

4.1   **HP Provided Devices.** HP will procure and deliver the HP-provided Devices to the goods receiving area at Customer Site(s). HP reserves the right to procure and deliver Devices of equivalent or enhanced capabilities as those specified in the Services and Pricing Statement and applicable Change Orders. Customer may use HP-provided Devices for the applicable Term and for only internal purposes, not commercialization. Customer agrees to protect HP's, or its financing company's ownership interest in HP-provided Devices by: i) affixing any marking (supplied by HP) evidencing the ownership, ii) using due care to maintain, except normal wear and tear, iii) not making any modifications, iv) keeping them in its safe custody and control and free from any liens or encumbrances until they are returned to HP, or purchased by Customer, and v) providing evidence of liability insurance and replacement cost coverage insurance naming HP, its successors, assigns, and Affiliates as loss payees, or additional insured's. Customer will bear all risks of loss or damage (including any repair or replacement costs) not caused by HP to HP-provided Devices. Customer may not relocate HP-provided Devices without HP's written consent.

4.1.1   **Ownership Statement.** If this SOW is ever deemed by a court of competent jurisdiction to be a lease intended for security, Customer hereby grants HP a purchase money security interest in the HP-provided Devices. Customer represents to HP that the Customer information provided in the signature block is accurate and will promptly notify HP in writing if any changes occur.

4.2   **HP Provided Software.** HP will make Software accessible and available to Customer for download. Customer shall be granted usage rights only during the Term of the applicable SOW. Except otherwise provided in the Appendix B Service Description for a Software Solution, HP, its Affiliate or financing company shall remain the licensee operating the HP-provided Software as a service to the Customer. Customer is granted usage rights only and agrees to adhere to any end user licensing information that is (i) attached or (ii) in the Software and/or (iii) its Supporting Material, to the extent such end user licensing agreement does not conflict with this Agreement.

4.3   **Cloud system infrastructure.** By using managed print services, Customer acknowledges HP's right to locate the cloud system infrastructure in any country or location permitted under applicable laws and regulations. Customer also acknowledges that any data or information transferred to/downloaded from the cloud system is subject to applicable U.S. and other national export or import laws and regulations. Customer will use the cloud system in

compliance with such laws or regulations and obtain any authorizations required for its transfers or downloads.

5 FEES AND INVOICING

5.1 **Payment.** Except for Customer's right to dispute Fees in writing within 30 days from invoice date or as otherwise agreed herein, Customer's payment obligations are absolute and unconditional and shall not be subject to any abatement, reduction, set-off, interruption, deferment, or recoupment.

5.2 **Invoicing.** HP will invoice (i) applicable Start-up Fees upon completion of the specific MPS related to the Start-up Fee, and (ii) All other Fees monthly in arrears throughout the SOW or Order Term pursuant to the applicable billing model(s) in this SOW, each Appendix A SOW or Change Order(s). HP reserves the right to deny credit or require payment in advance due to Customer credit or payment history. According to local law, HP may send invoices by paper, e-invoicing or email. Base Charges will be chargeable throughout the relevant Device Term, and Click Charges will be chargeable from relevant Service Start Date per Device. Customer may be subject to additional Fees for Devices which are subject to manual usage reporting greater than thirty (30) days.

5.3 **Order Commitment.** This SOW constitute binding Orders for HP to provide MPS and to issue invoices, with or without the issuance of a purchase order ("PO"). If needed, Customer will issue a PO within 30 days after the Effective Date of this SOW, and if that PO doesn't cover the full SOW Terms, further POs at least 30 days before the expiration of the previous PO. Failure to issue a PO within these timeframes will not constitute grounds to contest or delay payment of invoices issued without a PO or specification of a PO number. Any terms and conditions mentioned in any such PO shall be superseded by this SOW and the governing Agreement, which shall become the governing documents defining and determining the terms and conditions applicable to the provision of Services contemplated under this SOW.

5.4 **Non-Reporting Devices.** For any Device subject to DCA data collection that stops reporting such data, Customer shall support HP in locating and returning all such Non-Reporting Device(s) to a reporting condition via the DCA and to a designated location. Customer remains liable for payment of all Fees for Non-Reporting Devices as determined by manually retrieved usage reports to be provided by Customer to HP every thirty (30) calendar days from the date that HP notifies Customer of the non-reporting status of the Device(s) until the Device(s) is returned to automated reporting status via the DCA. If Customer fails to timely provide usage reports for Non-Reporting Devices, HP may either (i) suspend Click Charge invoicing for the affected Device until the Device is returned to a DCA reporting status and then invoice Customer in arrears for all non-reported Click Charges or (ii) HP may continue to invoice Click Charges based upon the Device(s) minimum usage commitment, or the Device(s) historical or forecasted usage, or usage based upon cartridge yield information for the applicable Device. Customer may be subject to additional Fees for Devices which are subject to manual usage reporting greater than thirty (30) days.

5.5 **Manual Data Collection Devices.** For each designated manual reporting Devices, Customer shall provide to HP a usage report every thirty (30) calendar days from each Device Start Date.

If at any point in time Customer stops timely reporting such data, such Device(s) shall be deemed a Non-Reporting Device(s). Customer remains liable for payment of all Fees for such Non-Reporting Device(s). HP may either (i) suspend Click Charge invoicing for the affected Device until Customer provides a usage report for all Clicks from the date that HP notified Customer of the non-reporting status of the Device(s) and then invoice Customer in arrears for all non-reported Click Charges or (ii) HP may continue to invoice Click Charges based upon the Device(s) minimum usage commitment, or the Device(s) historical or forecasted usage.

5.6 **Additional Services.** Customer may elect to order services, which are related to but not in scope of this SOW, from HP. Customer will be invoiced on a per event basis for such service at HP´s then current rates for such services; or (ii) if agreed, applicable reference prices set forth in the attached Appendix A.

5.7 **Connected Devices.** Unless otherwise agreed to in writing by HP, Customer is required to install a DCA and provide HP access to all Devices through the DCA in order for HP to provide the services and service levels according to the terms and conditions of the SOW. HP reserves the right to increase prices in the event Customer fails to comply with this provision.

6   EXPIRATION, TERMINATION AND RENEWAL

6.1 **Expiration.** Each Customer must provide at least sixty (60) days' notice to HP and any applicable HP Affiliate prior to the end of a Term (whether SOW, Order Term, Device Term, Software Term as applicable) of its intention to either: allow the Term to expire; extend the Term by amendment; and/or begin good faith negotiations for a renewed MPS SOW. Unless the applicable Term is renewed or expires as aforesaid, the applicable Term shall be automatically extended under these same terms for consecutive periods of ninety (90) days, but for only three (3) automatic extensions. Customer must provide 60 days' notice of its intent to allow any extended Term to expire.

6.2 **Termination for Convenience.** Either party may terminate a Term for convenience, with sixty (60) days prior written notice to the other party.

6.3 **Termination for Cause.** This SOW or Order may be terminated: (i) for the same reasons and procedures that the Agreement may be terminated; (ii) by HP, on written notice if Customer fails to pay the Fees and does not cure such failure within ten (10) days after written notice from HP.

6.4 **Survival.** Expiration or termination of the Agreement does not automatically terminate this SOW and the Agreement will survive for purposes of this SOW. In addition, the termination of a Device Term or a Software Term will not act to terminate the SOW nor the Agreement unless otherwise stated in the notice of termination, and the SOW will survive for purposes of the existing Device Terms and/or Software Terms.

6.5 **HP Remedies for Breach by Customer.** If a default or breach of this SOW by Customer remains uncured, HP may exercise one or more of these remedies: (i) declare all Fees due or to become due as immediately due and payable, including any early termination Fees; (ii) enter upon the premises where the HP-provided Devices are located and take immediate possession of and remove them; (iii) sell any of the HP-provided Devices at public or private sale or otherwise dispose of, hold, use or lease to others; (iv) exercise any other right or remedy which may be available to HP under applicable law or in equity and (v) recover from Customer the costs of

enforcement of this SOW, or protection of HP's interest in the HP-provided Products (including reasonable collection agency and attorney's fees); and (vi) increase pricing for Customer failure to comply with Section 5.7 of this SOW. No express or implied waiver by HP of any default should constitute a waiver of any other default or a waiver of any of HP's rights under this SOW.

6.6 **Purchase of HP-Provided Devices.** Customer may elect to purchase HP-provided Devices or license HP-provided Software during or on the expiration or effective date of termination of the applicable Term. Any purchase of HP-provided Devices or transfer of license of HP-provided Software will be subject to a separate mutually acceptable purchase and license agreement.

6.7 **Return of HP-provided devices, Software, Consumables and HP Tools.** Except as otherwise extended, within 15 calendar days of termination or expiration of the applicable Term, Customer must delete of all data contained in the HP-provided Devices, pack and return freight prepaid and insured to the location provided by HP, all HP-provided Devices and Software CD ROMs, if applicable, HP Tools, and Consumables provided under this SOW ("Terminated Products"), except those HP-provided Devices and Consumables that Customer purchases or directly licenses and excluding those Terminated Products which HP requires to be de-installed and moved only by HP authorized representatives at Customer's expense. Customer shall, at its own expense de-install and, at HP's direction, return or destroy (and certify such destruction) all Software related to Terminated Products and associated documentation; Customer shall continue to pay Fees until all Terminated Products are received by HP. If the termination results from an uncured material breach of this SOW by HP, then HP will reimburse the Customer for return freight charges upon receipt of all Terminated Products in acceptable condition, as determined by HP. Customer shall de-install and retain the hard disk drive prior to returning the Device to HP. Following a Customer notice of termination or upon SOW expiration, a quantity of unopened Consumables related to a Fleet Device provided under the Base + Supplies Shipping Supplies Billing Model may be returned to HP provided the parties agree in a Change Order on (i) the exact quantity of Consumables to be returned, and (ii) the amount paid to HP for such Consumables ("Actuals Payment"). Within thirty (30) days of receipt of the unopened Consumables HP will issue a refund to Customer equal to 85% of the agreed upon Actuals Payment for such returned Consumables. Fifteen percent (15%) of the Actual Payment shall be retained by HP as a restocking Fee.

6.8 **Early Termination Fees.** Whenever there is an early termination of a Term (SOW Term, , Device Term, or Software Product Term) (i) by Customer for convenience or (ii) by HP for an uncured material breach of this SOW by Customer, HP will invoice, and Customer will pay the early termination Fees in Appendix A.

7 IMAGING AND PRINTING ENVIRONMENT CONTROL

7.1 Customer will support HP's provision of MPS. Unless a specific Device is designated in an Appendix A as non-substitutable, HP may deliver and install alternative Devices (new, used, remanufactured or refurbished Devices) of equivalent or enhanced capabilities as those specified in the applicable Appendix A. HP shall manage the method and provision of MPS in its sole discretion.

8   LIMITATIONS

8.1   **Services.** HP is not responsible for delayed, disrupted or additional Managed Print Services caused by: (i) actions or events where HP is not at fault; (ii) lost, damaged, stolen, misused Devices and Software where HP is not at fault; (iii) materially incorrect or misstated solution design criteria and dependencies; (iv) improper or unauthorized Customer use, operation, relocation, modification or repair of devices; (v) customer's failure to maintain approved internal environmental conditions and to timely address end-user resolvable conditions (e.g. paper jams, toner replacement); (vi) failure to conduct scheduled maintenance and planned upgrades, unless expressly the duty of HP; (vii) failure to install Customer-installable firmware updates and patches, and Customer-replaceable parts and replacement units provided to the Customer by HP for such installation; (viii) customer's failure to implement and maintain an adequate continuity, redundancy and/or recovery program for Customer's business functions and operations; and (ix) Devices being used beyond their manufacturers' recommended performance print volumes. In reference to subsection 8.1(vii), Customer will periodically analyze the entire Fleet to determine if the release date of the existing firmware specified for Customer is within 18 months of the latest released firmware as indicated on hp.com or otherwise communicated by HP. Customer is responsible for updating firmware to bring it within this minimum acceptable range. If Software Solutions are utilized, it is important for Customer to check with HP for software/firmware version compatibility and follow up with sample testing within the Customer environment. HP reserves the right to charge Customer for additional service costs related to Customer's failure to comply with subsection 8.1(vii).

8.2   **Customer-Provided Devices.** Prior to a Customer-provided Device start date, Customer will provide the Device brand name, model name, serial number, physical location information, asset number if applicable, IP address, host name, and current usage page counts ("Device Onboarding Data"). In addition, Customer will provide written confirmation that all such Devices are operable and in good working condition. If eligible for MPS, as solely determined by HP, HP will make reasonable efforts to utilize any Customer-provided Device in its current location. However, if HP reasonably determines that Customer-provided Devices should be relocated to a different location to meet the mutually agreed Design, Customer will assume all costs of moving such Customer-provided Device(s) to the location designated by the Design. If a Device is deemed ineligible for MPS and repairs must bring the device to a good operating condition for fleet eligibility, including capability to print and to report through a DCA, HP may provide parts and repairs at HP's current standard parts and service rates and under separate agreement.

8.3   **Customer Service Delay.** If Customer causes a delay which materially affects HP's delivery of scheduled MPS, including delivery and installation services in the attached Master Schedule, Customer shall reimburse HP for any costs incurred by HP because of the delay (including, without limitation, resource costs incurred by HP during the delay, increased costs for HP to perform or resume performance of the MPS because of the delay, etc.). The Customer's invoice will include these remedial costs as Fees. If the cause of the delay is recurrent and the parties cannot mutually agree upon corrective performance adjustments, the matter shall be referred to the Dispute Resolution process.

8.4   **Consumables.** All Consumables provided under this SOW are the property of HP unless otherwise specified. Consumables may be used only in MPS Devices. Devices hereunder may

only be supplied with Consumables. Upon receipt of Consumables, Customer shall be responsible for their safekeeping and shall reimburse HP the then-current list price less any discounts for any Consumables lost, damaged, stolen or used in non-MPS equipment.

8.5 **Software.** Document and Workflow Solutions Software and accessories provided under this SOW are off-the-shelf products. Customer understands that such products have not been tested in Customer IT production environment. Also, Customer assumes full responsibility for any compatibility issue created by any change to the IPE and the IT infrastructure not requested by HP. Unless otherwise stated in the Service Descriptions, Software Upgrade will be managed via a Change Order.

8.6 **End of Service Life.** When the manufacturer no longer supports a Customer-provided Device and repair parts or Consumables are no longer available, HP reserves the right to suspend Service Levels agreements or discontinue providing Technical Support Services or Supplies Management Services (as described in the Service Descriptions), and will adjust the Fees. HP will work with the Customer to replace such Device(s) via a Change Order. When the manufacturer no longer supports an HP-provided Device and repair parts are no longer available, HP reserves the right, at its sole discretion, to replace the Device by an alternative Device with equivalent capabilities.

8.7 **Dependencies.** HP's ability to perform MPS depends upon Customer fulfillment of the Customer dependencies and responsibilities included herein, in applicable Service Descriptions and the solution design criteria and dependencies listed in Appendix C attached hereto.

8.8 **HP Tools.** Customer may not sell, transfer, assign, pledge, purchase or encumber or convey HP Tools, or modify, adapt, copy, disassemble, or decompile them. For clarification, HP Tools are not subject to purchase or license by Customer.

8.9 **Removal of Confidential or Sensitive Data, Including Personally Identifiable Information (PII) or Protected Health Information (PHI).** If Customer provides a Device to HP for repair, replacement, relocation or upon expiration or termination of this SOW, Customer shall have completed final data disposition of any confidential or sensitive data, including Customer PII/PHI on such Device, using any of the following methods as determined by the customer (e.g. encryption or overwriting), prior to the delivery of such Device or system to HP. Customer remains responsible for the protection and privacy of the data residing on such Device and HP is not responsible for any of Customer's confidential, proprietary or PII/PHI in the Device which is returned.

8.10 **Devices Not Under Contract.** HP is not responsible to move or remove from site any previously existing devices which are not covered under terms of this Agreement.

9 GENERAL

9.1 **Change Management.** Requests to change MPS will require a mutually agreed to Change Order or amendment to this SOW. Either Project Manager may submit a written Change Order for review to an authorized representative of the other party. HP will advise Customer of the impact of the Change Order on Fees or schedule in writing. Customer will not move, relocate, reconfigure, update, supply or service any portion of the supported Devices unless agreed to by HP in a Change Order. A remedial Change Order may be executed by HP only when a

Change Order is necessary for HP to fulfill its delivery obligations under this SOW and time does not permit HP to obtain prior Customer approval. If the necessity of the remedial Change Order is disputed by the Customer, the Dispute Resolution process shall be utilized.

9.2   **Change Order Exception.** Printed Change Orders are not required for changes to the SOW described in the subparagraphs of this clause 9.2 ("**E-Change Order exception**") provided that: (a) an email requesting the change ("**eCR**") is sent to the email address of the HP Client Manager or HP Project Manager, for the applicable Site ("**HP Representative**") from the email address listed for a nominated Customer employee that has been pre-approved by Customer ("**Customer's Designated Representative**") in respect of that Site; (b) Customer's authorized signatory has notified HP in writing with the name and approved email address of the Customer's Designated Representative, or where required by law or practice, where such details are specified are pre-approved in an appendix to the local contract; (c) the Subject field of the eCR must include the Local Customer entity name, HP assigned Contract number, and description of the change; (d) the changes in the eCR will not result in changes to the agreed upon pricing, or overall deployment of quantities of models greater than, as specified in the SOW; (e) the cost of the changes as determined under the existing SOW pricing will not exceed USD 5,000.00 (US Dollars Five Thousand), or its local currency equivalent, in value. Requests compliant with the procedure set out in this clause 9.2 will be deemed to satisfy the requirements of a written change order agreed to by the parties. Any disputes in relation to changes approved through an E-Change Order exception shall be referred to the Dispute Resolution process provided for under this SOW.

9.2.1   IMACD activities relating to Devices that (i) are included already in the Pricing Schedules of the SOW (including the quantities and models having been and to be deployed); and (ii) falling within the requirements of this clause 9.2, are included within this E-Change Order exception. Every eCR sent under this subparagraph must, to the extent applicable, include requestor name, title and contact information, asset ID, serial number, shipping address, supplies contact name, email and phone number, logistics details, and requested installation date. The HP Representative will respond within 10 business days confirming whether the requested IMACD qualifies for the E-Change Order exception. Examples of where the E-Change Order exception under this paragraph 9.2.1 is not applicable to an eCR for IMACDs include (without limitation), where the requested Device model cause the deployed Devices to exceed the forecasted quantity, varies from the Device model specification as listed in the Pricing Schedule, includes services not covered within the specified price, or otherwise results in a change of the Device price to Customer.

9.2.2   Addition of new Sites to Appendix D ("Sites Profile") of the SOW, that are (i) within a Country already listed in the Sites Profile; (ii) are not within a Remote Country; and (iii) falling within the requirements of this clause 9.2, are included within this E-Change Order exception. Every eCR sent under this subparagraph must include requestor name, title and contact information, Country, Country Type (which must be standard), Site name, Site address, Discovery & Design Ste type, and any other details listed in the Sites Profile. The HP Representative will respond within 10 business days confirming whether the requested IMACD qualifies for the E-Change Order exception. The parties agree that upon

compliance with the process under this clause 9.2, the nominated Site/s will be deemed to be added to Appendix D (Sites Profile) of the SOW.

9.3 **Publicity.** HP may use Customer's name and identification of this engagement in connection with general lists of Customers and experience. Customer agrees to become a Managed Services reference account. As a Managed Services reference account, HP may refer to the Customer and use or refer to Customer's trademarks, logos and taglines, including but not limited to promotional and marketing materials or press releases, quotes, video, analyst briefings or company events.

10 DOCUMENT LIST

10.1 These Appendices are attached hereto and incorporated into this SOW.

Appendix A – Services and Pricing Statement

Appendix B – Service Descriptions Overview

Appendix C – Sites Profile

Appendix D – Master Schedule

11 SIGNATURES

The Parties agree this SOW and any subsequent amendments, change orders, will be executed and completed by using electronic signatures and HP processes, subject to any local legal requirements, and are binding upon the Parties.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Signature Date:			
HP:		**Sold To:**	
Signature:		Signature:	
Name:		Name:	
Title:		Title:	
Date:		Date:	
		"Invoice To:" Invoicing:	
		Attention:	
		Address:	
		City:	
		State/Province: Postal Code:	
		Telephone:	
		Email:	
Optional Additional Contact Information:			
Project Managers:			
HP Project Manager		MPS Project Manager	
Name:		Name:	
Title:		Title:	
Address:		Address:	
City:		City:	
State/Province:	Postal Code:	State/Province:	Postal Code:
Telephone:		Telephone:	
Email:		Email:	
Notices:			
Name:		Name:	
Title:		Title:	
Address:		Address:	
City:		City:	
State/Province:	Postal Code:	State/Province:	Postal Code:
Telephone:		Telephone:	
Email:		Email:	
Issue Resolution:			
Name:		Name:	
Title:		Title:	

MPS SOW APPENDIX A – SERVICES AND PRICING STATEMENT

1. Services Statement

Prices as set forth in Appendix A are inclusive of duties, shipping and handling, and are exclusive of sales taxes.

[Pricing to be included in this section.]

2. Billing Models, Consumable Reconciliation, and Early Termination Fees

2.1. Country/Region Price Index. If the country's CPI (as defined below) increases annually by 3% or more, HP may, increase Fees by the amount of increase in that CPI. Such increase will only be effective 30 days after written notice of the CPI increase is given by HP and will apply to the Fees for the total MPS Fleet no more frequently than annually.

2.2. Assumptions. If any assumptions or dependencies used to determine Fees (including but not limited to Device listing, associated page volumes, and toner/ink usage) materially change or are materially incorrect, HP reserves the right to adjust Fees and pricing on a forward-looking basis. Such changes will be applied via Change Order and Customer agrees to pay any additional Fees.

In addition, HP may adjust Fees on a forward-looking basis due to changes in taxes, duties, tariffs or other government action which increase HP's hardware and/or Consumables costs by 10% or more. In the event of such occurrence, HP will provide 60 days' advance written notice to Customer.

2.3. Page Yields. Pricing is based on manufacturers expected page yields (number of pages printed) per cartridge for each device type. Where the actual yield deviates by more than 10% from the expected yield, HP may investigate and, provided HP can provide evidence of this deviation, can adjust pricing for that device by the equivalent percentage to reflect the actual page yield. Where additional products or new cartridges are introduced during the course of this Agreement, the yield for such new cartridges will be provided if and when a reconciliation of cartridge yields takes place.

2.4. Billing model table The table below defines the SOW billing model, the associated reconciliation and early termination Fees calculation processes.

Billing Model	Base + Click
Billing Model Description	Customer will pay monthly Fees per Device and Software Product equal to a fixed monthly base payment ("Base Charge"), plus a variable monthly payment equal to the number of print outputs or clicks multiplied by the cost per print output ("Click Charge"), as set forth in the Pricing Table above and applicable Change Orders. In addition, and as applicable, Customer may be billed Start-up and recurring Service Fees as they may be defined in the Pricing Tables above.
Early Termination Fees & Calculation	Unless agreed in writing, early termination Fees include an aggregate lump sum payment of all remaining Base Charges which would have been owed by Customer for

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Billing Model	Base + Click
	the remaining Term. (Early termination Fee per affected Product = Monthly Base Charge per Product multiplied by remaining months of Term.)

Billing Model	Base + Supplies
Billing Model Description	Customer will pay Fees per Device equal to a fixed monthly base payment (the "Base Charge") plus a variable monthly payment ("Actual Charge") equal to the total number of Consumables shipped within a billing period and then multiplied by the then current charge for each Consumable as set forth above and within applicable Change Orders. In the event a Device is moved from one location to another during a given invoicing period, all applicable charges for that Device will apply to the location in which the Device resides at the end of the billing period. Maintenance Kits and Maintenance Parts are included in the Base Payment. In addition, and as applicable, Customer may be billed Start-up and recurring Service Fees as they may be defined in the Pricing Tables above.
Early Termination Fees & Calculation	Unless agreed in writing, early termination Fees include an aggregate lump sum payment of all remaining Base Charges which would have been owed by Customer for the remaining Term. (Early termination Fee per affected Product = Monthly Base Charge per Product multiplied by remaining months of Term.)

Billing Model	Cost per Page with Minimums
Billing Model Description	Customer is invoiced a Fee per Device ("Device Charge"), equal to the number of print outputs ("Clicks") per Device multiplied by the cost per print output ("Click Charge") per Device, as set forth in this Appendix A and in applicable Change Orders. In the event the Committed Monthly Print Volume for a given Device has not been reached, Customer will be invoiced a Device Charge based upon a number of monthly Clicks equal to the Committed Monthly Print Volume. For color Devices, the Committed Monthly Print Volume per Device is further delineated and the number of committed mono and color Clicks are determined by the percentage page split specified in table B above. Customer may not carry over the unused portion of the Committed Monthly Print Volume per Device to any other month or Device. In addition, and as applicable, Customer may be billed Start-up and recurring Service Fees as they may be defined in the Pricing Tables above.

Billing Model	Cost per Page with Minimums
Early Termination Fees & Calculation	Early termination Fees include an aggregate lump sum payment of all remaining Fees based on committed page volume as found in this Appendix A, which would have been payable by Customer for the remaining Term from the effective date of termination. Early termination Fee per affected product = Click Charge multiplied by Committed monthly print volume per affected product and then multiplied by remaining months of Term. In the event Customer replaces a terminated Device(s) with other eligible Customer Provided Device(s) within thirty (30) days prior to the next billing cycle and HP invoice date, Customer will not have to pay Early Termination Fees for the terminated Device.

Billing Model	HP MPS Flexworker Service Monthly Flat Fee
Billing Model Description	The Customer will pay a fixed monthly fee ("Monthly Flat Fee") for a specified Flexworker Device equal to a fixed monthly payment for the specified print volume and services as set forth in the Flexworker Pricing Table and applicable Change Orders. The Monthly Flat Fee will be payable throughout the Device Term and covers payment for: - The Device usage, for HP-provided Devices; - Support Services at the service level nominated in the Flexworker Fleet Table herein; and - Printing Supplies. A Device's "Start Date" commences either: 5 business days after the ship date; or when the registration is complete for the Device through the Flexworker registration process, whichever occurs first.
Pricing Assumptions	The pricing set out in the Flexworker Pricing table is based on the monthly and annual print volumes shown in Section 1, Table G: HP MPS Flexworker Service.
Fair Usage	At the end of each billing period, HP reserve the right to conduct a usage calibration in consultation with the Customer and if the Monthly print volume for the total Flexworker fleet is found to exceed that in Table G by more than 10%, HP may revise the Monthly Flat Fee to reflect such additional print volume/actual print volume, on a go forward basis, or charge the applicable Overage Click Charge indicated in Flexworker Pricing Table for the excess pages
Early Termination Fees & Calculation	Unless otherwise agreed in writing, Early Termination Fees are equal to an aggregate lump sum payment of all remaining fixed Fees, excluding services not yet performed, which would have been owed by Customer for the remaining Term. (Early termination Fee per affected Product = Monthly Flat Fee per Product multiplied by remaining months of Term.)

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Billing Model	Application Subscription Service
Billing Model Description	Customer is invoiced a monthly subscription fee based on the number of Instances that are active for more than 14 days in the month covered by the invoice, at the rate specified for the Application Subscription fees pricing table above. - An "Instance" means each single installation of an Application on a product and is "active" from the date it is installed until the date when the System receives notification of the uninstallation of the Instance. - The Subscription Service will automatically renew monthly, unless the server receives notification that the relevant Application Instance has been uninstalled.
Pricing Assumptions	The pricing set forth in the Application Subscription Fees table is based upon the estimated number of Instances shown in the Estimated Subscribed Instances table.
Reconciliation Process	HP may provide at least 30 days' notice in writing of an adjustment to the Monthly Subscription Fee, which will take effect at the end of the notice period.
Reconciliation Frequency	After 12 months following the Effective Date of the SOW, and annually thereafter.
Early Termination Fees & Calculation	Unless otherwise agreed to in writing, no cancellation fees apply. Subscription Fees are not pro-rated or refundable for part months of usage.
Additional Software License Information	In addition to HP's software license terms, the following license restrictions are applicable: - Customer's license is not perpetual and doesn't exceed the SOW Term. - The Application is licensed for active Instances subject to payment in accordance with the billing model description above. - Customer may install and use the Application as authorized in this Agreement only as a complete product and may not use portions of such Application on a stand-alone basis separate from the complete Application unless expressly authorized in the Transaction Documents, Additional Software License Information, or Specifications or an applicable Agreement

2.5.   Page Format Reference for Click Charges

Click counts will be provided to HP by DCA. A4 and Letter size prints will be charged at the rate of 1 (one) click per impression. A3 size prints will be charged at the rate of 2 (two) clicks per impression. All other page sizes will be charged at the conversion rate as reported by the Device. A duplex page will be charged as 2 impressions regardless of whether ink or toner is used on both sides of the page, unless all of the following conditions are met:

> (i) the duplex printing capability is supported and enabled for use in a Device;

(ii) Customer applies firmware updates (when required) to support duplex impression counts at Device level. If all of these conditions are met, HP, to the best of its technical ability, will count only the printed sides of a sheet as reported by the Device.

If all of these conditions are met, HP, to the best of its technical ability, will count only the printed sides of a sheet as reported by the Device.

The number of pages which are printed and tracked by the Software Solution may not match the number of pages indicated on Customer's invoices. This discrepancy can occur in the Customer's environment because the Customer's environment may have a number of applications, computer platforms, devices and locations which will not spool outputs through the Software. While some printed pages cannot be tracked by the Software, all page impressions are tracked and invoiced through DCA.

For prints/copies on PageWide Devices and OfficeJet Enterprise, Accent Color pages (impressions with color content less than 90K color pixels i.e., 0.5 square inches) will be charged as Mono pages, General Office Color pages will be charged as Color pages and other Color pages will be charged as Color Professional pages, unless otherwise specifically stated herein. In case the Click Charge per Color Professional Page is not specified, all color pages will be charged at the Click Charge per Color Page.

For print/copies on PageWide XL and DesignJet Devices, the media usage data will be converted into multiples of Letter size equivalent = 8.5 x 11 = (0.0603 square meters) and charged to the nearest full letter size equivalent. Low Density pages (i.e., pages with ink coverage below 20%) will be charged as monochrome pages and high-density pages (i.e., pages with ink coverage equal or above 20%) will be charged as color pages.

Device Fees are based on ink coverage density of 20% or less for low density pages (mono Click), and above 20% on ink coverage density for high density pages (color Click). HP may periodically audit ink coverage usage for abnormal levels of consumption throughout the applicable Device Term and upon notice to Customer, make an appropriate percentage change to the Click Charges on a forward-looking basis.

For print/copies on PageWide Pro, PageWide Enterprise and A3 PageWide Devices, the media usage data will be converted into multiples of A4 pages equivalent (0.0625 square meters) and charged to the nearest full A4 equivalent. Mono Line pages on standard media without color usage (pages with total pixel coverage below 10%) will be charged as Mono pages, Color Line pages on standard media with color usage (pages with total pixel coverage below 10 % and color pixel coverage above 1 %) will be charged as Color pages, and Low to High density Image pages on standard media (pages with total pixel coverage equal or above 10%) as well as Premium Quality Images on premium media will be charged as Color Professional pages.

3. Additional Services Related Though Not in Scope of this SOW

The following services are examples of those which may be subject to a one-time only charge which will be communicated prior to the provision of that service on a per case basis. Charges will be based on HP's now current rates (unless reference prices have been indicated below or have been agreed in writing to the contrary) and will be invoiced in accordance with section '6.6 Additional Services' guidelines.

Support Fees for issues attended on-site which were found to be non HW fault related E.g.,
- HW connections connected to base device
- Broken through external influences; over utilization or user breakage

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- Dirt of device (including. glass cleaning)
- Issues caused by Fax, Installation, cold reset, partial clean
- Paper Jams (whether simple or complex)
- Water damage
- No fault found at time of on-site attendance
- Other: Configuration, cables, network

In addition,
- Failed visits due to (Customer end user or other appropriate contact) in-availability
- Unnecessary on-site attendance due to incorrect detail being providing at time of call logging/during remote diagnosis attempts. Or because end user/Customer unwilling to support remote diagnosis/fix attempts

Other additional one-time services, e.g.:
- Move of devices on/between sites
- Deinstallation Services
- Storage
- Replacement of damaged, lost, or stolen devices
- Resources provided outside of the agreed contract deliverables (such as Consultancy or Out of Hours support, etc.)

The following services are subject to a one-time only charge as indicated in the table below. Charges will be invoiced in accordance with section 3 Additional Services guidelines.

Country	Service Category	Service Description	Service Fee

MPS SOW APPENDIX B – SERVICE DESCRIPTIONS

All Service Descriptions are incorporated herein by reference. HP reserves the right to modify the Services Descriptions from time to time. HP agrees that such modifications will not materially reduce the quality of the MPS Service provided to the Customer. Each Service Description provides a "Definition" and "Scope" of the MPS and outlines the respective "Roles and Responsibilities" of the parties along with any special considerations such as additional terms and requirements that must be present to complete that Service. Throughout, those sections marked as Customer's Responsibilities are also considered Dependencies under the SOW.

1   Design

1.1   Discovery Service

Scope / Description of Services
HP will discover and document the Customer current Imaging and Printing Environment ("Current State") for future state Fleet ("Future State") design. The selection or designation of a Site for On-Site discovery versus a remote discovery will be set forth in Appendix D to the SOW.

1.1.1 Remote Discovery

For all Customer Sites designated for Remote Discovery Services in Appendix D, HP will provide the Customer with proprietary and confidential fleet discovery templates and instructions on how Customer is to use the templates to document their current state IPE. Customer must accurately collect all required information and fill out the templates. Customer acknowledges that HP Design Services are dependent upon discovery information received by Customer.

HP Responsibilities
- Agree with customer on network discovery approach.
- Utilize HP Tools to perform a network discovery to confirm Devices discovered by Customer.
- Provide Customer with network discovery results.
- Provide Customer with fleet discovery templates and instructions.
- Provide a schedule for Customer to perform Discovery Services for each applicable Customer Site and to provide all gathered data and templates to HP.
- Provide feedback to Customer if information received is questionable or requires confirmation and/or revision.

Customer Responsibilities
- Provide HP with any necessary network access for HP Tools to enable discovery.
- Provide HP with all required device information pursuant to HP-provided templates, including but not limited to: location, model name, serial number, manufacturer, and any unique printing capabilities (i.e., duplex, color, stapler).
- Provide HP with any direct printing requirements and information about non-network printers.
- Provide completed templates in accordance with mutually agreed-upon schedule in order to align with the desired deployment schedule.

- Supply accurate, up-to-date, and complete electronic facilities maps with location of the fleet (.PDF, .JPG, .PNG, .GIF, or .TIFF file formats).
- Provide any remediation or confirmation requested by HP within the allotted schedule.

1.1.2 Onsite Discovery

For all Customer Sites designated for Onsite Discovery Services as applicable and as included in the Appendix D - Site Profile, HP will schedule and arrive at such Customer Site(s) to gather information on current device location, condition, print volume, configuration, features and functionalities, as well as specific infrastructure and Customer business needs.

HP Responsibilities

- Agree with customer on network discovery approach.
- Utilize HP Tools to perform a network discovery to confirm Devices for all onsite sites.
- Schedule onsite Services with Customer.
- Conduct Onsite Discovery Services of the Customer's existing fleet.

Customer Responsibilities
- Provide HP with any necessary network access to run HP Tools.
- Appoint a local onsite Customer liaison (site coordinator) for each applicable Customer Site who can represent business needs and respond to infrastructure questions.
- Communicate internally the timing of Services to Customer personnel.
- Provide all necessary Site access badges/escorts, safety equipment, and Site training to enable HP to perform the Service.
- Supply HP with accurate, up-to-date and complete electronic facilities maps in .PDF, .JPG, .PNG, .GIF, or .TIFF file formats.
- Export in .CSV format all applicable print queue names and host applications by IP address and/or host name.
- Provide any remediation or confirmation requested by HP.

1.2   Design Service

Scope / Description of Services
The Future State design will be based on Customer design criteria (i.e., target user-to-device ratios, device acquisition criteria, etc.) as documented between the parties. HP will complete one Design per Site and, if needed, one refinement of the design, based on further Customer input. Any further designs would need to be agreed to by both parties and will be subject to an additional fee. Customer must approve any Fleet Design before HP orders and installs the Devices.

1.2.1 Hardware Refresh Design
HP will utilize the collected Discovery data to recommend a balanced Device replacement plan based on HP best practices for a future state IPE design.

HP Responsibilities
- Analyze discovery data.
- Recommend Device replacements and fleet optimization as needed.

Customer Responsibilities
- Provide Device specifications for replacement Devices.

1.2.2 Optimization Design

HP will design and optimize the future state Fleet, utilizing the collected data during Discovery Services. Customer must approve any Fleet Design before HP orders and installs the Devices. Any changes to Design Criteria may require a pricing adjustment.

HP Responsibilities

- Map Device layouts that display future Device distribution, network information for Devices and placement of Devices per floor per Site (if floor plans have been provided).
- Complete one design per Site and, if needed, one refinement of the design, based on further Customer input. Any additional design revisions will be subject to an additional fee.

Customer Responsibilities

- Approve the Fleet design by proposing changes or indicate final approval no later than 12 weeks prior to desired installation. In accordance with the agreed-upon Fleet Design Criteria, failure to approve the design within this timeline will require escalation and may constitute a delay and additional charges.

1.3   Managed Environment Assessment Service

Service Definition and Scope

Service Definition

The Managed Environment Assessment (MEA) is a limited enterprise wide evaluation based on sample data. It may be conducted either prior to a new MPS performance or during an existing MPS performance. When used during an existing performance the MEA defines the potential impact of introducing additional MPS into a Customer's IPE.

Scope

The MEA data modeling allows HP to assess existing IPE and plan future IPE fleet design and deployment. The MEA goals may include

- Fleet design and deployment
- Cost reduction
- Business process efficiencies
- Operational improvements
- Increased IPE security
- Environmental enhancement
- IPE present and future states

Site data samples are frequently used by the MEA. Guided by the Customer's input, HP adjusts the sample relative to the entire size of that business unit or enterprise. This data is then used to build a model of the Customer's overall IPE. This process allows for the quick creation of a reliable profile of the Customer's IPE.

Implementation

The implementation process of the MEA requires the following implementation phases:

Planning and Preparation

On-Site Interviews and Data Gathering
Analysis and Report Writing
Presentation of Findings and Recommendations.

HP will:

- Explain the process to facilitate the Customer's ability to gain approval and executive sponsorship for the assessment.

HP and Customer will:

- Identify appropriate interviewees, scope processes to be evaluated, and agree upon the overall logistics for the On-Site portion of the assessment

On-Site Interviews and Data Gathering

HP will:

- Collect relevant cost and financial data from Customer;
- Perform walk around discovery sessions to locate printers and collect data attributes
- Conduct interviews or workshops with agreed upon key business managers, selected key end-users, and Information Technology (IT) and Financial staff.

HP and Customer will:

- Implement print tracking software to collect page volume and device specific data such as event logs, if available.
- Implement security assessment software to analyze device security configurations.

Analysis and Report Writing

HP will:

- Analyze the current state of output, estimate costs, and develop preliminary future state design
- Submit the preliminary findings to the Customer for review

HP and Customer will:

- Conduct a telephone conference to discuss preliminary findings.

Presentation of Findings and Recommendations.

HP will:

- Arrange for a formal presentation to share the key findings and recommendations with the Customer, in which the opportunities to help optimize the infrastructure, better manage the environment, and improve the document workflow in the IPE will be reviewed

- Provide an On-Site or remote presentation of findings and recommendations to the Customer's management team

- Provide these presentation materials to the Customer:

  – A Managed Environment Assessment Final Report
  – Presentation of the Assessment findings and recommendations.

Roles and Responsibilities

The following roles and responsibilities define the obligations and requirements necessary to properly support the performance of this Service.

HP will:

- Analyze Customer output usage patterns and needs in the development of an output design plan

- Develop a customized future state output design

- Interview key business managers, leaders, and end-users in order to understand and analyze Fleet management policies, costs and specific business workflow processes within targeted departments

- Present the results of the assessment engagement to the Customer's project or management team.

Customer will provide HP with:

- Access to Executive sponsorship to ensure that HP's assessment is aligned with the Customer's objectives (senior management or above)

- A project coordinator as a single point of contact for the duration of this project to:

  - Assist in obtaining appointments with key managers and employees for interviews;
  - Ensure attendance at all scheduled meetings; and
  - Facilitate the delivery of the required information, data, and documentation.

- Access to business managers and users that can provide output management requirements for the site;

- Access to qualified system administrator/technical leads to answer architectural questions and help with planning; and

- IT assistance to enable HP to utilize network discovery and assessment Software and HP Tools as required.

Information, Data and Documentation

Customer will provide HP with the following information, data, and documentation:

- Provide all IPE operational information as reasonably requested by HP

- Provide current cost and labor information as it relates to the management of the existing output environment

- Assist and participate in any software or web based IPE discovery

- Provide floor maps in digital format of each assessment Site showing architecture and network topology

- Provide graphical display of IT system and strategy

- Provide existing documentation and diagrams for current output data flows

- Send software discovery reports via email to HP project lead no sooner than one (1) week prior to HP's On-Site assessment

- Provide access to at least one telephone and access to LAN connection

- Provide security clearance and facility access as required

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Functional/Technical Dependencies

Refer to Implementation and Roles and Responsibilities in this subsection.

Post Implementation Support

Not Applicable.

1.4   Workflow Discovery Assessment Service

Service Definition and Scope

Service Description

Workflow Discovery is designed to identify and evaluate business critical processes that are either manual and/or paper-intensive and target them for streamlining and automation. The focus is to optimize key workflows and business processes which involve content capture, management, retention and delivery

Scope

- HP reviews each process holistically starting with that processes' underlying infrastructure and including a detailed analysis of the time, cost, and stakeholder impact

- Once HP identifies the critical points in each process, HP collaborates with Customer to develop tailored solutions that will result in process improvements and introduce cost savings

- Depending on the specific workflow chosen to be studied and the number of stakeholders impacted by the business process this offering may require:

  – 1 to 2 days of preparation

  – 2 to 5 days of On-Site interviews/observations and data collection (process mapping of current state workflow)

  – 5 to 10 days of off-site report creation (data consolidation, analysis, business case and recommendations development)

  – Use of various solutions design tools for process mapping and sizing solutions (i.e., Security, Pull Printing)

  – Use of third-party resources if project requires technical integration into back-end EDMS or CRM applications

Implementation

The implementation process of the Workflow Discovery Service requires the following implementation phases:

- Planning and Preparation Analysis and Findings Development
- Presentation of Findings and Recommendations

Planning and Preparation

HP will:

- Explain the process to the Customer and secure executive sponsorship for the assessment

HP and Customer will:

- Identify appropriate interviewees, scope processes to be evaluated, and agree upon the overall logistics for the On-Site portion of the assessment

On-Site Interviews and Data Gathering

- Visit Customer site and observe current workflow and process

- Collect detailed documentation on workflow systems, and relevant cost and financial data from customer

- Conduct workshops or interviews with key business managers, selected key end-users, and Information Technology (IT) and Financial staff

Analysis and Findings Development

HP will:

- Consolidate data and analyze current state workflow in the development of a future-state model

- Develop a potential future-state model which includes the preparation of a future-state cost estimate

- Submit the preliminary findings to the Customer for review

HP and Customer will:

- Conduct a telephone conference to discuss preliminary findings

Analysis and Findings Development

HP will:

- Arrange for a formal presentation to share the key findings and recommendations with the Customer. The presentation will review the opportunities to optimize the infrastructure, better manage the environment, and improve the document workflow in the IPE
- Provide an On-Site of findings and recommendations to the Customer's management team
- Provide these presentation materials to the Customer
    – Workflow Discovery Service Final Report
    – On-Site presentation of the Workflow Discovery Service findings and recommendations

Roles and Responsibilities

The following Roles and Responsibilities define the mutual obligations and requirements necessary to properly support the performance of the Service.

HP will:

- Document the current state workflow process through On-Site or remote observations and workshops
- Interview key business managers, leaders, and end-users in order to understand and analyze specific business workflow processes
- Identify and measure the current state workflow's key quantifiable performance metrics

- Identify the workflow processes where technology and automation would best be applied
- Develop recommendations and strategies for optimizing the workflow process
- Present the results of the assessment engagement to the Customer's project and/or management team

Customer will provide HP with:

- Access to Executive sponsorship for this project that is committed to ensure that HP's assessment is aligned with the Customer's objectives (senior management or above)
- A project coordinator as a single point of contact for the duration of this project to:
  – Assist in obtaining appointments with key managers and employees for interviews
  – Ensure attendance at all scheduled meetings
- Access to business managers and users that can provide output management requirements for the site
- Access to qualified system administrator/technical leads to answer architectural questions and help with planning.
- Information, Data, and Documentation

Customer will:

- Provide all IPE operational information requested by HP
- Provide current cost and labor information as it relates to the management of the existing output environment
- Assist and participate in an any software or Web based IPE discovery
- Provide floor maps in digital format of each assessment Site showing architecture and network topology
- Provide graphical display of IT system and strategy
- Provide existing documentation and diagrams for current output data flows
- Send software discovery reports via email to HP project lead no sooner than one (1) week prior to HP's On-Site assessment
- Provide access to at least one telephone and access to LAN connection
- Provide security clearance and facility access as required

Functional / Technical Dependencies

Refer to Workflow Discovery Implementation Process and Roles and Responsibilities for additional details.

Post Implementation Support

Not Applicable.

1.5   Eco Printing Assessment Service

Service Definition and Scope

Service Definition

The Eco Printing Assessment is a time limited, enterprise-wide evaluation based on sample data. It may be conducted either prior to a new MPS performance or during an existing MPS performance. When used during an existing performance the Eco Printing assessment defines the potential impact of introducing additional MPS into a Customer's IPE.

Scope

The Eco Printing assessment evaluates the environmental impact of current state devices. The Eco Printing data modeling allows HP to plan for:

- Fleet design and deployment
- Cost reduction
- Business process efficiencies
- Operational improvements
- IPE security
- Environmental enhancement
- IPE present and future states

Site data samples are frequently used by the Eco Printing Assessment. Guided by the Customer's input HP adjusts the sample relative to the entire size of that business unit or enterprise. This data is then used to build a model of the Customer's overall IPE. This process allows for the quick creation of a reliable profile of the Customer's IPE.

Implementation

The implementation process of the Eco Printing Assessment Service requires the following implementation phases:

- Planning and Preparation
- On-Site Interviews and Data Gathering
- Analysis and Report Writing
- Presentation of Findings and Recommendations

Planning and Preparation

HP will:

- Explain the process to the Customer and secure executive sponsorship for the assessment.

HP and Customer will:
- Identify appropriate interviewees, scope processes to be evaluated, and agree upon the overall logistics for the On-Site portion of the assessment.

On-Site Interviews and Data Gathering

HP will:

- Collect relevant cost and financial data from Customer

- Perform walk around discovery sessions to locate printers and collect data attributes

- Conduct interviews or workshops with key business managers, selected key end-users, and Information Technology (IT) and Financial staff

HP and Customer will:

- Implement print tracking software to collect page volume

Analysis and Report Writing

HP will:

- Analyze the current state of output, estimate costs, and develop preliminary future state design
- Submit the preliminary findings to the Customer for review

HP and Customer will:

- Conduct a telephone conference to discuss preliminary findings

Presentation of Findings and Recommendations

HP will:

- Arrange for a formal presentation to share the key findings and recommendations with the Customer. The presentation will review the opportunities to optimize the infrastructure, better manage the environment, and improve the document workflow in the IPE
- Provide an On-Site or remote presentation of findings and recommendations to the Customer's management team
- Provide these presentation materials to the Customer
  - Eco Printing Assessment Final Report
  - On-Site presentation of the Eco Printing Assessment findings and recommendations

Roles and Responsibilities

The following Roles and Responsibilities define the mutual obligations and requirements necessary to properly support the performance of the Service.

HP will:
- Analyze Customer output usage patterns and needs in the development of a plan to reduce environmental impact of the current fleet;
- Develop a customized future state output design
- Interview key business managers, leaders, and end-users in order to understand and analyze Fleet management policies, costs and specific business workflow processes within targeted departments.
- Present the results of the assessment engagement to the Customer's project or management team.

Customer will provide HP with:
- Access to Executive sponsorship for this project that is committed to ensure that HP's assessment is aligned with the Customer's objectives (senior management or above)
- A project coordinator as a single point of contact for the duration of this project to:
  - Assist in obtaining appointments with key managers and employees for interviews.
  - Ensure attendance at all scheduled meetings
- Access to business managers and users that can provide output management requirements for the site
- Access to qualified system administrator/technical leads to answer architectural questions and help with planning
- IT assistance to enable HP to utilize network discovery and assessment Software and Tools as required

Information, Data, and Documentation

Customer will:

- Provide all IPE operational information requested by HP

- Provide current cost and labor information as it relates to the management of the existing output environment

- Assist and participate in an any software or Web based IPE discovery

- Provide floor maps in digital format of each assessment Site showing architecture and network topology

- Provide graphical display of IT system and strategy

- Provide existing documentation and diagrams for current output data flows

- Send software discovery reports via email to HP project lead no sooner than one (1) week prior to HP's On-Site assessment

- Provide access to at least one telephone and access to LAN connection

- Provide security clearance and facility access as required

Functional / Technical Dependencies

Refer to Eco Printing Assessment Implementation Process and Roles and Responsibilities for additional details.

Post Implementation Support

Not Applicable.

1.6 Asset Removal Service

Scope/Description of Service

The Asset Removal Service provides for the removal and disposal of Customer-owned printing devices that are not included in The Fleet. Removal and disposal includes the following:

- De-installation of devices
- Pack and Ship of devices
- Device inventory
- Data overwrite
- Device sale
- Device disposal

Such services are further detailed below

HP Responsibilities

- HP will de-install the devices

- HP will provide packaging materials, device packing services, pick-up service, transportation, and transit insurance

- Upon receipt of the device, HP will capture full asset details including make, model, serial number, and asset tag, and include such information in a report to Customer

- HP will overwrite data from the returned device hard disk drives, using the following procedure

- One-pass overwrite on hard drives: Overwrite of the entire surface with the binary character "0" to obscure data

- Device disposal: At HP's reasonable discretion and based on devices age, condition and market demand, HP will either re-use, refurbish, recycle or dispose of the returned devices in an environmentally responsible way

- Device sale: HP will prepare an asset register documenting a list of the returned devices and, if applicable their re-sale price. HP will Return any net proceeds from sale of devices to Customer

Customer Responsibilities

- HP will de-install the devices
- Provide pallets in a designated recovery area for placement of de-installed devices
- Pack the devices and ship them to an HP identified location.

1.7 Fleet Reduction Allowance

Scope/Description of Service

 HP will provide an allowance for removal of HP-provided Devices ("**Fleet Reduction Allowance**") from the Fleet installed under the relevant country SOW, over the Term of the Country SOW as set out in this section. Early Termination Fees shall not apply to Devices removed that are within the Fleet Reduction Allowance. Customer is responsible for Device de-installation and return shipping charges to the HP designated return center for those HP-provided Devices.

Eligibility

An HP-provided Device is only eligible for removal as part of the Fleet Reduction Allowance from twelve (12) months after the Start Date of its Device Term.

Fleet Reduction Allowance

The Fleet Reduction Allowance is calculated annually on each anniversary of the Effective Date of the Country SOW ("**SOW Anniversary**") based on the Nominated Percentage of HP-provided Devices installed and receiving MPS under the Country SOW as at that SOW Anniversary and applies to removals of Devices being effected within the following year. The Fleet Reduction Allowance does not rollover to the following year if not used during the year.

Nominated Percentage = _____ %

Example

The actual quantity of Devices within the Fleet Reduction Allowance for a particular year will vary annually as demonstrated in the following example:

> *Example:* In the first year following the Effective Date of the Country SOW there will be no Fleet Reduction Allowance. In the year following the 1st SOW Anniversary, if the number of HP-provided Devices in the Fleet of the Country SOW is 1,000 Devices with a 5% Nominated Percentage, the result would be a 50-Device Fleet Reduction Allowance for the year. In the following year, on the SOW Anniversary, if the HP-provided Device Fleet size for the Country SOW has increased to 1,160 Devices, the result would be a 58-device Fleet Reduction Allowance for that year. Standard rounding rules apply to fractions.

1.8   Client Fleet Acquisition Service

Scope / Description of the Service

Customer Fleet Acquisition Service enables Customer to sell to HP, based upon an evaluation from HP, HP determined eligible Customer-owned devices that are set forth in the Services and Pricing Statement Transferred Devices table, including their installed accessories and Consumables ("Transferred Devices"). The purchase prices are specified in the Transferred Devices table. Applicable taxes will apply. Following the HP purchase, the Transferred Devices shall be the sole property of HP, will be part of the Fleet, will be deemed to be HP-provided Devices for this SOW, and the Device Term for each Transferred Device will start on the effective date of purchase. Transferred Devices shall be used in their current location. Any requirements for movement shall be managed as a Change Order. Prior to purchase, HP reserves the right to undertake an audit to ensure that Transferred Devices are functionally operational and networked reportable devices. Such audit costs may be charged to Customer in case an asset does not meet the above criteria. Customer shall provide the Customer-owned device(s) brand name, model name, serial number, physical location information, asset number if applicable, IP address, host name, and current usage page counts. In addition, Customer will provide written confirmation that all such Customer-owned devices are operable and in good working condition. If HP reasonably determines that any of the Customer-owned devices should be relocated to a different location to meet the mutually agreed Design, Customer will assume all costs of moving such Customer-provided Device(s) to the location designated by the Design. If a Customer-owned device is deemed ineligible for MPS and repairs are required to bring the device to a good operating condition for fleet eligibility, HP may provide parts and repairs at HP's current standard parts and service rates and under separate agreement.

HP Responsibilities

- Determine eligibility of the selected devices to become Transferred Devices
- Execute the sales agreement
- Tag the Transferred Devices as HP-provided Devices

Customer Responsibilities

- Identify the devices that Customer would like for HP to acquire for MPS
- Provide brand name, model name, serial number, physical location information, asset number if applicable, IP address, host name, manufacture date and current usage page counts for the identified devices
- Execute sales agreement

Exclusions:

Customer Fleet Acquisition does not include Customer's entire consumables inventory, but only those consumables installed in the Transferred Devices.

2   Transition

The Transition and Implementation Services migrate Customer from Current State Imaging and Printing Environment (IPE) to the newly designed Future State HP MPS IPE.

2.1   Onsite Deployment Management Service Transition

Scope/Description of Service

HP Onsite Deployment Management Services provide onsite management and direction to transition Customer to its HP MPS IPE. All Onsite Deployment Management Services will be

performed in accordance with a mutually agreed-upon deployment plan, specifying deployment activities, timelines, and roles and responsibilities.

HP Responsibilities

- Assemble an HP Project team and work with Customer to assemble required Customer team and resources.

- Assign a resource who will act as a single point of contact for the Customer for Onsite Deployment Management activities.

  – Provide a project plan, preliminary deployment schedule, resource plan, project controls, and initial governance framework.

  – Schedule a kick-off meeting within 30 days of contract effective date or per otherwise mutually agreed-upon plan.

- Manage setup of Device Connect server, network port settings, HP remote access options, installation of HP Tools and initial Device Control Center accounts, as applicable.

- Manage deployment activities per site: pre-deployment, deployment, and post-deployment activities.

- Enable the transition of MPS Devices to HP ongoing management control, including but not limited to project governance, and document device configuration standards for the new fleet.

Customer Responsibilities

Prior to kick-off meeting with HP, assign a Customer Project Manager (CPM) to act as the single point of contact for the following required activities:

- Assembling Customer team.

- Define device configuration standards and print driver settings.

- Enable print server setup and installation of HP Tools, rollout network port updates, provide network drops where needed, and obtain necessary authorizations.

- Provide consent for Hardware ordering in accordance with the deployment plan, prior to hardware being installed.

- Provide feedback within five (5) business days from receipt of any document sent by HP. Feedback not received in this timeframe is deemed approved by Customer.

- Attend and participate in scheduled meetings.

- Complete Site Survey and operational site readiness.

- Develop and implement a change communication plan for the Customer personnel impacted by the transition Services.

- Set up an internal collaboration medium (e.g. SharePoint) for storage of program collateral such as job aids, training, communications, and program contacts, and provide HP with access to the medium.

- Ensure Customer administrative personnel attend scheduled orientation training covering Automated Supplies Management, best practices for receiving/loading supplies, and support contact instructions.

- As applicable, establish a governance model to obtain agreements and Local Site Statements of Work in a timely matter.

- Provide access to customer Sites and infrastructure for HP resources.

- Supply HP with a staging area to enable secure storage of products prior to installation.

- Cooperate on incident resolution when applicable.

- Provide signature of acceptance on the configuration sheet.

- Manage legacy device moves and disposal, as well as services discontinuation.

2.2   Remote Deployment Management

Scope/Description of Service

HP Remote Deployment Management Services provide remote management and direction to assist in transitioning Customer to its MPS IPE. All Remote Deployment Management Services will be performed in accordance with a mutually agreed deployment plan, specifying deployment activities, timelines and roles and responsibilities, based upon HP's processes.

HP Responsibilities

- Assemble an HP project team and work with Customer to assemble required Customer personnel and resources.

- Assign a resource who will act as a single point of contact for the Customer for Remote Deployment Management activities.

  - Provide a project plan, preliminary deployment schedule, resource plan, project controls, and initial governance framework.

  - Schedule a remote kick-off meeting within 30 days of Effective Date or per plan and provide follow-on meeting cadence.

- Manage setup of: Device Connect server, network port settings, HP remote access options, installation of HP Tools and initial Device Control Center accounts, as applicable.

- Manage deployment activities per site: pre-deployment, deployment and post-deployment activities.

Customer Responsibilities

Prior to kick-off meeting with HP, assign a Customer Project Manager (CPM) to act as the single point of contact for the following required activities:

- Assemble Customer team.

- Provide remote access to customer infrastructure for HP resources.

- Enable print server setup and installation of HP Tools; rollout network port updates, provide network drops where needed, obtain authorizations, and sign off.

- Define device configuration standards and print driver settings.

- Provide feedback within five (5) business days from receipt of any document sent by HP. Feedback not received in this timeframe is deemed approved by Customer.

- Remotely attend and participate in scheduled meetings.

- Complete Site Survey and operational site readiness.

- Develop and implement a change communication plan for the Customer personnel impacted by the transition Services.

- Set up an internal collaboration medium (e.g. SharePoint) for storage of program collateral, such as job aids, training, communications, and program contacts and provide HP access to the medium.

- Ensure Customer administrative personnel attend scheduled orientation training covering Automated Supplies Management, best practices for receiving/loading supplies, and support contact instructions.

- As applicable, establish a governance model to timely obtain agreements and Local Site Statements of Work.

2.3   Remote Deployment Coordination

Scope/Description of Service

The Remote Deployment Coordination Service provides for the remote coordination and guidance to the Customer to enable Customer to transition to its MPS IPE. Customer will develop a mutually agreed-upon plan for deployment activities, including ordering and delivery schedule, based upon HP's processes.

HP Responsibilities

- Assign a resource who will act as a single point of contact for the Customer to coordinate agreed-upon scheduled meetings and certain activities.

- Coordinate the ordering of devices and delivery to the agreed-upon locations per signed contract.

- Gather & collect data for existing devices to onboard to HP Device Control Center.

- Remotely instruct Customer on the following deployment activities: Device/Software Solution install/test, device orientation training sessions.

- Ensure support contact information is setup for ongoing delivery service management (Device Control Center user access instructions and HP Automated Supplies Management orientation).

Customer Responsibilities

Assign a Customer Project Manager (CPM) to act as the single point of contact for the following required activities:

- Assemble Customer team.

- Enable print server setup and installation of HP Tools; rollout network port updates, and provide network drops where needed.

- Provide remote access to customer infrastructure for HP resources.

- Define HP device configuration standards and print driver settings.

- Provide feedback within five (5) business days from receipt of any document sent by HP. Feedback not received in this timeframe is deemed approved by Customer.

- Check delivery health and deployment completion.

- Manage the communication and dissemination of job aids and training materials. Provide the required contact at Site to facilitate the deployment.

- Ensure Customer administrative personnel attend scheduled orientation training covering Automated Supplies Management, best practices for receiving/loading supplies, and Support contact instructions.

- As applicable, establish a governance model to obtain participation agreements and Local Site Statements of Work.

- Provide HP with required information for network enablement as agreed upon in the deployment plan.

- Coordinate Device Control Center user access setup.

- Coordinate at customer site the following activities:

  – Pre-deployment activities: site kickoff meeting, pre-allocation of device configuration information.

  – Deployment activities: site preparation meeting, Device/Software Solution install/test, device orientation training sessions.

2.4   Managed As Is Coordination – Applicable only for Installed Base devices

Scope/Description of Service

Managed-as-is Coordination provides a central point of contact to coordinate onboarding and entitlement of customer provided-devices to its MPS IPE. Customer will develop a mutually agreed- plan for entitlement and onboarding activities. Change Order Process will be followed when a device has reached EOSL or deemed irreparable.

HP Responsibilities
- Assign an HP resource who will act as a single point of contact for the Customer to coordinate agreed-upon scheduled meetings and certain activities. Agree with customer on network discovery approach.
- Provision of template collect data for existing devices to onboard to HP Device Control Center.
- Ensure support contact information is setup for ongoing delivery service management (Device Control Center user access instructions and HP Automated Supplies Management orientation).

Customer Responsibilities
- Assign a Customer Project Manager ("CPM") to act as the single point of contact for the following required activities:
- Designate contact per site.
- Device Onboarding Data must be provided in (x) days of signature of applicable SOW or Change Order adding the applicable Device.
- Provide HP with any necessary network access for HP Tools to enable discovery if needed.
- Enable print server setup and installation of HP Tools; rollout network port updates, and provide network drops where needed.
- Provide remote access to customer infrastructure for HP resources.
- Provide feedback within five (5) business days from receipt of any document sent by HP. Feedback not received in this timeframe is deemed approved by Customer.

- Ensure Customer personnel undertake DCC onboarding training on Automated Supplies Management.
- Provide HP with required information for network enablement as agreed upon in the onboarding plan within (30) days.
- Coordinate Device Control Center user access setup.
- Coordinate at Customer Site the following activities:
  – Pre-onboarding activities: site kickoff meeting, pre-allocation of device configuration information.
  – Template provided by HP for all device configuration required for provisioning of the service must be completed in (x) days from receipt of the template.

2.5   Hardware Installation Service

Scope/Description of Service

HP Hardware Installation Services provides for the installation and configuration of Devices specified in the Services and Pricing Statement and applicable Change Orders at Customer sites specified in each applicable SOW, in accordance with the mutually agreed Device Installation Schedule. Hardware Installation Service for each Device is complete and deemed accepted by the Customer when the HP-authorized technician successfully prints a test page.

HP Responsibilities

Site Preparation

- Communicate to the Customer the necessary electrical, network, and telephone specifications for applicable Devices, and validate such requirements are in place prior to commencement of installation activities

- Prior to the ordering of Devices, HP may initiate and oversee a Site evaluation(s) to validate delivery path, electrical power and space requirements

- Confirm with Customer necessary information including, but not limited to: shipping dock availability, hours of operation and scheduling, truck size accommodation, access to elevators, requirements for carts, mandates for union labor coordination, requirements for on-site staging area and Certificate of Insurance requirements

Device Shipment

- Establish logistics plan with Customer
- unpack Devices and dispose of packing materials in Customer provided trash receptacle(s) co-located at to designated staging area

Deployment

- Move the Devices from the Customer receiving dock to the staging area (if needed) and to the installation location

- Inventory Devices against packing list

- Install Devices, and accessories as required, per deployment plan

- Connect Devices to network

- Connect Devices to Power

- Install Supplies

- Configure Device with Customer-provided network information, including IP address, hostname, default gateway and subnet mask

- Update firmware as required

- During Installation, provide Customer with up-to-date Device drivers

- Perform Asset tagging

- Verify Devices functionality via a standard print test

- Place Device excess packing materials in nearby onsite Customer-provided trash receptacle(s) located in a central area on the same floor that Installation Services are performed

- Dispose packing material

- During Device Installation, provide key end-users and operators with HP standard Familiarization and Walk Around training unless other training is agreed in writing between the parties

Test Devices

- Print a test page

- Test functionality of Device features (ADF, paper trays, user interface function)

- As applicable and available the Print Policy, device job aids, and training materials will be provided for upload to Customer owned collaboration medium

Customer Responsibilities

Site Preparation

Complete site evaluation checklist provided by HP with information for each Customer site. Including shipping dock availability, hours of operation and scheduling, truck size accommodation, access to elevators, requirements for carts, mandates for union labor coordination, and Certificate of Insurance requirements.

Device Shipment

- Provide access to a staging area with appropriate space for deployment. Workspace shall include desk space with power, telephone, and internet access.

- As applicable, gather approvals for scheduled deployment: access to dock, labor/union approvals, access to carts, and access to elevators.

Deployment

- Verify Network IT completion of network port settings, including required network drops.

- Verify completion of facilities configurations, including required electrical power.

- Provide device configuration information (i.e., IP address, hostname, default gateway, subnet mask).

- Set up and configure required print servers with print queue mapping for end-users.

- Deploy required device drivers to required servers, workstations, and end-user PCs.

- Provide trash receptacles for packing materials.

- Provide staging area for removed Devices on same floor that they are located.

- Provide additional settings for digital sending.

Test Devices

- Designate a resource to assemble selected users to receive Device orientation.

Closeout

- Designate a resource to assemble selected users to receive Device orientation and familiarization training.

2.6   Device Connect

Scope/Description of Service

DCA enables the monitoring and continuous collection of Device data, including Consumables, usage, firmware versions, device settings and device health information from networked and compatible Devices throughout the. The information will be used for the on-going analysis of the Fleet, the provision of MPS, invoicing, web viewing, reporting and ASM (as defined in section 4.11.1.4) as applicable for the Devices.

DCA also enables remote access to compatible Devices for maintaining Device performance and health through remote configuration, diagnostics and support.

For DesignJet Devices (except HP PageWide XL Devices), HP will not use DCA to capture device information. The information will be collected by configuring the Device to send usage data in an email to HP daily.

Collected Data:
Collected Device, statistical and technical data will be used and stored solely as necessary for the provision of select MPS, monitoring, support, and reporting services to Customer. In the event HP is unable to obtain Device specific usage data, that usage data will not be made available in DCC usage reports. No data and information relating to identified or identifiable individuals will be collected.

HP Responsibilities

- HP will provide DCA software, installation and configuration instructions and remote support for Customer installation of DCA.

Customer Responsibilities

- Make any necessary modifications to network settings to allow DCA to communicate with the Devices.

- Not run any scripts against DCA.

- Provide Embedded Web Server passwords and other Device credentials to enable MPS for all applicable Devices.

- Allow HP to perform network-based device discoveries.

- Immediately report to HP any network or applicable Device location changes affecting DCA.

- Provide DCA server that meets the minimum requirements as provided by HP.

- Install and configure DCA according to specifications provided by HP.

- Designate a representative with authority to allow and support HP with network access to DCA and to the Devices.

- Provide timely support for environment in which DCA is installed.

- Use all reasonable efforts to maintain server and ensure continuous connectivity and reporting of Devices.

- Allow remote access to DCA.

- Make DCA available to HP on a 24x7 basis.

2.7 Web JetAdmin Consulting Service

Scope/Description of Service

HP Web Jetadmin ("WJA") is a tool for managing enterprise printing and imaging environments. It allows for the installation, configuration, troubleshooting, and monitoring of the Customer's printing and imaging Devices from the Customer's network. HP Web Jetadmin (WJA) services are described below:

HP will deliver five (5) contiguous days of on-site WJA services and upgrade assistance and training to administrators, with primary focus in the following areas:

- Discuss the latest version of WJA and associated prerequisites

- Upgrade WJA on one designated server, pc, or workstation

- Deliver advanced device discovery training

- Demonstrate advanced discovery HP best practices in the Customer environment

- Perform discovery of MPS-covered Devices on the Customer network as mutually agreed, using recommended and preferred discovery method(s)

- Discuss and demonstrate fleet management configuration methodologies

- Discuss server strategies to manage all field offices

- Discuss and demonstrate overall WJA best practices

- One-on-one advanced administrator education with Customer

- Deliver tailored support team training

- Deliver tailored helpdesk training

- Recommend service call flow strategy

- Review current proactive monitoring and reactive alert functionality

- Recommend specific changes to alert forwarding strategy with Service Manager

- Discuss / recommend alert integration strategy

- Discuss and demonstrate development and deployment of configuration templates

- Review Customer's current printer and Jetdirect firmware upgrades

- Discuss and demonstrate print environment security features and best practices

- Discuss WJA and HP IP Security Center relationship

- Discuss network protocols required by WJA

- Review recommend user roles and permission strategy

- Jetdirect security and operation

- Discuss and demonstrate device cache customization, exporting and maintenance

- Deliver WJA Reporting user training and

- Deliver WJA Reporting administrator training

Implementation:

- Customer must have WJA properly installed in its IPE;
- All discovered devices may not necessarily be configured;
- Only existing installed printers will be discovered.

Customer Responsibilities

Customer will ensure administrative capabilities are made available in order to allow installation and configuration of WJA.

- A WJA server must meet minimum technical specifications in accordance with WJA whitepaper entitled Optimizing Performance in HP Web Jetadmin
- Customer will ensure that SNMP is enabled on Customer network at both the device and server levels to ensure appropriate communication and manageability
- Customer will provide a graphical display of their architecture and topology (highly desired, but not required)
- Customer will ensure WJA server hardware and network connectivity is operational prior to HP IPG Services commencing implementation of SOW deliverables
- Project Manager must be authorized to make all decisions relative to this engagement, including identification and assignment of Customer's technical and business resources
- Customer Project Manager must be available to HP personnel throughout the entire engagement
- Customer will provide a qualified/trained system administrator/technical lead throughout the entire engagement
- Project Manager to track and verify deliverables have been met by HP throughout the life of the project
- Customer will provide a workspace with access to Customer network and printers, as well as other required equipment for presentation ability, if necessary.

Assumptions and Dependencies

Functional / Technical Dependencies

- Print environment network performance testing relies upon use of the network sniff tool in Customer environment. Testing will be limited without the use of network sniff tool;

- Demonstration of WJA alerts depends on actual HP device(s) installed; therefore, all WJA alerts will not necessarily be demonstrated. Limitations of installed devices may restrict the total number of alerts that can be demonstrated

- Customer networks will be operational during the entire implementation period, and HP will not be held liable if they are unable to completely implement within the agreed-upon timeframe if Customer network or hardware issues prevent execution

2.8   Case Exchange Services

Scope/Service Description

Case Exchange Integration Services provide integration and connection of Customer's existing service desk system that is utilized by Customer to log support request tickets, to HP's existing Service Exchange Platform. The goal will be for Customer's MPS related support requests to be automatically routed and received in near real time to HP's MPS Case Management System. Each party will use commercially reasonable efforts to perform integration efforts and tasks as further described below. In general, an HP project manager will work with a Customer assigned project manager to define the process necessary for integration, establish a schedule for completion, and establish acceptance criteria for the net results of HP integration services. HP will lead analysis and design, integration, end-to-end testing, and will help facilitate established Customer acceptance testing. The implementation of Case Exchange Integration Services will begin as mutually agreed after Effective Date of this MPS SOW. HP will notify Customer if HP reasonably believes that the goal of the Case Exchange Integration Services is not achievable by commercially reasonable efforts. Customer will be invoiced for Case Exchange Integration Services upfront.

HP Responsibilities

- Provide a project manager as a single point of contact to Customer for the duration of the integration project for coordination and scheduling of project tasks, documentation and any changes to scope requiring a Change Order

- Perform the activities, responsibilities and duties allocated to HP as set forth in this Section

- Plan and conduct project kick-off for identification of any prerequisites, establish Customer resource requirements, and draft project schedule. HP's project manager will verify with the Customer that the service prerequisites have been met prior to delivery of the integration solution

- Conduct data mapping and design sessions to:

    - validate case exchange message exchanges between systems and the fields

    - address data security requirements

    - complete gap analysis and solutions required

    - define error handling

    - document data configuration specifications and Interface Architecture Diagram

- Configure and integrate a Customer "adapter" into HP's Service Exchange Platform to receive the Customer's case exchange data, as well as return information (for example, ticket updates, closures, and resolution notes) from HP's platform back to Customer's Service Desk System. Case Exchange will translate the information gathered from the Customer's Service Desk System data by mapping required fields

- Draft end-to-end test plan, test cases, and gather test data. With Customer required support, HP will facilitate end-to-end system integration testing between Customer Service Desk System and HP's Case Management System, HP will use commercially reasonable efforts resolve issues

- Facilitate agreed Customer acceptance testing and system integration testing between Customer Service Desk System and HP's Case Management System, coordinate with Customer's project manager on test requirements, needed Customer resources, scheduling, and obtain Customer signoff and acceptance

- Validate production readiness, migrate configurations to production, conduct post-production validation and use commercially reasonable efforts to resolve issues, and obtain final Customer signoff and acceptance

- The following document deliverables will be provided in a format determined by HP:

  – Project Schedule – The timeline for the project in accordance with project delivery methodology

  – Technical Documents – An overview of data flow between systems and a detailed data mapping document for each transaction process

  – Interface Architecture Diagram – A high-level diagram depicting systems, data interfaces, and hardware/software components

  – Technical Support Model – An overview of processes and SLA for technical support

Customer Responsibilities

- Assign a Project Sponsor who:

  – Is available to HP personnel for the life of the project

  – Acts as an escalation point when conflicts cannot be resolved by the project manager

- Assign a project manager who is:

  – Responsible for all Customer aspects of this project

  – Authorized to make all decisions relative to the project, including identification and assignment of Customer resources

  – Available to HP consulting personnel throughout the project's life

  – Authorized to sign status reports, approve consultant hours, and approve project changes

  – Tasked to coordinate all interviews or meeting schedules

  – Responsible for acceptance of Deliverables and for verifying compliance of each Deliverable with the Deliverable acceptance criteria documented herein

  – Authorized to approve Project changes

- Assign managers and other personnel, as appropriate, to work with HP throughout the Project. Delays in providing this staffing may lead to a Change Order, and result in additional cost and/or delay in completion of the Services. The following table outlines the expected participation from Customer's staff

Role	Minimum Availability to Project
Sponsor	As required to overcome Customer issues that impede progress on the engagement

Steering Committee / Project Board	A group of Customer and HP Executives who will represent the highest authority on the engagement. Issues to be the responsibility of this body include strategy, IT, resource allocation, issue resolution, the apex of the escalation process, authorization of major change requests, etc.
Project Manager	100% assigned
Technical resources	
System Architect	
Customer Service desk system SME / analyst	Assign appropriate number of resources and percentage of time as determined in the Analysis and Design sessions.
Business process SME/analyst	
Testing resources	Assign appropriate amount of resources and percentage of time as determined in the Analysis and Design sessions

- In the event the integration requires a Project Schedule, Customer is responsible for schedule management and execution

- Obtain necessary rights and provide staff and environments (Development, Testing, Production) necessary for HP to provide these services

- Perform any backups needed before changes are made and backup the target systems and work implemented by HP

- Provide accurate, complete and timely information, business, and technical data (data mapping, business process/use cases, interface architecture diagram, test cases, etc.) or documentation as requested by HP to perform the Services

- Provide functioning Service Desk System; Case Exchange Integration should not be undertaken concurrently with Customer's new system implementation or upgrade of an existing system

- Provide resources and sample data that support design and testing

- Maintain Service Desk System availability, up-time and/or redundancy

- Provide necessary data as determined in the Analysis and Design phase and perform User Acceptance Testing – providing resources and signoff

- Ensure client workstation(s) web service, and network connection are available for use as test client for performing final solution testing

- When necessary, ensure HP has access to all three environments (development, test, and production). This includes, but is not limited to open firewall ports, providing tokens, providing passwords, and assuring any other security such as whitelist or blacklist do not prohibit access

Functional / Technical Dependencies

- Work on this services engagement will be performed by HP remotely

- Any Services or Deliverables not documented in this Section are considered outside of scope for this Service

- The services described in this Section do not include delivery of HP services to fix software bugs in the Customer's Service Desk System nor does HP assume any responsibility for compatibility issues related to changes in the Customer's production environment or upgrading or updating of Customer's Service Desk System

- Except for the Project Schedule, All Documentation created for this engagement will be available in electronic format using Microsoft Office. Other documentation formats can be considered by submitting a request to the HP project manager

- All Documentation and Correspondence for this project shall be in English

- HP and Customer acknowledge that this integration project will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent, or similar action by either party is required by any provision of this Section, such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by HP in performing its obligations under this integration project, HP will not be liable for such failure or delay

- Typical requirements that are identified from the analysis and design phases of the Case Exchange Integration Project, but are subject to change during the analysis and design phase of the project are:

    – The print related Incident Tickets for all end-user calls shall be created manually by the customer's end user

    – The Customer's system shall route the print related Incident Ticket to HP via Case Exchange

    – The Customer's system shall use its master data as the source of truth for asset and location information

    – The Customer's system shall initiate the case exchange process once the system determines the incident is applicable to HP

    – The Customer's system shall change internal status messages depending on updates received from HP

    – Customer and HP shall have the ability to provide bi-directional updates via Case Exchange

    – The Customer's system shall set the case to resolved or closed upon notification from HP

    – The Customer's system shall have the ability to send a cancellation request to HP

    – The Customer's system shall be able to identify errors returned by HP in the cases of malformed or incorrect data

    – The Customer's system shall be able to manage business continuity in cases when HP's system or the Customer's system is down for any given reason

    – The Customer's system shall be able to react to cases "voided" by HP if a ticket was misrouted or not serviceable by HP

- The HP Print Case Exchange Integration Project should comply with Customer's technology standards and architecture

- In scope: break-fix tickets for Customer campus and office locations for printers

- Assumptions

    – All asset/printer data (including Serial Number) is in master data information within Customer's service desk system

    – All location information with a reachable service address is in master data information within Customer's service desk system

    – HP Service Level Agreements (SLA) are a standard response time within the Support Section of Appendix B

    – Customer is responsible for maintaining their service desk including, but not limited to updating and maintaining CI data, all coding efforts to their systems, developing/updating business processes to create and trigger tickets to HP, security mandates, communication of requirements to HP, training and management of change of their internal service desk teams

    – The official SLA for any given case is mastered in HP's Change Request management (CRM) system. The case exchange solution is not designed to be used for SLA management due to HP business processes and inherent latencies that exist when transmitting data between systems

Post Integration Support

HP will provide integration solution support during the remaining Term of the SOW.

2.9   Management of Change

Scope/Description of Service

Management of Change (MoC) services include the provision tools and templates as determined by HP to support Customer with the preparation and alerts to their personnel regarding the organizational and procedural changes associated with transitioning to MPS. Prior to Hardware Installation Services, HP TM will collaborate with Customer in developing a MoC communication timeline and decide which HP available MoC collateral to use

Customer Responsibilities

- Customer annotates selected collateral with Customer logo and any required messaging adjustments

- Customer reviews messaging with Customer sponsors and key stakeholders

- Customer works with sponsors to cascade messaging per communication milestones noted on the transition timeline

- No less than 30 days prior to Hardware Installation Services, deliver final MoC communications pursuant to the established MoC communication timeline

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

2.10 End-User Education

Scope / Description of Services

User Training Services help Customer to accelerate the adoption and utilization of the new IPE. They include a range of content and delivery options dependent upon Customer needs that may include:

- Device Orientation
- Printable Job Aids
- Videos and animations
- Live and Recorded Webinar Training
- Advanced Onsite Training

Such Training Services are detailed below.

Device Orientation

Once the Device installation is complete and before the HP installation representative leaves the Site, HP will deliver a familiarization training of the Device(s) to the key end-users and operators, which includes:

- Control panel familiarization
- Copy features
- Print Media and Printing Supplies replacement.

This training will be provided once the Device is installed and fully configured. Timing of the sessions is based on HP installation representative availability. There is limited flexibility in scheduling to meet needs of key device contact availability. Typical training sessions are approximately 15 minutes per device type.

HP Responsibilities

- Deliver orientation training.

Customer Responsibilities

- Identify the specific users who should attend Basic Device Orientation
- Communicate the training schedule to those individuals
- If applicable, identify a location for this training
- Ensure the end-users attend the scheduled training

Printable Job Aids

HP Responsibilities
- HP will provide to Customer in electronic format, a series of job aids (1-2 pages each) that demonstrate the following:

  – Control panel familiarization

  – Copy features

  – Scan to Email, Scan to Fax, Scan to Folder, Scan to Device Memory

  – Creating and retrieving stored jobs

  – Replacing Print Media and Printing Supplies

- – Job-aid template for Customer specific customization (include fonts, and guidelines for layout, inclusion of customer logos)

- – Authentication, if applicable

- – Secure Printing processes, if applicable

- Additional custom job aids may be requested by Customer and will be subject to Change Order

Customer Responsibilities

Customer is responsible for printing these job aids and distributing them to the end users.

Videos and Animations

HP Responsibilities

- HP will provide to Customer, web page links to a series of video or animation tutorials in English, as appropriate. These videos and animations demonstrate the following:

  - – Control panel familiarization
  - – Copy features
  - – Scan to Email, Scan to Fax, Scan to Folder, Scan to Device Memory
  - – Creating and retrieving stored jobs
  - – Replacing Print Media and Printing Supplies
  - – Authentication, if applicable
  - – Secure Printing procedures, if applicable.

- This content may be hosted within the Customer's internal network, or accessed via an HP hosted website

- Additional custom videos or animations may be requested by Customer and will be subject to Change Order.

Customer Responsibilities

- Download videos and animations from HP provided website and post for internal distribution.

- Distribute the training content to the end-users.

Live and Recorded Webinar Training

Using virtual training environments such as WebEx, Citrix GoToMeeting, Citrix GoToTraining or HP Virtual Rooms, HP will provide interactive and engaging training to geographically dispersed audiences. This training delivery method includes live streaming video, slides, screen sharing, audio conferencing via phone or Voice over IP (VOIP), chat based Q&A and direct interaction with a live instructor. These sessions are customized to Customer's needs and can be recorded for unlimited on-demand playback.

Live Webinars

- Typical training sessions are approximately 30-60 minutes, depending on Devices and Software.

- Up to 65 logins can access the live training webcast simultaneously.

- A 'login' can be one individual at a desk, or a group of individuals sharing in connection in a conference or training room.

- Live webinars delivery outside of Business Hours may be requested by Customer and will be subject to Change Order.

Recorded Webinars

HP typically records at least one of the live webinars and makes it available to Customer for unlimited on-demand viewing by the end users.

HP Responsibilities

- Set up and deliver webinar training session(s)
- Provide training material
- Answer Customer questions during webinar
- If applicable, record webinar and provides content to Customer in an electronic format

Customer Responsibilities

- Confirm training schedule with 2-weeks' notice
- Host the webinar recording, HP can host the recording and additional charges may apply
- Provide live webinar schedule information to end-users
- Provide information to the users about accessing the recorded webinars.

Advanced Onsite Training

- Advanced Onsite Training is an extension of the basic device orientation, providing in depth demonstration of device and software settings which includes:
- Control panel familiarization;
- Copy features;
- Scan to Email, Scan to Fax, Scan to Folder, Scan to Device Memory;
- Creating and retrieving stored jobs;
- Replacing Print Media and Printing Supplies;
- Authentication, if applicable
- Secure Printing, if applicable.
- Additional customized topics may be requested by Customer and will be subject to Change Order.
- This training is delivered by a dedicated training resource. The trainer can deliver training one-to-one at a user's desk side, at the device with a small group, or in front of larger groups in a conference room, training facility, or any location with fully configured representative devices in the Fleet. The dedicated trainer can deliver training independent of the installer's schedule and can provide training in parallel with installation activities.
- In addition, the HP dedicated trainer resource can provide training and materials to Customer training resources in the form of a Train-the-Trainer session, including instruction and mentoring on training delivery methods and techniques.
- Typical Advanced Onsite Training sessions are approximately 45 minutes.

HP Responsibilities

- Develop training, which may include custom materials to be left with Customer; and
- Deliver training.

Customer Responsibilities

- Identify the specific users who should attend Advanced Onsite Training;
- Communicate the training schedule to those individuals;
- Provide the devices and identify suitable locations to be used for training demonstrations;
- If applicable, identify a location for this training; and
- Ensure the end-users attend the scheduled training.

3 Manage

HP shall manage, maintain, and repair the Devices per the following Management and Support Services.

3.1 Technical Support Service for HP-branded and Canon-branded Devices

Scope/Description of Service

During the applicable Coverage Window as defined in the service level descriptions below, HP will provide service to resolve logged Device issues that are not subject to service limitations pursuant to SOW. The applicable Technical Support service levels are described below and more specifically designated in Appendix A (Services and Pricing Statement) for the various Devices within the Fleet.

Technical Support Service Level Descriptions

Service Level Objective	Coverage Window (*)	Description	Measurement
On-Site Repair			
Next business-day on-site response, standard business hours (9x5)	Service is available 9 hours per day, during Standard Coverage Hours.	An HP authorized representative will arrive at Customer's site to begin hardware maintenance service during the next coverage day after the call has been received and acknowledged by HP, provided that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	Calls received after 4:00 p.m. local time will be acknowledged during the next coverage window and serviced within the coverage window on the day following acknowledgement.
4-hour on-site response, standard business hours (9x5)	Service is available 9 hours per day, during Standard Coverage Hours.	An HP authorized representative will arrive at Customer's site to begin hardware maintenance service within 4 coverage hours after the call has been received and acknowledged by HP, provided that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	The response time is measured during Standard Coverage Hours only. For calls received after 1:00 p.m. local time, the measurement of response time will be carried over to the next coverage window.
4-hour on-site response, extended business hours (13x5)	Service is available 13 hours per day, during Extended Coverage Hours.	An HP authorized representative will arrive at Customer's site to begin hardware maintenance service within 4 coverage hours after the call has been received and acknowledged by HP, provided	The response time is measured during Extended Coverage Hours only. For calls received after 4:00 p.m. local time, the measurement of response time will be

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]　　　Opportunity ID: [OppID]

Service Level Objective	Coverage Window (*)	Description	Measurement
		that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	carried over to the next coverage window.
6-hour call-to-repair (9x5)	Service is available 9 hours per day, during Standard Coverage Hours.	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 coverage hours after the call has been received and acknowledged by HP, provided that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	The call to repair time is measured during Standard Coverage Hours only. For calls received after 11:00 a.m. local time, the measurement of call-to-repair time will be carried over to the next coverage window.
8-hour call-to-repair (9x5)	Service is available 9 hours per day, during Standard Coverage Hours.	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 coverage hours after the call has been received and acknowledged by HP, provided that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	The call to repair time is measured during Standard Coverage Hours only. For calls received after 10:00 a.m. local time, the measurement of call-to-repair time will be carried over to the next coverage window.
Next business day call-to-repair, (9x5)	Service is available 9 hours per day, during Standard Coverage Hours.	HP will use commercially reasonable efforts to return the covered hardware to operating condition within the next coverage day after the call has been received and acknowledged by HP, provided that HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.	Calls received after 4:00 p.m. local time will be acknowledged during the next coverage window and serviced within the coverage window on the day following acknowledgement.
Hardware Exchange			
Next-business-day hardware exchange	Service is available 9 hours per day, during Standard Coverage Hours.	HP will ship a replacement product to Customer's site for delivery on the next coverage day after the service request has been received and acknowledged by HP, provided that exchange will be provided only if the problem has not been resolved remotely. (As identified on the Sites Profile, some Sites will require more time for exchange shipments.) Customer will return the failed Device to HP within three (3) business days of receipt of the replacement product and shall bear risk of loss until such returns are received by HP. If HP does not receive the failed	Calls received after 12:00 p.m. local time will be acknowledged during the next coverage window and serviced within the coverage window on the day following acknowledgement.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Service Level Objective	Coverage Window (*)	Description	Measurement
		Device within ten (10) Business Days of Customer's receipt of the replacement product, Customer will be charged the product's list price, less any applicable discounts.	

"(*) **Coverage Window** means either of the coverage hour descriptions specified below as applicable for the Service Level Objective.

Standard Coverage Hours means the hours of 8:30 a.m. to 5:30 p.m. Site local time, Monday through Friday excluding public holidays at the Site location.

Extended Coverage Hours means the hours of 8:30 a.m. to 9:30 p.m. Site local time, Monday through Friday excluding public holidays at the Site location."

Example of call logging cut off times impact to SLO's

Service Measurement examples	Calls received 10am Tuesday	Calls received 3pm Tuesday	Call received 4:30pm on Tuesday
On-Site Repair			
Next business-day on-site response, standard business hours (9x5)	Serviced by 5:30pm Wednesday	Serviced by 5:30pm Wednesday	Serviced by 5:30pm Thursday
4-hour on-site response, standard business hours (9x5)	Serviced by 2:00pm on Tuesday	Serviced by 12:30pm Wednesday	Serviced by 12:30pm Wednesday
4-hour on-site response, extended business hours (13x5)	Serviced by 2:00pm on Tuesday	Serviced by 7:00pm Tuesday	Serviced by 12:30pm Wednesday
6-hour call-to-repair (9x5)	Serviced by 4:00pm Tuesday	Serviced by 14:30pm Wednesday	Serviced by 2:30pm Wednesday
8-hour call-to-repair (9x5)	Serviced by 9:30 a.m. Wednesday	Serviced by 5:30pm Wednesday	Serviced by 5:30pm Wednesday
Next business day call-to-repair, (9x5)	Serviced by 5:30pm on Wednesday	Serviced by 5:30pm on Wednesday	Serviced by 5:30pm on Thursday
Hardware Exchange			
Next-business-day hardware exchange	Serviced by 5:30pm on Wednesday	Serviced by 5:30pm on Thursday	Serviced by 5:30pm on Thursday

HP Responsibilities

- If applicable to the issue to be resolved, HP may install available engineering improvements and firmware updates to ensure proper operation of the Device, maintain compatibility with the replacement parts or maintain supportability by HP.

- HP will provide HP-supported parts and materials. Replacement parts and products are new or equivalent to new in performance. Replaced parts and products become the property of HP.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- HP may periodically update Device firmware in order to maintain operational performance of the Device.

- HP, at its discretion, may provide support services not associated with a Customer-initiated repair case in order to maintain Device operability and functionality.

Customer Responsibilities

- Run self-test programs or correct reported faults as advised by HP.

- Make all reasonable efforts, upon HP request, to support and cooperate with HP's remote problem remediation efforts by: (i) providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility; (ii) Commencing self-tests and installing and running other diagnostic tools and programs; (iii) performing other reasonable activities, as requested by HP, to help HP identify or resolve problems; and (iv) Installing all Customer-installable firmware updates and patches, as well as Customer-replaceable parts and replacement units provided to the Customer as per the Customer test and release process.

- Allow remote Device access via HP tools.

- Provide an authorized representative present when HP provides the Onsite Support.

- Provide access to the Devices; including but not limited to removing any non-MPS supported equipment prior to HP's scheduled arrival.

- Implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.

- Notify HP if Customer uses Devices in an environment that poses a potential health or safety hazard to HP or its subcontractors.

- Operate the Devices in accordance with the manufacturer's published specifications, including adhering to any maximum usage limits as specified in the operating manual or technical datasheet.

- Maintain a procedure to reconstruct lost or altered Customer files, data, or programs that are not dependent on the Devices.

- Allow HP to modify the Devices to improve operation, supportability, security and reliability, or to meet legal requirements.

Service Level Adjustments:

Travel Zones

Unless otherwise agreed in writing between the parties, all On-Site service level objectives described in the above table (calculated from the time Customer ticket is received and acknowledged by HP till the specified time for meeting the service level) for applicable Support service level objectives apply only to Sites located as follows:

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

On-site response times					
Distance (to primary HP support responsible office)		Service Level Objective ("SLO")			
miles	kms	4 Hour SLO	6 Hour SLO	8 Hour SLO	Next Business Day SLO
<100	< 160	4 coverage hours	6 coverage hours	8 coverage hours	Next Business Day
100-200	160-320	8 coverage hours	10 coverage hours	12 coverage hours	Next + 1 Business Day
201-300	321-480	As agreed at time of order*	As agreed at time of order*	As agreed at time of order*	Next + 2 Business Day
>300	>480	As agreed at time of order*	As agreed at time of order*	As agreed at time of order*	As agreed at time of order*

* subject to resource availability

"coverage hours" means the hours applicable to the service level objective in the Technical Support Service Level Descriptions table above

Remote Assistance

All service levels related to repair are dependent on the availability of DCA. Should remote access to the Devices or the virtual environment not be available to HP due to Customer network infrastructure issues or cooperation, HP will continue to work to meet such service levels, but HP will not be held responsible for missed service levels.

Device Performance Assurance

Metric	Description	Consequence
Excess Failure Rate (HP-provided)	If an HP branded, HP provided Device is experiencing a failure rate of six (6) logged Technical Support tickets or more within sixty (60) consecutive calendar days for the same defect.	HP will replace such Device with a functionally comparable Device, at no additional charge to Customer and priced with the same Fees as the replaced Device. All replaced Device shall be returned to HP.
Excess Failure Rate (Customer-provided)	If a Customer-provided Device is experiencing a failure rate of six (6) logged Technical Support tickets or more within sixty (60) consecutive calendar days for the same defect.	Customer will replace such Device within 30 days of notice from HP of such requirement or if not, HP may elect one of the following options: (1) issue a remedial Change Order to re-price the Device, or (2) declare the Device ineligible for MPS and terminate the Device for convenience.

3.2   Priority Phone Support.

Scope/Description of Service

The Priority Phone Support Center is accessed by calling a designated telephone number. Customer will be able to receive assistance on technical issues with the Devices and the Software Products and place requests for supplies fulfillment. If on-site service is needed, the support agent will make those arrangements for the Customer. Prior to the dispatch of an HP-

authorized service technician for on-site support services if required, HP may perform remote diagnostic support, technical assistance and troubleshooting for the Devices and Software. HP Priority Phone Support is available Monday through Friday during local Coverage hours provided below, excluding local public holiday

Customer Responsibilities

- Before contacting HP, Customer Level 1 helpdesk shall resolve network connectivity issues, paper jams, toner and ink out and

- Provide HP with the following information:

  – Serial number(s) of products in question, if applicable
  – Contract number;
  – Customer-specific personal identification number ("PIN")
  – Service Agreement Identifier (SAID), for Solution support requests
  – A brief description of the problem
  – Site Address (where Service will take place)
  – Contact name and phone number.

Coverage hours

HP Priority Phone Support is available under the following hour coverage (local time):

  – North America: 8:00 a.m. to 6:00 p.m., Eastern Standard Time.

Customer identification

Customer identification through PIN is not used in Europe, Middle East and Africa

3.3   Supplies Management Service for HP-Branded and Canon-branded Devices

Scope/Description of Services

Utilizing HP Tools, HP will provide ongoing remote monitoring, management, ordering, and replenishment services for Consumables associated with active compatible Devices; Collectively referred to as Automated Supplies Management Services ("ASM"). ASM requires Devices to be continuously connected with the DCA. Unless the delivery is non-compliant to the order, Consumables cannot be returned to HP until expiration or termination of the applicable Term nor refunded by HP. Maintenance Kits are not available for all Devices. HP may provide re-manufactured Maintenance Kits parts that are equivalent to new in performance. All replaced parts become the property of HP. Unless otherwise stated in the SOW, any Customer request for Consumable buffer stock shall be subject to a Change Order.

Consumable Ordering

Consumable ordering will be automatically conducted via HP Tools, as applicable per Device and per Site. ASM is HP's standard service. For Consumable ordering for non-ASM supported Devices or designated Manual Data Collection, Customer shall use DCC or HP Priority Phone Support.

Consumable Delivery

Unless otherwise agreed in writing between the parties, HP will deliver all ordered Consumables to the Customer's designated central receiving location/dock at the applicable Site location with a reference to the Device for which it is ordered. For Consumables

automatically ordered through HP Tools, HP will make reasonable effort to deliver the replacement Consumable before the in-use consumable is completely expended. For Consumables ordered through DCC or HP Priority Phone Support, HP will use reasonable commercial effort to deliver Consumables:

Within two (2) to five (5) Business days from order receipt, for HP-Branded Devices;

Except as may otherwise be provided herein, Customer is responsible for all Consumables installation.

Maintenance Kits Replacement Service.

HP will evaluate service or parts needed upon maintenance cycle alerts based on the Device usage. For Maintenance Kits ordered through DCC or HP Priority Phone Support, HP will evaluate the maintenance history and initiate a replacement if parts have completed their usable life.

Waste-Toner Bottle Service.

For HP applicable Devices, HP may provide waste-toner bottles or toner collection units. The waste-toner bottles and toner collection units shall be replaced by Customer, for Customer-installable waste-toner bottles; or by HP, for non-Customer installable waste-toner bottles.

Consumable Take-Back

During the SOW Term, HP will provide a return process via HP's Planet Partner Program (PPP) for expended Consumables, provided PPP is available in the country of the Site. This covers all HP-branded Consumables, except those listed at {Instruction: insert URL here}

This URL may be updated from time to time. This does not cover packaging or packing materials for Consumables.

HP reserves the right to alter, suspend or close its PPP at any time for the following, but not limited to, reasons: laws relating to take-back, recycling and the management of waste, the availability and capability of waste management contractors and facilities and scientific developments.

Customer Responsibilities

- For those Devices, not compatible with HP Tools, Customer will timely order Consumables via DCC or HP Priority Phone Support only when such Device displays a front panel message indicating that replacement is needed. Customer may be required to provide a scanned copy of a test page evidencing that the Consumable present in the Device requires replacement.

- Customer shall be responsible for the security and use of any Consumables stores at Customer Site locations.

- Customer will promptly notify HP of any Consumables shipments not received within fifteen (15) Business Days of shipment confirmation.

- Unless otherwise agreed in writing between the parties for designated Customer Site locations, Customer shall install Consumables in accordance with Manufacturer's specifications, only when the Device displays an appropriate front panel message indicating the replacement is needed.

- Notify HP of any change in Device location or network address.

- Provide HP with a contact name, phone number and/or email address of any individual responsible for receiving Consumables, and notify HP of any change.

- Inform HP of any significant change in consumption of Consumables.

- Unless HP otherwise provides written instructions of the contrary, Customer shall return applicable expended Consumables as per instructions at www.HP.com/recycle, except packaging and packing materials unless expressly requested to do so as per the written or online instructions. All those expended Consumables that are not covered by the PPP shall be the responsibility of Customer and shall not be returned to HP or the HP PPP.

- Identify a single point of contact to work with through the implementation of applicable HP Tools.

- Provide the names, email addresses and phone number of Customer personnel responsible for replacing and if applicable, installing Consumable, and notifying HP of any change.

- Customer telecommuters must be available on Site to take receipt of the Consumables delivered by HP.

Ordering and Delivery Timeline

- North America: Orders for Consumables received before 3:00 p.m., Customer local time, Monday through Friday, excluding local public holidays, will be filled and delivered to the Customer Site's designated central receiving location/dock on the next HP Business Day. Delivery to Sites in Alaska and Hawaii will require up to ten (10) Business Days.

3.4   Delivery Service Management

Scope/Description of Service

Following Deployment Management Services, HP will provide various points of contact for the continuous and proactive coordination, measurement and management of the delivery and performance of MPS and as included in the Appendix "A" Services and Pricing Statement. Service management also includes HP consultation and recommendations to assist Customer in maintaining and enhancing the benefits of their managed IPE, throughout the Term of this SOW. More specifically, HP will provide the following services remotely, except as otherwise specified herein:

HP Responsibilities

Operations Control

- Coordinate with Customer regarding install, availability and use of HP Tools necessary to HP performance of MPS.

- Provide timely, proactive and relevant communication against reported incidents including Hardware Device break/fix incidents, Supplies incidents and applicable Software incidents.

- Create, manage and track through execution all HP issued Change Orders.

- Report Customer adherence and variances to mutually agreed-upon processes, procedures, and schedule.

- Provide detailed reports pertaining to invoicing, as needed.

- Manage and track the agreed-upon service levels.

- Manage the entire lifecycle of HP-Provided Devices and HP-Provided Software solutions, including tracking and alerting Customer to Customer-required installations of applicable software updates and required upgrades.

Operational Reviews

- Perform periodically remote contract reviews and meet with Customer's designated representative quarterly

- During quarterly Customer review, discuss day-to-day MPS performance (incidents, service level performance, fleet utilization, invoicing), operational requirements, and Customer satisfaction within the period prior to the review.

Customer Relationship Management

Assign a main point of contact to manage the governance and business relationship between HP and Customer throughout the term of the contract in the country of the SOW. Manage continuous and proactive coordination, measurement and management of the HP delivery and performance of MPS across a country.

- Review and manage the overall HP MPS performance and Customer satisfaction; provide timely, proactive and relevant communication against reported incidents and related issue resolution and necessary escalations.

- Engage with Customer personnel to understand Customer's evolving business strategy and needs.

- Report Customer adherence and variances to mutually agreed-upon processes, including any applicable Print Policy document, and any recommended changes thereto throughout the Term of the SOW.

Customer Supplier Management

HP will coordinate and act as a liaison with applicable Customer's third-party service providers and/or Customer's vendors that interact directly or indirectly with HP.

Customer Responsibilities

- Assign a single point of contact throughout the Term of the SOW, who will coordinate the other Customer resources required to support HP in providing MPS.

- Participate in scheduled meetings and drive resolution for action items assigned to customer.

- Coordinate activities with third-party vendors to ensure full cooperation with MPS, if applicable and necessary.

- Provide feedback within five (5) business days from the receipt of any document sent by HP. If HP does not receive timely feedback, the document and any requirements therein will be deemed accepted.

- Resolve HP identified non-reporting Devices in a timely manner, and work with HP towards resolution of all identified issues.

- Assist with the development and approval for Delivery plans, Print Policy (if applicable), and other documentation in a timely manner.

- Enable and provide all necessary access rights for MPS performance and installation of HP Tools.

- Create change orders for changes initiated and generated by the Customer.

- Allow appropriate access to HP assigned resources, including security clearance, to all locations under the scope of the SOW.

- Coordinate activities with third-party vendors to ensure full cooperation with MPS, if applicable and necessary.

3.5   Remote Management Services

Scope/Description of Service

HP Remote Management Services (RMS) provide for HP remote assistance and performance of certain tasks related to the management, updating, and security of MPS Devices and Document And Workflow Solutions. Customer agrees to allow HP and/or its designated representatives, remote access to the applicable Devices and systems with continuous connection to the DCA. HP assumes no responsibility for its inability to perform RMS services due to Customer's lack of cooperation and/or failure to allow for continuous remote access through the DCA. RMS is provided during local office hours unless specified differently. Any service requests that require an on-site visit are considered outside the scope of RMS and may require additional Fees. HP will provide the following RMS services as described below:

Device Configuration Management Service
HP will remotely establish or re-establish Device settings that are lost or changed due a Technical Support fix or a Device replacement. The Device settings will be based on the agreed customer Device settings. Customer or HP personnel may use HP Priority Phone Support or email to advise HP as to which Device requires its setting to be established or re-established.

Device Password Support & Management Service
Provides increased security of Devices by setting passwords and locking the control panel of the Device. Through remote access an HP administrator will periodically manage the setting and resetting of passwords for HP-branded Devices and the enabling of telemetry data collection. Passwords to be administered are the device administrator credentials (HTTP / EWS) and SNMPV1V2 + SNMPV3 credentials. HP will reset passwords for all HP branded Devices twice annually. In addition to resetting passwords, the HP administrator will lock and unlock the Device control panel upon request for maintenance and support activity.

Firmware Management Service

Firmware updates address any of the following issues: software bugs, security patches and engineering improvements. Following the completion of Deployment Management Services for the initial Fleet, HP will remotely perform firmware updates on applicable Devices applying the most suitable version for the customer environment. The updates are performed no more than twice annually during the SOW Term, unless otherwise requested by HP. Before the update is applied, HP will evaluate and identify Device candidates for firmware updates. The Customer has the responsibility to verify and ensure that the new version will not introduce compatibility issues within the customer environment. Upon Customer approval, HP will perform the updates. HP will collaborate with the Customer to develop a firmware update plan that includes the targeted Devices, timelines, and firmware versions. Firmware updates may be provided after Customer business hours and HP may incrementally perform Firmware Management Services within an agreed upon time period dependent on the size of Customer's Fleet and quantity of Device candidates. Customer shall perform all necessary reboots required for Devices upon completion of firmware upgrades.

HP Printing Security Governance & Compliance Service (HP SGCS)

HP will provide remote reporting on maintaining Customer's defined security policy applicable to supported HP Devices during the SOW Term.

- Provide a monthly report to the Customer containing the following:

  – Fleet and Device compliance status to the Customer's defined security policy (that has been integrated into HPSM).

  – Customer approved and defined changes to the Customer's security policy.

  – Top 5 risks identified across the eligible Fleet.

  – HPSM automated remediation actions on non-compliant Devices.

- HP Responsibilities

  – Update any detailed and Customer approved changes to the print security policy in HPSM.

  – Provide the Customer the monthly SGCS Report.

- Customer Responsibilities

  – Designate a security representative to be readily available to collaborate with HP.

  – Create and present a well-defined security policy to HP.

  – Provide continuous remote network access.

  – Perform HP determined local test and diagnostics as requested. Provide confirmation to HP that Customer IT infrastructure is operational.

  – Provide support for the IT infrastructure in case of failures.

  – Inform HP about Customer system/infrastructure changes in advance.

- Technical Requirements/Prerequisites:

  – HP SGCS requires HP Security Manager Software Solution (HPSM), HP Print Security Advisory Service and HP Print Security Retainer Service to be included in MPS

  – Continuous DCA connection to all SGCS Devices is required for the performance of SGCS (HP can only report on the last known compliance status of Non-Reporting Devices

All HP SGCS Devices need to be compatible with the HP Security Manager version

Proactive Diagnostic & Support for Software Malfunctions

HP will verify devices are correctly configured, identify server errors, and print functionality is available daily. Upon discovery of errors, HP will initiate corrective actions intended to restore functionality. HP will proactively monitor software failures without customer intervention, minimize downtime, and avoid Customer's assistance with notification or logging tickets for Support. Hardware components (device or card reader) are not included with this service. Customer shall continue to contact HP Priority Phone Support for technical support related issues when experiencing print issues. When an issue is reported by the customer HP will respond dependent upon the severity level as detailed below:

Priority One: (Response Time 30 mins)

A catastrophic problem that may severely impact Customer's ability to conduct business. This may mean that the Software is not functioning, and no procedural workaround exists, and Customer is not able to print.

Priority Two: (Response Time 60 mins)

A high-impact problem in which Customer's operation is disrupted but there is capacity to print and maintain necessary business-level operations.

Priority Three: (Response Time 2 hours)

A medium-to-low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations but allows Customer to continue to print. This may be a minor issue with limited loss or no loss of functionality or impact to the Customer's operation.

Priority Four: (Response Time 4 hours)

Queries or requests not impacting operational functionality

Pull Print Solution Administration Service

HP will remotely provide the following operational tasks using the pull print solution administrator tool: Ensure that the latest configuration, software version is recorded for all applicable Devices;

- Remote consulting for Customer end users on how to gain access to the print jobs.

- Process of Customer change requests for adding, changing, and/or deleting users or Devices including their Device settings

- Troubleshooting errors or problems related to the Software Solution.

Remote Device Configuration Deployment Service

HP will remotely push all the Device configuration templates for Document and Workflow Solutions during the initial deployment of the Device in alignment with the overall deployment plan and Device settings. This is a one-time effort per Device for newly installed Devices. HP will configure the Device settings and pull print software solution and provide notification to Customer that Device is operational and successfully tested.

Note: Ongoing Remote Management Services (re-configuration and/or device re-configuration) are not included in this service – for more information please refer to RMS Base Services & JetAdvantage Services.

Software License Management

Provided on a monthly basis, HP will provide an assessment of the number, type, and expiration date of licenses in use. A notification will be provided when renewal of licenses is required 2 months prior to expiration, or when it is expected more licenses will be required 60 days in advance. During the same assessment devices with multiple licenses will be updated utilizing licenses efficiently. Service delivery is contingent upon remote access to the print infrastructure.

Device Decommission Service

At the end of an applicable Device Term or if HP MPS Technical Support resolution requires exchange of an applicable Device with a hard disk drive ("HDD") resulting in a shipment of the Device to HP, HP will remotely access the Device's Embedded Web Server (EWS) menu and erase all data on any such Device's HDD. While remotely performing services, HP will not have any visible access to the actual content of the data on the HDD. To demonstrate proof of an empty and erased Device HDD, HP will provide a screenshot of the Device event log displaying the HDD as wiped.

Proactive Diagnostic & Support for Hardware Malfunction

HP will remotely collect Device data related only to hardware errors. On a daily basis, HP will identify those errors compromising Device functionality. HP will remotely troubleshoot such

Device(s) and remotely restore Device functionality. For critical malfunctions that cannot be repaired remotely, HP will log a ticket for Technical Support. Customer will receive a monthly report of all HP proactively logged Technical Support tickets occurring the previous month in a format determined by HP. Customer shall continue to contact HP Priority Phone Support for Technical Support related issues for which they are aware. If Customer attempts to log a ticket for a specific Device that is a duplicate of a ticket that HP has already proactively logged, Customer will be notified of duplicate logging incidents. To be eligible for this service, Devices must be connected to DCA, and cannot be classified as "Non-Reporting" or provide failed telemetry data collections.

Software Solution Configuration Management Service

HP will remotely re-configure Software Solution(s) and applicable Device settings if a Software Solution is required to be uploaded and re-installed on a Device. HP will ensure the Device is added to the pull print software administration tool and confirm the Device is operational. Customer agrees to perform HP determined and necessary local test and diagnostics. Customer shall provide confirmation that the associated Device is operational and inform HP about Customer system/infrastructure changes.

Print Queue Management

HP will be responsible for creating print queues. These are created for each Customer specified driver and configuration for each Device. Initial print queues are set up and tested during deployment and upon Customer request a print queue can be added, changed or deleted according to changes in the Imaging and Printing Environment. Print queues will be monitored once per day and those showing any error status will be remediated. HP will also provide troubleshooting for any incidents raised for print queues and will provide a temporary workaround when required. HP will keep documentation of the print queues detailing the number and type of each.
The number of print queues is limited to one for each Device included in this statement of work. Not included (and to be provided by the Customer) is the provisioning of server equipment, server management and domain. With server management the Customer is responsible for appropriate capacity and availability of the servers processing all print jobs. Also not included is any work required to select and verify print drivers or the upgrade of drivers should one occur during the duration of this contract. Remote infrastructure access is required for delivery of the service and should be made available by the Customer.

Incident Dispatch Service
HP will provide a point of contact to raise all print related incidents impacting print functionality for devices within the scope of this agreement. Upon receipt of any related print issue HP will log, categorize and prioritize by creating a case in the print ticketing system and transferring this to the team responsible for resolution. After transfer of the case the status will be monitored in accordance with the agreed SLA. Whilst the ticket is open, HP will provide updates on its status. When the issue is resolved, HP will close the ticket. Each day HP will provide a report with open cases. Each month HP will provide a report with processed incidents, resolution time and details of SLA compliance.
HP will manage incidents in accordance with the documented support structure, which will be created during the transition and transformation phase. This will consist of the method for contacting HP, tools used for logging and tracking tickets, elevation and escalation processes, contacts for different Imaging and Printing Environment areas and SLAs and severity definitions that need to be followed.
The system for logging tickets can be a Customer provided tool or an HP system will be used. Remote infrastructure access is required for delivery of service.

Customer Responsibilities for all Remote Management Services

- Assign a point of contact to work with HP that will ensure:

  – Customer personnel to consult with HP personnel on security and technical aspects of the remote management service to communicate customer-specific security policies, and to provide customer approval for implementation of the DCA.

  – Collaboration and cooperation with HP to implement remote access to all Devices covered in the SOW.

  – Notification to HP of any physical location changes or networking and infrastructure changes.

- Complete a backup of all existing data, software, and programs on Devices prior to HP performing any Remote Management Services.

- Provide all requirements, parameters, and information necessary for HP to provide the appropriate assistance regarding configuration and implementation of all settings on the Devices.

- Allow sufficient time to complete the Remote Management Services activity in its entirety.

- Acknowledgement that Remote Management Services does not generally require system outages; however, it may require delivery during non-business hours.

- Any local on-site activities that are necessary for the remote delivery of Remote Management Services.

- The Customer will allow appropriate access to HP assigned resources, including Security clearance, to all locations under the scope of the Contract and SOW.

HP Responsibilities for ALL Remote Management Services

- HP will only implement settings per the Customer's direction and agreement.

Service Limitations

Notwithstanding the HP responsibilities included in the above Scope/Service Descriptions, HP shall NOT be responsible for the following:

- Advanced support for unsupported software.

- Hardware or software consultation that cannot be delivered remotely.

- Custom scripting.

- Break/fix activities handled thru separately entitled service contracts.

- Provision of additional hardware or software licenses.

- Any activities other than those specifically noted in this Service Description.

Functional / Technical Dependencies

Continuous connection to the DCA is required for receiving these services.

3.6   Device Control Center ('DCC)

Scope/Description of Service

The DCC is a secured website accessible by Customer with a login and password provided by HP. Customer can access the DCC to: (i) view account information, including a listing of

Devices, Device location addresses, and Consumable information; (ii) view page count tracking and utilization information provided DCA is installed; (iii) order replacement Consumables and view shipping status of such orders; (iv) request Technical Support Service for applicable Technical Support service levels; and (v) export contract information, Device data, or usage data. For some Non-HP branded Devices, Consumables ordering and utilization reports may not be available.

Customer Responsibilities

All Customer access information to DCC is considered confidential and Customer agrees to limit access only to those Customer employees with a need to access for the purposes of this SOW.

Customer is responsible to use DCC in order to keep the information related to the Fleet up to date (including but not limited to: IP addresses, location addresses, customer contacts, etc.). Failing to provide up to date information may provoke delays in technical support service performance.

3.7   Install, Move, Add/Change (IMAC)

Scope/Description of Services

HP will manage the move and the addition/change of Devices via the Change Management process as set forth in SOW. Under IMAC, install is the de-install and re-install of Devices under a Managed Print Services contract that are currently installed at Customer sites. The relocation of Devices may be subject to additional charges (such as de-installation/move and re-installation charges), and may modify the response time, all of which will be set forth in the Change Order. Before relocation of Device(s), Customer shall sanitize drives to remove any confidential or sensitive data, including protected health information and other data that is subject to regulations regarding disclosure, accountability or disposal. Cross-border moves are not allowed.

Moving Devices

Either Party may request the movement of Devices through initiation of a Change Order. Additionally, Customer is hereby advised that there are "Certain HP-provided Devices" (typically larger / complex devices that can be easily damaged) which may only be de-installed/moved and/or re-installed (relocated) by specially trained HP authorized service personnel, and HP reserves the right to withhold approval of any Customer requests for Customer resources to perform any such de-installation/move and/or re-installation activities on Certain HP-provided Devices. HP specially trained resources may be utilized by Customer to perform such activities at HP's then current prevailing service rates as documented in a fully executed written Change Order; and HP shall be fully responsible for any damages that may be incurred (up to and including the cost to replace any damaged device) as a result of its service personnel performing any such services.

In the event the Customer moves the Device(s), Customer assumes all responsibility and liability associated with the relocation of the Device(s) and any related accessories. Customer shall be fully responsible for any damages that may be incurred (and including the cost to replace a damaged device).

For all Device moves, Customer will provide HP with updated IP addresses, host names, and locations of the moved Device(s).

Adding Devices

The addition of any Devices to a SOW will be handled via a Change Order. All add-on Devices will have their own Device Term with a Start Date as set forth in SOW.

The applicable pricing for any additional Devices and/or any associated accessories will be quoted at the pricing in effect at the date of the Change Order, unless a still valid pricing for such add-on Device(s) has been provided as part of this SOW, in which case, such pricing will be as set forth in Appendix A.

When adding Devices, the forecasted page volume associated with such add-on will be specified in the Change Order.

Adding Accessories

The addition of any accessories to the Devices (e.g. paper trays, cables, etc.) and the applicable pricing for such accessories will be handled via a Change Order. The addition of any accessories will be coterminous with the Device to which it is being added, with such term set forth in the relevant Change Order. The Start Date for such accessory will be as set forth in the Change Order and the invoice.

3.8   Carbon Neutral Service for HP-branded Devices

Service Definition and Scope

HP will estimate the full lifecycle carbon footprint of Customer's contracted HP-branded Devices and invest in carbon offsetting projects throughout each year of the Term, to offset the estimated annual emissions for those Devices based on the full lifecycle carbon footprint.

HP Responsibilities

- Estimate the total lifecycle carbon emissions of Customer's HP-branded Devices using a Life Cycle Assessment (LCA) that has been verified by an independent third-party to conform to ISO 14040 and ISO 14044.   The LCA covers raw material extraction and processing, manufacturing and transportation, as well as device usage (energy, consumables and paper), and end of service for HP printers.

- Obtain verification of the carbon emissions estimation from an appropriately qualified and recognized independent third party.

- Throughout the Term purchase carbon offsets from offset projects that are third party validated and verified to meet recognized international and/or local standards, of at least an equivalent value to offset the total estimated annual carbon emissions of Customer's contracted HP-branded Devices.

Customer Responsibilities

- Maintain network connectivity to allow Device Connect to communicate and continuously collect Device data

- Substantiation or qualification of any claims Customer makes about the carbon neutrality of the Devices.

3.9   Strategic Business Review

Scope/Description of Service

HP's designated Managed Print Services representative will collaborate with the customer's designated stakeholder and schedule business reviews to align decisions to their desired outcomes and goals. The advisor will capture the relevant priorities, performance, spanning cost of ownership, fleet mix, utilization, fleet uptime, usage trends, and milestones via an online interactive platform. This platform will include a "roadmap" and timeline to ensure transparency and accountability for MPS against the Customer-stated objectives.

HP Responsibilities

- Prepare, schedule and lead the review supported by the interactive web-based platform.

- Ensure the presence of key HP stakeholders.

- Establish a collaborative process to identify and accelerate optimization and deliver innovation.

- Provide a robust interactive online platform to track and report on actual value realized and what-if scenarios, share industry benchmarks, and review analytics and aggregate insights.

- Capture actions and agreements, document the outcome, and present proposed action plans.

Customer Responsibilities

- Actively participate in Strategic Business Review planning and meeting. The presence of the Customer Service Manager and designated stakeholders will be required.

- Enable remote monitoring for usage data collection.

- Align with HP on the timing and format of the Strategic Business Reviews.

- Decide on optimization and innovation opportunities and support the related changes.

3.10   HP MPS Flexworker Service

Scope/Description of Service

HP MPS Flexworker Service provides Customer's authorized home office, branch office, and mobile field workers ("Flexworkers"), the ability to use HP-branded printers for business use and maintain their productivity by being able to print, scan, fax (where connectivity is enabled by Customer), and copy, in contractually agreed locations outside the on-premises office environment of Customer.

Services can be provided for HP-provided or Customer-provided Devices and can include specified print volumes, ink and/or toner cartridges with auto-delivery, maintenance kits and the break-fix service level as identified in the Appendix A-Services and Pricing Statement as an extension of the Managed Print Service and providing remote IT/Admin and security management capabilities for the Customer (Flexworker Service). The Flexworker Service is only offered for specific qualified HP-branded Devices.

Implementation and Setup

Customer will provide HP with the Flexworkers' names, email, phone number, and addresses (specified locations) for HP to use exclusively for the purposes of direct delivery of Flexworker Devices, Printing Supplies and onsite service as indicated in the Service & Pricing Statement. The Flexworkers' details and specified locations, including any updates to them, will be provided to HP by Customer in a secure electronic format as agreed with HP, which contains all of the following information for each Flexworker: Country, Country type (Remote), Site name, Flexworker Full Address, Flexworker Contact Name, Flexworker Company Email and Flexworker Device description. Such notification will be subject to acceptance by HP, before becoming effective (together as accepted the "**Flexworker Details**").

HP provides on-boarding tools for eligible Flexworkers to remotely set up their Device into the Flexworker Service.

Fleet Management

Customer IT Admin function can access Fleet and Device reporting by using HP Device Control Center.

Security Management

Customer IT/Admin function has visibility and automatic remediation over HP Essential Settings provided by HP, dependent upon Device functionalities, on Flexworker Devices via HP Security Manager version 3.6.1.

Printing Supplies Delivery

Consumables will be automatically ordered via HP Tools, as applicable for each Flexworker Device and for the specified location.

Utilizing HP Tools, HP will provide ongoing remote monitoring, management, ordering, and Printing Supplies replenishment services for active compatible Flexworker Devices (collectively referred to as "Automated Supplies Management Services" or "ASM"). ASM requires Devices to be continuously connected with the DCA, which involves the collection and processing of Printer Usage Data, which may depend on the preferences set for collection, including:

- Printer/Product information: Device model and serial number, Device settings, number of pages printed, ink/toner levels, Device temperature.

- Connectivity Status Information: Facilitating Wi-Fi printing requires that the Device's network status and firmware version be checked and kept up-to-date.

- Cartridge Status: Some HP solutions need the status of your cartridges, including ink/toner levels, information regarding ink/toner distribution, clogs, device temperature, and whether the cartridge is original HP, so HP can ensure you are able to easily replenish your supplies, when needed.

Unless the delivery is non-compliant to the order, Printing Supplies cannot be returned to HP until expiration or termination of the applicable Term, nor refunded by HP. Maintenance kits are not available for all Flexworker Devices. HP may provide re-manufactured maintenance kits or parts that are equivalent to new in performance. All replaced parts become the property of HP. Unless otherwise stated in the SOW, any Customer request for Consumable buffer stock shall be subject to a Change Order, and may incur additional expense to Customer.

Unless otherwise agreed in writing between the parties, HP will deliver all Printing Supplies to the Customer's applicable specified addresses for the relevant Flexworker. HP will, subject to availability and shipping times, use reasonable commercial efforts to deliver to the Flexworker's specified location HP-Branded Printing Supplies within five (5) Business days of order receipt.

Customer's Flexworkers must be available onsite at the specified location to take receipt of the Printing Supplies delivered by HP. Except as may otherwise be provided herein, Flexworker is responsible for all Printing Supplies installation. All Printing Supplies are the property of HP.

Customer must ensure Flexworkers return all applicable expended Printing Supplies as per the recycling instructions provided by HP. For more information, refer to www.HP.com/recycle. HP reserves the right to alter, suspend or close its recycling program at any time for, but not limited to, the following reasons: laws relating to take-back, recycling and the management of waste, the availability and capability of waste management contractors and facilities and scientific developments www.hp.com/recycle. HP reserves the right to alter, suspend or close its recycling program at any time for, but not limited to, the following reasons: laws relating to

take-back, recycling and the management of waste, the availability and capability of waste management contractors and facilities and scientific developments.

Deliveries

Notwithstanding anything in the Agreement or the SOW, HP is authorized to use logistics subcontractors to deliver products and services under this Flexworker Service.

Failure Rates

HP-provided Devices: Subject to the SOW service limitations, if a HP-branded, HP-provided Device is experiencing a failure rate of six (6) logged Technical Support tickets or more within sixty (60) consecutive calendar days for the same defect, HP will replace such Device with a functionally comparable Device, priced with the same Fees as the replaced Device at no additional charge to Customer. All replaced Devices shall be returned to HP at HP's costs.

Customer-provided Devices: If a Customer-provided Device is experiencing a failure rate equal to or greater than six (6) logged Technical Support tickets or more within sixty (60) consecutive calendar days for the same defect, Customer shall replace such Device within thirty (30) calendar days of notice from HP. If the Customer elects not to replace the Device, HP may elect one of the following options: (1) issue a remedial Change order to re-price the Device, or (2) issue a remedial Change Order to remove the Device from the SOW.

Support for Flexworker Devices (limited to HP-Provided Devices):

- OfficeJet Models -Next Business Day Exchange

- LaserJet Pro models and HP Managed Enterprise 400 Series Devices- Next Business Day Onsite Response

Health and Safety Protocols:

"The parties acknowledge the importance of the Services being provided in an environment that is safe for both HP and Customer personnel. The Flexworker will be made aware of the protocols to be followed for delivering the Service (safety protocols) when a service call is scheduled. These protocols include (but are not limited to) following all HP internal health and safety protocols (including but not limited to Covid-19 protocols)

The parties acknowledge that onsite service calls will be subject to such protocols and the HP support personnel (HP Representative) will not be able to continue with the service call and must leave the specified location if:"

- the HP Representative believes the physical location of the equipment poses a reasonable risk to his/her health or safety;

- the HP Representative determines the specified location might jeopardize their safety and wellbeing. (For example, the service call is in an unsafe area due to the time of day, unrestrained animals, or other safety/ security risks)

- the work area provided by the Flexworker is not suitable. (For example, the working area contains hazardous materials, insufficient ventilation, or any other condition that might jeopardize their safety and wellbeing)

- the HP Representative has reason to believe that, in conducting the service call, he/she will be accused of a crime or negligence, or there is illegal activity being conducted at the specified location or the Flexworker is visibly engaged in activity recognized as illegal;

- any dispute or disagreement develops between the HP Representative and the Flexworker or any person at the specified location, or any such person is verbally abusive, or makes any inappropriate advances or comments;

- if at any time, the HP Representative believes their safety and well-being is in imminent danger, in which case they must immediately depart the specified location and call local emergency services from the nearest safe location; or

- if at any time the HP Representative is left alone with individuals under the age of 18.

HP Responsibilities

- Work with Customer assigned Project/Program Manager to define appropriate and qualified Devices for Customer's "Approved Flexworker Device List".

- HP's assigned Project/Program Manager will coordinate the shipment of Flexworker Devices as defined in the mutually agreed deployment plan.

- Ship Devices to the applicable authorized specified addresses notified and accepted as Flexworker details.

- Provide content for introductory email to Flexworkers, that includes instructions for Device installation, set-up and registration, Device security settings, obtaining approvals, and other relevant information about using the HP Smart App (including how to set preference for marketing subscriptions.) Align with Customer on ensuring such email is sent Flexworkers by agreed process.

- Designate Flexworker Devices in HP reporting and analytics tools.

- HP's assigned single point of contact for ongoing management of the MPS contract will manage and report on Flexworker Devices included in the SOW.

- Provision of Flexworker security management functionality in HP Security Manager 3.6.1. to enable remote visibility and automatic remediation of remote HP Device Essential settings dependent on the Flexworker Device functionality.

- Provision of HP Flexworker fleet management reporting functionalities to designated Customer IT Admin roles in Device Control Center.

Customer Responsibilities

- Assign a single point of contact to work through the implementation.

- Manage authorized Flexworker approval process within Customer business controls.

- Align with HP to ensure introductory email as provided by HP is sent to Flexworkers via agreed process.

- Create Change Orders for changes initiated and generated by the Customer.

- Customer will train authorized users on use of secure HP support systems as required.

- Before implementation of the Flexworker Service, Customer will provide a list of Flexworkers who are authorized to access HP Tools.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- Customer will maintain the list of Flexworkers' email address, shipment contact and specified location information in HP Tools as required, and provide notification of Flexworker details to HP to ensure HP has up to date information.

- Notify HP of any removal of authorized Flexworkers within five (5) business days of the Flexworker ceasing to be authorized, and such notice will be deemed to be a notice of termination of the Device. if it is an HP-provided Device, the Customer shall pay the early termination fees.

- Customer's access information to HP support systems is considered confidential and Customer agrees to limit access only to those Customer Flexworkers with a need to access for the purposes of this SOW.

- Customer must ensure the Flexworker complies with the following obligations and responsibilities:

    – Flexworker is responsible for registering the Device and providing necessary information including email address, Device serial number, shipment contact and specified location.
    – For those Devices, where HP is unable to collect usage data remotely using the DCA or the Flexworker Device is not compatible with HP Tools, Flexworker will timely order Printing Supplies via DCC or HP Priority Phone Support only when such Device displays a front panel message indicating that replacement is needed.
    – When HP is unable to collect usage data remotely using the DCA, Flexworker may be required to provide a scanned copy of a test page evidencing that the Printing Supplies present in the Device requires replacement.
    – Flexworker must authorize management of the Device under this SOW.
    – Flexworker is required to install, setup and register the Flexworker Device to connect it to the DCA within five (5) business days of receiving the Device to permit HP access to the Device in order to facilitate HP in providing Flexworker Services under this SOW.
    – Flexworker must make sure the Device is connected to DCA and is available to HP when the Device is on.
    – Flexworker must notify HP in advance of any permitted change in Device location, and only change location of HP-provided Devices when permitted.
    – Flexworker must ensure a person over 18 is available onsite at the specified location to take receipt when an exchanged Device is delivered from HP, and while HP is providing onsite support, and must properly confine any pets at the specified location during such onsite visits.
    – Flexworker must ensure the safety protocols provided by HP are complied with;
    – Flexworker must where requested by HP, and where possible, place the Device subject to onsite servicing by HP personnel, in a common are of the specified location.
    – Flexworker must comply with the requirements for return of HP-provided Devices as specified in the SOW.
    – Flexworker must assist with troubleshooting prior to HP sending a technician onsite or exchanging the Device.

- − In the event the Device is exchanged, the original Device has to be returned to HP and the Flexworker will have to re-install the replacement Device and re-register that Device and serial number in HP Tools.
- − Prior to registering a Device for the Flexworker Service under this SOW, Flexworkers authorized to use the Flexworker Service must download the HP Smart App, create an HP Account and agree to the Terms & Conditions of the HP Smart App at https://www.HPsmart.com/us/en/tou. https://www.hpsmart.com/us/en/tou.

- Customer must ensure that Flexworkers are advised prior to downloading the HP Smart App, that if a user leaves the marketing check box is checked then the Flexworker is likely to receive marketing messages from HP.

3.11   Managed Print Cloud Services (MPCS)

Scope/Description of Service

HP MPCS is the provision, management, and support of a print cloud service via a Secure Hosted Cloud Infrastructure which is based upon the agreed Cloud Architecture. HP designs the architecture in collaboration with the Customer, and then deploys the corresponding MPCS Cloud Infrastructure. The service consists of an In-Scope Cloud Computing Environment via a Cloud Service Provider (Azure or AWS) which includes the required infrastructure, print tools, software, and services as outlined below:

- Virtual Servers
- Server Operating System and Endpoint Security
- Endpoint Security Components
- Database Servers and Databases
- Network Load Balancers
- vSAN Storage
- Print Solution Software and Print Management Tools (as listed in Index A)

HP will provide a secure cloud infrastructure for the hosted services that includes the Print Solution Software and Print Management Tools as defined in Index A which are based upon the agreed MPCS Cloud Architecture.

HP will begin billing for the In-Scope Cloud Computing Environment on the date that the infrastructure is activated through the Cloud Service Provider ('CSP'). This is not the date of connectivity to the customer's environment

Baseline Scope requirements for the Customer's Cloud Architecture are as follows:
- a) XX devices located in the XX;
- b) Infrastructure and servers hosted in XX (Azure or AWS) country and/or region;
- c) Users based in the XX;
- d) HP provided ExpressRoute (for Azure) or Direct Connect for AWS (or equivalent) connection to the Customer premises and the HP MPCS infrastructure in the Azure or AWS cloud;
- e) Using Customer's existing ExpressRoute (for Azure) or Direct Connect for AWS (or equivalent) connection between the Customer premises and the HP MPCS infrastructure in the Azure or AWS through VPC peering;
- f) Client based pull printing or server-based pull printing with storage on end users' Windows client workstations or centralized server.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Definitions Specific to MPCS

"Activation Date" means the date the infrastructure is activated through the Cloud Service Provider ("CSP").

"Availability" means the Cloud Computing Environment is available for access and use by the Customer and its authorized users over the network and operating in material accordance with the specifications.

"Baseline Scope" means the requirements including the Applications, Environments and Architecture set forth in the customer's Cloud Architecture.

"Business Day" means Mondays through Fridays, excluding weekends, regional public holidays, and any other holidays agreed to by the parties in writing.

Change Order Management or "Change Order Event means the management and execution of approved requests for change or enhancement to the MPCS service.

"Cloud Architecture" means all the relevant details necessary to estimate the sizing for the In-Scope Cloud Computing Environment. This includes capturing information such as the number and size of virtual machines, the regions where the In-Scope Cloud Computing Environment will exist and specific requirements regarding hosting environment availability (i.e., uptime).

"Cloud Service Provider" or "CSP" provides the cloud infrastructure and connectivity used to deliver MPCS as agreed to by the Customer, such as Microsoft® Azure Online Services Terms or Amazon Web Services ® Service Terms. Online Services Terms or Amazon Web Services ®. Service Terms.

"Deactivation Date" means the date the infrastructure is deactivated through the Cloud Service Provider.

"Device Firmware Management" means bringing device firmware to each print device family to the agreed level based on approved device firmware version and in accordance with HP Accreditation Certification and Test Team.

"Endpoint Security" refers to securing endpoints, or end-user devices like printers, device control agents, and/or virtual servers to protect these points of entry from vulnerability and/or non-compliant activity in the cloud from cybersecurity threats.

"Firewall/Network Security Groups" provide distributed network layer traffic filtering to limit traffic to resources within virtual networks in each CSP subscription.

Hosted Application(s) means the software applications set forth in the Baseline Scope that are hosted in the In-Scope Cloud Environment and managed by HP.

"Hosted Services" are technology services offered to a Customer by a provider that hosts the service outside of the Customer's premise. Access to the service is usually provided through a direct network connection that may or may not run via the internet, providing organizations with a scoped amount of bandwidth and charge for any 'overage' (i.e., usage above the predetermined limit) the Customer may incur. Changes are those made to the number or size of the Hosted Applications or In-Scope Cloud Computing Environment defined in the

customer's Cloud Architecture for the Baseline Scope. The overage charge would be defined via a Change Order Event.

"Incident" means any event observed by any User(s) or HP which impairs or appears to impair the functioning of the MPCS service.

"Incident Management" means the receipt, review, prioritization, development, and implementation of resolutions intended to restore functioning of the MPCS service.

"In-Scope Cloud Computing Environment" or "Cloud Computing Environment" means the environment set forth in the customer's Cloud Architecture for which HP will provide services, for software and hardware, offered either through public and private networks.

"Maximum Available Minutes" or "MAM" means a monthly uptime calculation is performed using the total accumulated time for each virtual machine and database in the service instance.

"Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which any of the services, as applicable, was in the state of unavailability, excluding unavailability resulting directly or indirectly from any SLA exclusions.

Production Environment or "Production" means those applications and database instances that are designated as Production Environments as set forth in customer's Cloud Architecture for the Baseline Scope.

"Remote Management Center" or "RMC" refers to operations center support provided by team(s) of fleet management engineers located in multiple centers around the globe providing support for print software and infrastructure related issues raised by the Customer.

"Scheduled Downtime" is a period when operations are restricted to conduct upgrades, repairs, and other changes, and are scheduled in advance.

"Secure Hosted Cloud Infrastructure" or "Cloud Infrastructure" refers to providing a secure cloud computing system that includes protecting the cloud computing environments, software running in the cloud, and data held in the cloud in an online-based infrastructure platform, by securing these systems through the efforts of cloud providers and the clients through the management of technology, protocols, and best practices.

"Service Level Agreement" or "SLA" refers to the agreement between HP and the Customer that identifies both the service requirements and the expected level of service.

"Service Level Exceptions" means a limitation on a Service Level Agreement. The impact shall be removed from the SLA calculation with respect to monitoring targets which resides outside the control of the Cloud Computing Environment.

"Service Level Failure" means a failure of the Cloud Computing Environment to meet the Availability requirement.

"Service Period" means, with respect to the Cloud Computing Environment, the period commencing on the activation date, and ending on the deactivation date.

"SLA Definition for Hosted Service" means a target performance measure and target metric established for cloud availability of the service.

"Staging Environment" means a collection of procedures and tools for developing, testing, and debugging a software solution or program in a copy of the Production Environment.

"Stopped State" means that the environment is not running but still using resources that may incur charges.

"User(s)" or "End User(s)" means personnel authorized by the Customer to access and use the software applications hosted on the In-Scope Cloud Computing Environment, including HP and HP's third-party supplier's personnel providing services to the Customer as part of their assigned roles and responsibilities.

"Virtual Private Cloud" means a computing environment provisioned by a Cloud Service Provider which essentially creates logically isolated sections of a public cloud data center to provide a virtual private infrastructure.

<u>HP Responsibilities</u>

Cloud Infrastructure and Software Management
Based on the contractual agreement with the Customer, HP shall perform services including installing, hosting, operating, maintaining a Secure Hosted Cloud Infrastructure, conditional upon Customer meeting its requirements. The services shall include, without limitation, the following requirements set forth below:

- Perform due diligence to capture the Customer specific requirements for the hosting environment, software, infrastructure and network configuration details, and security per the following:
    - Create the servers, storage, database servers, networking, and high-availability elements, in a virtual private cloud as per the final customer's Cloud Architecture for the In-Scope Cloud Computing Environment;
    - To provision and implement the In-Scope Cloud Computing Environment, HP will establish the network connectivity from a customer endpoint to the Secure Hosted Cloud Infrastructure, provide connectivity to databases, and provision compute instances and additional specific configurations to the In-Scope Cloud Computing Environment;
    - To provision and implement from the final customer's Cloud Architecture design, this will include the In-Scope Cloud Computing Environment, HP will use the existing Customer connectivity to the Cloud Services Provider to leverage connectivity to the virtual private cloud, including its databases and provisioning compute instances and additional specific configurations to the In-Scope Cloud Computing Environment;
    - Support and maintain the services of the In-Scope Cloud Computing Environment, this will include patching, infrastructure monitoring, security management and backup of the In-Scope Cloud Computing Environment.
- Based on the final Customer Cloud Architecture, and other conditions being met, HP shall create servers, storage, database servers, networking, and high-availability elements, in a virtual private cloud, and perform the following for both Cloud Infrastructure & operating systems per the following:
    - Back-up the software configuration for the purposes of recovering the solution configuration to a previous correct state which includes databases backup;

- Trigger or simulate a hardware failure to confirm that the system and the solution(s) react as expected in terms of service continuity, with the exact process depending on what failover technology has been defined in the customer Cloud Architecture;
- Provide scheduled iterative and full backups of In-Scope Cloud Computing Environment in line with industry best practices and optionally at least one restoration backup attempted annually;
- If Disaster Recovery is required, HP will manage this via a separate quote and statement of work;
- Install the Print Solution Software and run a test to verify that the installation of the print solution(s) is operational for all software listed in Index A.

- Create a Security Manager policy covering the In-Scope Cloud Environment to the Customer (HP Security Manager scoped with Services is required)
- Patch all In-Scope Cloud Computing Environment systems as described per the server scheduled maintenance;
- User management/active directory per the following:
  - Manage Identity and Access Management (IAM) and manage access to the In-Scope Cloud Computing Environment securely.
- Ongoing solution applications services per the following:
  - Collaborate with the Customer for upcoming upgrades and agree to the testing and upgrade window;
  - Upgrade (if priced in DART) solutions versions during the agreed testing and upgrade window (must be priced by Delivery in US or Regional leads/RMC for other countries) to ensure Customer has the latest security protection and features;
  - Notify Customer and schedule testing during the upgrade window per Customer defined schedule to be mutually reviewed and defined per Index A (must define solution(s) options and frequency in Index A).
- Device firmware management provided by HP per the following: (RMC services priced in DART are required)
  - HP shall install and test solution components when new device firmware or security features are released as defined to help ensure that there is no impact to delivery of the service to the Customer;
  - HP will coordinate schedules with the Customer for device firmware management, by reviewing device firmware revisions on all specified printing devices and helping ensure device(s) are upgraded to the latest security functionality and patches with the server software upgrade, unless a security bulletin is issued out of cycle;
  - In the event of a security bulletin, the HP security team in conjunction with others will make an assessment if an off-cycle upgrade to a new release is required for security or other purposes.
- Databases per the following:
  - Manage the health and configuration of databases, by providing maintenance and health check including manual or automated backups, snapshots, instance optimization, disk storage management, and monitor growth of the database to ensure tracking data is being collected.
- Security agent health per the following:
  - Keep security agents (e.g. anti-virus, next generation anti-malware, IDS/IPS, rewalls) running on the servers by monitoring and automatically notifying the Customer of any security event.
- Data protection per the following:

- All data is stored on encrypted disks for the In-Scope Cloud Computing Environment;
- For data privacy and regulatory considerations see:– https://www8.hp.com/us/en/pdf/privacy/HP_Customer_Data_Processing_Addendum.pdf
- Cyber security in accordance with the following:
  - Perform vulnerability scans of the In-Scope Cloud Computing Environment regularly to help ensure there are no threats that could be exploited.
- Security breach remediation per the following:
  - Use reasonable efforts to restore impacted systems to last known usable state using existing managed back-ups;
  - Attempt the removal of security incidents from and patches provided as needed to the In-Scope Cloud Computing Environment with incident management.
- Ongoing operation activities per the following:
  - Process Change Order Events for adding, changing, or deleting devices within the In-Scope Cloud Computing Environment that can include networking, server sizing and infrastructure changes;
  - Customer shall allow HP to perform network-based device discoveries.

Security Management Services (as defined in Appendix B)
- Print Security Advisory Service
- Print Security Retainer Service
- Print Security Implementation Service
- HP Printing Security Governance & Compliance Service

Software Professional Services (as defined in Index A) Solutions Administration and Configuration Professional Services

Remote Management ("RMC") Services (as defined in Appendix B of the SOW) Device Configuration Management Service
- Firmware Management Service
- Device Password Support & Management Service
- JetAdvantage - Pull Print Solution Administration Service
- JetAdvantage - Software Solution Configuration Management service
- Proactive Printer Diagnostic & Support for SW
- SW License Management

Customer Responsibilities

Customer is responsible for meeting requirements which include, but are not limited to:
- Configure on-premise firewall/ network security groups for traffic between the servers and Customer on-premise devices and client workstations
- Provide service accounts required to connect to the on-premise environment as required
- Allow HP to perform network-based device discoveries
- Create the needed connectivity at Customer end and include an endpoint which can be connected to the Cloud Infrastructure, maintaining it, and advising HP of any connectivity issue on their end

- As applicable, coordinate any third-parties responsible for Customer datacenters and network operations, and ensure that HP is provided with reasonable access to Customer personnel responsible for networks and facilities if required
- Provide access to Customer infrastructure to enable Print Solution Software stack components to operate including Customer active directory read-only access to validate end-user credentials and advising HP of any issue within their environment
- Provide necessary components for testing (e.g. client workstations, print devices that are connected to the customer network, etc.)
- Identify and provide IP addresses or CIDR block for all print devices, prior to installation date as agreed with HP project manager (or equivalent role)
- Perform DNS changes required to resolve network traffic to the In-Scope Cloud Computing Environment and/or Cloud Infrastructure, with Customer advising HP of any changes to DNS that would impact the Production Environment
- Confirm HP suggested private IP addressing (CIDR block) for the Cloud Infrastructure, or alternatively to provide permanent private IP addressing (CIDR block) information to ensure there is no overlap of other customer IP addresses with the Cloud Infrastructure IP addresses
- Inform HP of the IP addresses for DNS server(s) and of any changes
- Install the client components of the Print Solution Software in the end-user client workstations
- Provide HP assistance with change management in an efficient manner for scheduling, communication, certification, and approval process for any planned HP solution software server upgrade projects, software upgrades that may require client workstation software components as part of the upgrade, and planned HP device firmware upgrades
- Configure in their DNS server the domain used by the HP MPCS systems so that print devices and client workstations can connect to these using fully qualified domain names. This will be performed by having the customer DNS server(s) forward DNS resolution requests for the HP MPCS domain to the HP MPCS DNS server(s)
- Provide access to Staging and Production Environment end user workstations and OS loads/versions to complete testing, certification, and production deployment of applicable print clients and print drivers
- Provide IP addresses, hostnames for targeted printers, DNS resolution server information as applicable, prior to installation date as agreed with HP project manager (or equivalent role)
- Report immediately to HP any cyber events (soc@HP.com)that could impact the In-Scope Cloud Computing Environment and provision of service (soc@hp.com)that could impact the In-Scope Cloud Computing Environment and provision of service
- Customer shall not use the Cloud Computing Environment in any way that causes, or may cause, damage to the Cloud Computing Environment or Hosted Services or impairment of the availability or accessibility of the Cloud Computing Environment
- Provide necessary number of PC workstations and printer devices for Staging environment and maintain for period testing and validations throughout the length of service
- Customer acknowledges and agrees that service levels for the Hosted Services as stated in this agreement shall govern the availability of the Hosted Services
- The Customer shall not use the Cloud Computing Environment as outlined below:
  a. In any way that is unlawful, illegal, fraudulent, or harmful
  b. In connection with any unlawful, illegal, fraudulent, or harmful purpose or activity

    c. For the avoidance of doubt, the Customer has no right to access the software code (including object code, intermediate code, and source code) of the Hosted Services, either during or after the term

    d. To violate the rights of others

    e. To try to gain unauthorized access to or disrupt any service, device, data, account, or network

    f. To spam or distribute malware

    g. In a way that could harm the Service or impair anyone else's use of it

    h. In any application or situation where failure of the service could lead to the death or serious bodily injury of any person, or to severe physical or environmental damage

    i. To assist or encourage anyone to do any of the above

- The violation of the use policy in the above section may result in the suspension of the CSP service which HP will suspend only to the extent necessary, dependent on HP believing immediate suspension is required, with HP to provide reasonable notice before suspending any CSP service.

SLA Definitions

General Commitment to Cloud Infrastructure Uptime

- The service is considered to be unavailable in the event that the customer is unable to:
  - Leverage functions assuming the HW is mechanically sound and fully operational per the following:
  - Print from their respective devices and retrieve print output from a printing device in reasonable proximity to their affected end-users (if in scope);
  - Perform a scan-to function from at least one of their respective devices in any capacity (if in scope);
  - Authenticate an end-user from at least one of their respective devices that has previously successfully authenticated that end-user with the same method (if in scope);
- HP will use commercially reasonable efforts to make the Cloud Computing Environment with a monthly scheduled uptime percentage of at least ninety-nine-and-a-ninth percent (99.9%) over the course of each calendar year during the term for the Cloud Infrastructure, excluding the software service and unavailability as a result of any of the SLA Exclusions;
- Availability may only be applicable to any environment termed as Production Environment;
- The Monthly Uptime Percentage is based per the following formula:
  - Monthly Uptime % = [(MAM – Downtime Minutes) / MAM] X 100
- HP will use reasonable efforts using the agreed upon communication methods to provide the Customer with advance notice of all scheduled downtimes of the Hosted Services;
- Either party, HP or Customer, may request changes through a written Change Order Event, and promptly thereafter, the Parties will discuss the impact the Change Order Event may have to the In-Scope Cloud Computing Environment and associated pricing, timing, and other terms of this Agreement;
- Any changes to this agreement, agreed upon by the Parties, will be set forth in a Change Order signed by the Parties, and neither party is obligated to change the services, deliverables, or any other aspect of an Agreement unless a Change Order for such change has been signed by the Parties;

- Fees and charges for any new Hosted Service or new feature of a Hosted Service will be effective when HP notifies the Customer with advance notice of updated fees and charges from the CSP;
- HP may increase or add new fees and charges for any existing Hosted Services by giving Customer at least 30 days' prior notice;
- The scope of the In-Scope Cloud Computing Environment as documented herein shall remain unchanged, except as otherwise agreed by HP and Customer in writing. If any of the following events occur while HP or its subcontractors are engaged to provide the services (each a "Change Order Events), the parties agree to meet and negotiate in good faith an agreement to alter one or more aspects of this Agreement (Change Order Events), including potential compensation to HP for actual and reasonable costs incurred per the following:
  - The scope, approach or timing of the project that may materially change and impact the ability of either party to perform under the agreement;
  - Material delays encountered that are beyond the reasonable control of HP, including delays caused by third party software and hardware vendors or their related products and/or services, that impact the ability of either party to perform under the agreement;
  - Customer fails to meet its obligations as set forth herein;
  - HP will notify Customer in a reasonable period of time after becoming aware of Change Order Events;
  - Customer acknowledges that if additional physical resources are required outside of original Cloud Architecture, this will be resized and managed via a Change Order Event;
  - Changes are those made to the number or size of the Hosted Applications or In-Scope Cloud Computing Environment defined in the customer's Baseline Scope for the Cloud Architecture;
  - Customer acknowledges that Print Solution Software and Print Management tools are defined in Index A and additional services require a Change Order Events.

Cloud Infrastructure Availability

SLA	Data Source	Measurement Period	SLA Target Performance	SLA Calculation Method
Cloud Computing Environment Availability	Monitored servers	Monthly	99.9%	Monthly Uptime %

SLA Exclusions

The service commitment does not apply to any unavailability, suspension, or termination of an included service, or any other included service performance issues per the following:

- That relate to downtime in alignment to agreed maintenance windows;
- That relate to the Cloud Computing Environments that are not Production;
- Caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of the applicable included service;

- That result from any actions or inactions of the Customer or any third party, including a failure and/or acts of omission of the Customer or any of its employees, agents, or contractors (including any Customer third-party service providers) to perform responsibilities;

- That result from Customer equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third party equipment within our direct control), or
arising from our suspension or termination of Customer right to use the applicable Service in accordance with the agreement;

- That result from Customer unauthorized action or lack of action when required, or from Customer employees, agents, contractors, or vendors, or anyone gaining access to our network by means of Customer passwords or equipment, or otherwise resulting from Customer failure to follow appropriate security practices;

- That result from Customer failure to adhere to any required configurations, use supported Hosted Services, follow any policies for acceptable use, or Customer use of the service in a manner inconsistent with the features and functionality of the service (for example, attempts to perform operations that are not supported) or inconsistent with our published guidance;

- That result from faulty input, instructions, or arguments (for example, requests to access files that do not exist)

- That pertain to any hardware, software, or other product provided by Customer unless otherwise stated in this agreement;

- That result of a failure of Customer to secure the proper access rights or maintenance and support services with respect to any component of the service (e.g. hardware, software, network, maintenance)

- That entails the Customer's reprioritization of the tasks to be performed by HP where such reprioritization causes a service level failure, and claims of performance degradation not substantiated through diagnostic testing results;

- That constitutes a fault or failure of HP's hosting infrastructure services provider, unless such fault or failure constitutes an actionable breach of the contract between HP and Customer;

- That constitutes a fault or failure of the Customer's computer systems or networks including the networks connecting the on-premise equipment with the HP cloud systems;

- That constitutes any breach by the Customer of this agreement.

Server Scheduled Maintenance

- HP will utilize a vulnerability management system to scan for, identify, and classify technical vulnerabilities based on CVSS or equivalent scoring mechanism;

- HP will patch vulnerabilities in keeping with their CVSS scoring or equivalent, with an immediate remediation plan for any zero-day exploits;

- Where a viable patch has not been released, HP will implement timely and effective mitigation measures until such patches become available;

- All HP information technology systems that process, transmit or store Customer's sensitive information assets shall abide by HP's policies and patching timelines, which shall meet or exceed industry standard practices;

- Application upgrades will be scheduled after HP consultation with the Customer, based on the agreed upon upgrade process in Index A.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Server and Service General Decommission

- At the end of the contract, HP will work with its CSP to decommission the Hosted Services;
- If Customer requires a migration plan for Hosted Applications, this will be quoted via Change Order Events.

Incident Management
Cloud Infrastructure Support Process

- HP will utilize priority classifications for incidents to categorize the impact on client to perform its business within the In-Scope Cloud Computing Environment;
- Incident classification may only be attributed to the Production Environments with measurements occurring over a monthly period.

Level 1 – Level 2 Support
Customer can contact the following for support on HW, Cloud Infrastructure and Software related issue(s):

- L1 Call Center via telephone for 'meet, greet, entitlement' and transfer to RMC
- L2 RMC via email for identification and resolution of issue
  - If needed, the L2 RMC will engage with additional resources and teams to resolve the underlying root cause

L1 Call Center – Telephone Response Times

SLA	Description	Response Time
≥90%	Based on the average number of telephone calls received from MPS customers	≤180 Seconds

L2 RMC - Email Support Response Times

Priority	Description	Response Time
Priority 1	A catastrophic problem that may severely impact Customer's ability to conduct business. This may mean that the software is not functioning, and no procedural workaround exists, and Customer is not able to print.	30 Mins
Priority 2	A high-impact problem in which Customer's operation is disrupted but there is capacity to print and maintain necessary business-level operations.	60 Mins
Priority 3	A medium-to-low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations but allows Customer to continue to print. This may be a minor issue with limited loss or no loss of functionality or impact to the Customer's operation.	120 Mins
Priority 4	Queries or requests not impacting operational functionality	240 Mins

Index A

Print Solution Software and Print Management Tools

The service is for hosting the software only and does not include the corresponding software licenses which are priced separately and is not managing or altering the license services for software provided by HP today.

The software installation service provides for the installation, configuration, testing and printer onboarding by HP at Customer sites for software specified in the Services and Pricing Statement and applicable Change Order Events, in accordance with the mutually agreed software installation schedule. This section describes the services required to set up the Hosted Applications in the In-Scope Cloud Computing Environment.

1   Print Solution Software

1.1   HP JetAdvantage Security Manager ("HP SM") Description as defined in Appendix B of the SOW.

2   Software Support

2.1   HP will provide software support during the term of the software modules defined in the Services and Pricing Statement. Refer to Software Support Service in Appendix B of the SOW.

3   Print Management Tools – HP Tools

3.1   HP Web JetAdmin
3.2   HP Device Connect for Remote Monitoring
3.3   HP UPD (Description is defined in Appendix B of the SOW)

4   Scope/Description of Service

The software installation service provides for the installation, configuration, testing and printer onboarding by HP at Customer sites for software specified in the Services and Pricing Statement and applicable Change Order Events, in accordance with the mutually agreed software installation schedule. This section describes the services required to set up Hosted Applications in the In-Scope Cloud Computing Environment.

4.1   **HP Responsibilities**

HP will provide a Delivery technical consultant and software project manager (or equivalent roles) to manage the software installation as detailed below. If a Customer requires additional professional services outside of what is priced, HP will manage via Change Order Events.

4.1.1   HP will provide a total of XX hours in professional services as follows:
- XX hours of Consulting and Project Management as described in pre-deployment;
- XX hours of Administration Training as described in post-deployment;
- XX hours of Software Installation for the following and as further described under deployment:

– Remote installation for (XX) XX secure pull print servers with PDM and innovate audit with no failover;
– Remote installation of HP Advance Agent installs up to 1,000 devices;
– Webjet Admin installation on (XX) XX server with templates;
– HP UPD Consulting for driver configuration.

4.1.2 The following activities are excluded from the services provided:

– List and components not delivered.

4.1.3 Pre-Deployment

a) Conduct project planning meetings to complete pre-deployment checklist;
b) Review solution prerequisites and validate with client;
c) Review and confirm the customer's Cloud Architecture (i.e., regions, datacenter locations, high availability requirements, network load balancing, disaster recovery options, number of solution servers required, network bandwidth, VPN connection requirements, access requirements);
d) Review and confirm customer use cases (i.e., authentication methods and end user experience at device control panel for pull print, scan to email, fax, copy, scan to workflows, etc., integrations and workflows with LANFAX solutions, printer output from client systems, security policies around device configuration and user access, etc.);
e) Review and confirm printer models, device firmware levels, settings, and configurations, and utilize the HP device configuration document to record (i.e., LDAP/AD settings, access control, SMTP email, scan to email, FAX, time server, control panel icon configuration, etc.);
f) Translate device required settings to Web JetAdmin and/or fleet deployment tool templates to be used on hosted Web JetAdmin server and passed to Factory Services (or equivalent);
g) If Factory Services (or equivalent) are used and printer pre-configuration is utilized, then determine SKU build (i.e., Asset tag services, card reader installs services, printer configuration template services, device firmware pre-load services, accessory install services, etc.).

4.1.4 Deployment

a) Install and configure applicable supporting database and network load balancing servers;
b) Install application software components to Staging and Production Environment servers;
c) Connect and configure application Staging and Production Environment servers to supporting database and network loading balancing servers as required by high availability plans;
d) Configure and test Staging Environment servers in identical configuration to Production Environment servers (i.e., Active directory configuration, LDAP configuration, SMTP configuration, Print queue configuration, HP UPD driver configurations, HP Web JetAdmin device groupings, alerts, reports, discoveries, configuration templates, HP Security Manager policies, etc.)
e) Conduct printer solution deployment to small group test devices to validate and confirm success criteria on Staging Environment servers;

f) Conduct printer solution deployment to small group production devices to validate and confirm success criteria on Production Environment servers;

g) Conduct printer solution deployment to large group production devices in controlled scheduled procedures on Production Environment servers;

4.1.5 Post Deployment

a) Provision, install, and manage the applicable software license required on the solution application servers;

b) Conduct training to HP solution administrators, Remote Management Center fleet engineers, or client designated administrator on the access, use and administration of the solution application servers;

c) Compile, create and deliver customized solution workbook for each solution application servers and applicable whitepapers;

d) Provide these documents to the solution administrators for reference and ongoing training;

e) Provide solution administrators with applicable maintenance and support documentation to include HP SAID number, remote tech support number and email, and procedures for creating a support case;

f) Complete solution sign-off checklist and obtain client agreement and signature.

5 HP Requirements for Hosted Application Upgrades
5.1 HP Will Perform Upgrades:
- o WJA Upgrade once every 1 year(s)
- o Upgrade once every 1 year(s)
- o Device firmware upgrades as requested by Customer no more than 2 per year(s)

- The service includes upgrade service for the server-side components of the HP Print Solution Software and Print Management tools on the servers;

- This upgrade service will be offered by HP depending on newly released application versions in the previous months, with HP informing the customer on the benefits of the new versions of the Print Solution Software and Print Management Tools in scope that are offered as part of that upgrade service, and the customer will decide whether to opt-in or opt-out to having HP perform that upgrade for the server part of the applications (Print Solution Software and Print Management Tools)

- Depending on the upgrade, it may require that the print fleet be upgraded in terms of configuration or software installed, with HP to inform the customer of such dependency when offering to opt-in for the upgrade;

- That upgrade service for the print fleet or any other upgrade out of the concrete versions being proposed by HP is not in scope of the service and would need to be performed by the customer or by HP via a different service;

- For ongoing firmware upgrades and deployments, HP will coordinate schedules with customers and vendors and provide maintenance windows.

6 Customer Requirements for Hosted Application Upgrades

- If requests to install any patches, fixes, releases and upgrades, Customer shall approve the application of the patches, fixes, releases, and upgrades assuming that such activities are contemplated in the service or are executed according to a Change Order Events;

- Major managed In-Scope Cloud Computing Environment enhancements, significant scope changes, large projects and upgrades to the managed In-Scope Cloud Computing Environments requires a Change Order Events or separate SOW;
- Customer must validate and accept agreed upon functionality in Production Environment, and provide signoff to deploy the infrastructure upgrades to the entire fleet;
- Customer must approve deployment with their advisory committee;
- Customer must provide schedule to perform testing and/or upgrades during business and non-business hours;

Client will approve all changes to End User access administration, access control, and application level specific security controls of the applications to be hosted on the In-Scope Cloud Computing Environment.

4 Security Services

4.1 Print Security Advisory Service

Scope/Description of Services

Within twelve (12) months after the Effective Date at a time mutually agreed to between the parties, HP will perform the HP Print Security Advisory Service ("PSAS") for up to a ten (10) day (maximum) engagement of which up to three (3) days consist of an on-site or remote evaluation, led by an HP Security Advisor ("Advisor"), The evaluation will use appropriate tools, including a questionnaire and report extracts to assess the MPS fleet and infrastructure within the Customer Environment.

If remote services are requested, MPS fleets can be assessed remotely using tools or report extracts. Customer IT and business leads, and subject matter experts of Customer's existing IPE must be available to respond to questions regarding security risks and vulnerabilities; more specifically: physical and network security, device security and settings, Data Protection, access/authentication controls, document Security, compliance, monitoring and management. After completing the evaluation, the Security Advisor will review and assess the findings and identify recommendations for reducing Imaging and Printing security risks and vulnerabilities. The Security Advisor will write a detailed report and executive summary that includes HP findings and recommended options for secure printing and security policies. The delivery of the HP Print Security Advisory Report by the Advisor to the Customer is taken as Customer acceptance.

Any additional Advisor days/expenses that are required to complete PSAS, shall be deemed additional services and will managed via Change Order.

HP Responsibilities

- Provision of Print Security Advisor to lead and complete PSAS evaluation.
- Provide detailed PSAS on-site/evaluation agenda and Customer attendee requirements per day prior to the evaluation.
- Review and assess evaluation finding.
- Identify print security vulnerabilities and make recommendations to reduce security risks.
- Document Print Security Assessment report.
- Create and communicate executive summary of PSAS findings and recommendations.
- Deliver PSAS report and executive summary of PSAS to agreed secure location/limited audience.

Customer Responsibilities

- Prior to the on-site visit, Customer will identify personnel required for completion of on-site PSAS evaluation and escort HP during the assessment.

- Prior to the on-site visit, Customer will provide HP a copy of their Security Policy and list the legacy applications and details of their IPE.

- Provide any necessary Site access badges/escorts and Customer required safety equipment needed for HP to perform the PSAS.

- Allow HP to remotely have access to all information gathered from HP Tools to complete PSAS Services.

- Ensure appropriate Security, IT and business leads attend the relevant PSAS on-site engagement sessions in person or remotely

- The Customer PSAS lead will engage with the HP Security Advisor to ensure that the PSAS report can be delivered on time

- The Customer PSAS lead will define the delivery location and audience of the PSAS report.

- The Customer PSAS lead will attend the PSAS report communication meeting with the HP Security Advisor.

Activity	HP	Customer
Set-up logistics for meetings between HP and Customer stakeholders		R
Educate Customer on security risks	R	
Describe business needs related to imaging and printing environment security		R
Identify imaging and printing environment security vulnerabilities	R	C
Summarize business objectives and security vulnerabilities	R	
Provide recommended Security Policy	R	

4.2   Print Security Retainer Service

After HP's initial Print Security Advisory Service recommendations and presentation, HP to provide One (1) day consultancy per year to evaluate and explain print security risks, vulnerabilities, and HP recommendations to cover the Customer in scope on-premise and the MPCS secure hosted cloud infrastructure including solution stacks and connection between the two environments. Following HP evaluations, HP will provide scheduled presentations of its findings to Customer, in an HP determined format, during the SOW Term.

After HP's initial Print Security Advisory Service recommendations and presentation, HP will provide annual/monthly/one-time evaluations and explanations of security risks, vulnerabilities, and HP recommendations to cover the Customer in scope MPS infrastructure and fleet. Following HP evaluations, HP will provide scheduled presentations of its findings to Customer, in an HP determined format, during the SOW Term

HP Responsibilities

- Provide security assessment update against the initial baseline established during the Print Security Advisory Service

- Provide ongoing compliance guidance, and advice to address Customer's unique needs

- Document and communicate update/finding to customer in a Print Security Retainer Report.

Customer Responsibilities

- Provide any remote access or report extracts necessary for HP to perform the Retainer service.

- Allow HP to remotely have access to all information gathered from HP Tools to complete Retainer service.

- Ensure appropriate Security, IT and business lead attend the relevant Retainer engagement sessions.

- Prior to the on-site visit, Customer will identify personnel required to support and escort Advisor.

- Provide any necessary Site access badges/escorts and Customer required safety equipment needed for Advisor.

4.3   Print Security Implementation Service

Scope/Description of Service

The Print Security Implementation Service assists customers in deploying security functionality that is recommended through HP Print Security Advisory Services via HP Security Manager (HPSM). Deployment is limited to HP and non-HP devices that are supported by HPSM.

HP Responsibilities

HP will provide a total of XX hours in remote professional services as follows:

- Validate Customer is running the appropriate firmware on the Fleet of Devices before implementation service begins.

- In scope and existence of HP sure start, whitelisting, and run-time intrusion detection.

- Enable instant-on capabilities for supported Devices.

- Deploy Certificate Authority (CA) signed identity certificate automation for HP branded Device fleet and select Zebra thermal network print Devices.

- Integrate Customer Active Directory with Device settings and workflows.

- Configure HP capable Devices to send syslogs to specific Customer Syslog Server or Security Information and Event Management (SIEM) tool.

Customer Responsibilities

- Verify Network IT completion of network port settings, including required network drops.

- Provide device configuration information (i.e., IP address, hostname, default gateway, subnet mask).

- Set up and configure required servers and communication infrastructure (i.e., paths, protocols, ports).

- Designate a resource and test in non -production environment.

Technical Requirements/Prerequisites

- HP SGCS requires HP Security Manager Software Solution to be included in MPS.

Success Criteria

- HP sure start, whitelisting, and run-time intrusion detection enables on all HP Devices.

- Instant-on is enabled on all HP Devices.

- Certificate Authority ("CA") signed identity certificate automation is enabled and verified operational.

- Applicable Active Directory workflows are verified operational.

- Syslog configuration verified operational on HP Devices.

5 Customer Responsibilities for Software Solutions

Customer Responsibilities	Customer obligation needed for the type of solution?		
	a) On-Premise Solution	b) HP Managed Print Cloud Services	c) Public Cloud Solution
Access Obligations			
For a remote installation, the Customer shall provide HP remote access to solution server via Virtual Private Network ('VPN') or Customer provided PC. This includes access to the customer account to install and configure the software.	YES (either remote or onsite)	YES	NO
For an onsite installation, customer shall additionally provide HP access to customer's systems, facilities, working space, office services, and other resources.		NO	NO
Customer shall provide server host name and location for software license key to be ordered and delivered.	YES	NO	NO
Technical Obligations			
Customer will provide information on Customer's network topology and architecture to support HP's solution architecture.	YES	YES	YES

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Customer Responsibilities	Customer obligation needed for the type of solution?		
	a) On-Premise Solution	b) HP Managed Print Cloud Services	c) Public Cloud Solution
Customer will work with HP on the Software Architectural Design to agree on a setup of the Software Solution(s) in Customer's environment.	YES	YES	YES
Customer will ensure that his environment (i.e., network, network ports, infrastructure, servers and devices if applicable) meets the requirements as provided by HP as outcome of the Software Architecture Design document.	YES	YES	YES
Customer will provide dedicated server(s) or Virtual Machine infrastructure for the Software installation as outlined in the Software Architecture Design.	YES	NO	NO
Customer will ensure HP Web Jetadmin server hardware and network connectivity is operational and up-to date prior to the transition phase and will ensure administrative capabilities are made available. In case the Customer cannot ensure the above, HP reserves the right to provide these Web Jetadmin installation and configuration services with additional charges.			
Customer will install and maintain appropriate antivirus software on the server environment.	YES	NO	NO
Customer will install and maintain appropriate antivirus software on the client environment.	YES	YES	YES
Customer will setup and maintain a test environment for all (including test server and printing hardware).	YES	Setup of test environment for operating system patches and solution patches not needed.	Setup of test environment for operating system patches and solution patches not needed.
For a new printing device firmware, perform validation testing before deployment in the production environment to verify that functionality, quality and performance for this firmware is acceptable compared to the former firmware, and providing documentation to HP.	YES	NO	YES

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Customer Responsibilities	Customer obligation needed for the type of solution?		
	a) On-Premise Solution	b) HP Managed Print Cloud Services	c) Public Cloud Solution
For operating system patches, perform validation testing before deployment in the production environment to verify that functionality, quality and performance for these patches is acceptable compared to the pre-patched system, and providing documentation to HP.	YES	NO	NO
For solution patches and final solution testing, perform validation testing before deployment in the production environment to verify that functionality, quality and performance for these patches is acceptable compared to the pre-patched system, and providing documentation to HP.	YES	NO	NO
Installing Print drivers only on print servers which are certified compatible with the Software, print servers and PC clients.			
Customer is responsible for the installation of the necessary software solutions on the client PCs (i.e., using tools like SCCM, PDM)			
Customer is responsible for the installation of the necessary software solutions on the printing devices.			
Installing, configuring and operating the user management system (LDAP or ActiveDirectory). Allowing the Device look-up of a user's information (with read-only access).			
Installing, configuring and operating a SMTP gateway and make it accessible to HP.			NO
Installing, configuring, and operating the SQL database, as outlined in the Software Architecture Design.	YES	NO	NO
Identifying and providing IP addresses / hostnames for targeted Devices, DNS resolution if applicable, prior to installation.			
All targeted Devices supported by the software must be available in the network for the software solution(s) and functioning properly prior to software installation.	YES	YES	YES

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Customer Responsibilities	Customer obligation needed for the type of solution?		
	a) On-Premise Solution	b) HP Managed Print Cloud Services	c) Public Cloud Solution
All targeted, existing installed base Devices in Customer's environment must be verified for Software compatibility by Customer based upon information provided by HP during pre-installation planning. In the event of Device incompatibilities, Customer must bring the targeted installed base Devices to compatibility prior to Software installation by exercising one of the following options: - Device replaced with compatible Device; - Device firmware, hard drive, or additional memory updated to the proper level to support the Software; and - Device excluded from the Services hereunder			
Resource + Project Management Obligations			
Assigning trained technician(s) as System Administrator(s) for Software Solutions and as technical contact person(s) for IT topics related to Customer's environment.	YES	YES	YES
All individuals designated and qualified to administer and support the Software shall be available during the overall installation and transfer knowledge sessions, including IT and facilities representatives for Active Directory/LDAP, SQL server, other databases or external systems as applicable.	YES	YES	YES
Customer Project Manager resource(s) as defined in section "Transition" must be authorized to make all decisions relative to this engagement, including identification and assignment of Customer's technical and business resources.	YES	YES	YES
Coordinating any third-parties responsible for Customer datacenters and network operations and providing HP with reasonable access to these people as required.	YES	YES	YES
In collaboration with HP, plan and agree on the software license installation according to the schedule in Appendix E.	YES	YES	YES
Customer shall provide timely information, in order to perform on the jointly agreed project plan.	YES	YES	YES
Post Installation and Support Obligations			
Maintaining server(s) availability, up-time and/or redundancy.	YES	NO	NO
Performing periodic server(s) application and data back-ups in accordance with the Software operating manual.	YES	NO	NO

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Customer Responsibilities	Customer obligation needed for the type of solution?		
	a) On-Premise Solution	b) HP Managed Print Cloud Services	c) Public Cloud Solution
Re-configuring the required solution modules when service accounts passwords used by the solution need to be renewed as per the Customer security policy.	YES	NO	YES
When necessary, Customer agrees to provide remote screenshot viewing capabilities (e.g. HP Virtual Room, WebEx or other similar platforms) and/ or error logs for the servers and Devices that require troubleshooting.	YES	YES	YES
Keeping track of and providing license key numbers upon request.	YES	YES	YES
Customer will install all recommended security patches on operating system and application level, unless alerted by HP about incompatibility issues, and will install all HP and Solution provider recommended patches and service packs.	YES	NO	NO
Software Support does not include the following (non-exclusive) items: - 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. - Professional Services for Software Upgrades. These services are managed via Change Order.			

Any deviation from these responsibilities or from the agreed Software Architectural Design may result in a Change Order.

6 Support and Maintenance for Software Solutions

Scope/Description of Service

The Software Support Service is provided to the Customer for the resolution of Software issues that the Customer's first level technical support team is unable to resolve, for Software set forth in the Services and Pricing statement and applicable Change Orders. Software Support Service will be provided using remote problem diagnosis and support,. Unless

otherwise agreed by HP, HP only provides Support for the current version and the immediately preceding version of Software.

Service Response Levels

For HP-branded and HP-resold solutions, HP will determine the severity of a support request and the following support service levels for response (calculated from the time Customer ticket is logged by HP following Customer call to the time HP communicates back to Customer) will be applied:

Severity	Service Response Level
Severity 1	4 Business Hours
Severity 2	Next Business Day
Severity 3	2 Business Days

Severity Response Levels Definition:

- Severity 1: A Severity 1 problem is a catastrophic problem that may severely impact Customer's ability to conduct business. This may mean that the Software is not functioning, and no procedural workaround exists, and Customer is not able to print.

- Severity 2: A Severity 2 problem is a high-impact problem in which Customer's operation is disrupted but there is capacity to print and maintain necessary business-level operations.

- Severity 3: A Severity 3 problem is a medium-to-low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations but allows Customer to continue to print. This may be a minor issue with limited loss or no loss of functionality or impact to the Customer's operation. This includes documentation errors.

Software Electronic Support

HP will provide a knowledge base information to all registered Customer software support users and IT administrators through the HP Support Center. The HP Support Center provides a single-entry point to support information, tools, education, and user forums from HP. In addition, support cases may be logged via the HP Support Center. The HP Support Center website can be accessed at:www.hp.com/go/hpsc.

Access to Technical Resource.

HP Priority Phone Support is available to assist Customer in the resolution of software issues. Support is generally available in English only; however, local language capabilities may be available in some geographies. Customer is required to provide identifying information, including the support agreement identifier number and the software product and version number, to the phone agent when calling for support. Customer may be required to run self-test programs or to correct reported faults upon telephone advice.

Problem Analysis, Isolation, and Resolution

An HP representative will provide corrective troubleshooting support to help Customer resolve identifiable and Customer-reproducible software problems. The HP representative will perform fault isolation and determine the origin of the problem. The HP representative will then transfer the case to the appropriate support team for resolution.

Escalation Management

HP uses an established escalation procedure to facilitate complex problem resolution. The procedure includes local HP management escalation and elevation to third parties when appropriate.

Software Maintenance

Software maintenance includes Software Updates and patches, if and when available.

Software Updates

For HP-branded Software, Customer will receive access to Software Updates if available via the Software Updates and Licensing portal. Software Updates may be released as soon as HP has made the software available. Customer will be notified through HP Support Alerts. Software Updates and Licensing can be accessed at https://mycrm.support.HP.com An HP Passport login and password and an active support contract are required to access Software Updates. After Customer has logged in with HP Passport, Customer will be able to access Software Updates.

Customer receives access to Software Updates if available via FTP or HTTP. Software patches and bug fixes may be released as soon as HP has made the Software available. Customer will be notified through an HP representative.

Notification of Software Updates

Update notification for HP-branded Software will be sent through HP Support Alerts email only after Customer has registered. As Software Products are updated, Customer will receive email alerts with a link to the Software Updates and Licensing portal. E-mail alerts will be sent from HP alerts@alerts.HP.com.

Installation of Software Updates

Customer is entitled to Software Updates for Software listed in Appendix A – Table E: Software Update. Upon request, an HP specialist is available remotely to assist with the update process. On-Site installation by HP will result in additional Fees. In integrated/customized software environments, HP recommends updating the Software only after HP has validated interoperability with Customer environment. Unauthorized updates may result in additional Fees.

Customer Responsibilities

Customer is responsible for meeting requirements which include, but are not limited to:

- Maintaining server(s) availability, up-time and/or redundancy.

- Performing periodic server(s) application and data back-ups in accordance with the Software operating manual.

- Installing all recommended Microsoft security patches unless alerted by HP about incompatibility issues, and all HP and Solution provider recommended patches and service packs.

- Keeping virus signatures updated.

- Re-configuring the required solution modules when service accounts passwords used by the solution need to be renewed as per the Customer security policy.

- Testing in a test environment all patches required by the server(s) running Document and Workflow Solutions before deployment in the production environment, verifying

that quality and performance is comparable with the pre-patched system, and providing documentation to HP.

- Testing in a test environment all Device firmware and Software upgrades prior to deployment to the production server.

- Maintaining a test environment (including software) for troubleshooting and make it available to HP support.

- Configuration (with read-only access) of the user management system by LDAP or Kerberos.

- Providing appropriate resources to operate and administer the software.

- When necessary, Customer agrees to provide remote screenshot viewing capabilities (e.g. HP Virtual Room, WebEx or other similar platforms) for the servers and Devices that require troubleshooting.

- Installing Print drivers only on print servers which are certified compatible with the Software, print servers and PC clients.

- Assigning trained technicians as System Administrators for Document and Workflow Solutions

- Installing / uninstalling all Software and drivers using Software provider recommended tools and procedures.

- Keeping track of and providing license number upon request

- Software Support does not include the following (non-exclusive) items:

  – 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.

  – Professional Services for Software Upgrades are managed via Change Order.

7   Document and Workflow Solutions

7.1   HP Security Manager (HPSM)

Solution Software Description

HP SM is an imaging and printing compliance solution that enables fleet wide security monitoring and management, automatic assessment, reports, and remediation of imaging and printing devices.
HPSM allows the Customer to collaborate with HP delivery consultants to define and deploy a security policy. Multiple policies can be created and applied to different groups as defined by the Customer. Devices can either be added manually or automatically utilizing the HPSM Instant-On Security feature. When enabled, Instant-On can automatically detect and monitor Customer print environments for settings that are non-compliant with the chosen security policy and return those settings to the desired state as soon as the device is attached to the

network. Instant-On ensures that device policies are in line with Customer's policy template after a Device changes such as a cold reset or an IP address change.

HPSM also offers a certificate management feature that deploys unique identity certificates across the fleet, continuously monitors them to ensure they remain valid, and automatically replaces revoked or expired certificates.

Technical Requirements

Installation options include a full local install, a full local install with a remote database option, and a user interface (client) only install. For proper Security Manager Installation and Operation, specific Microsoft software must be present. The most up to date Software and Hardware requirements can be found in the release notes document that can be downloaded from www.HP.com/go/securitymanager. Furthermore, HP will provide customer-specific software prerequisites and requirements prior to or in transition period.

Scope of Services

HP Responsibilities
HP will provide the following services for the HPSM. Professional services required outside the listed deliverables will be managed via a Change Order.

HPSM Installation
- HP will recommend customized deployment strategy and quantity of HPSM instances. Once agreed by Customer, this recommended deployment strategy will be used for the full deployment of the solution.
- HP will install HPSM, load licenses, and work with Customer SQL DB administrator to complete connectivity.

HPSM Security Policy Development and Device Discovery
- Security Policy Creation Consulting Service – will include investigation to determine the most optimal HPSM comprehensive policy or policies for Customer deployment. Investigation will include device administrative needs, device settings and protocol requirements. HP will, in collaboration with the Customer security and technical subject matter experts, define a Security Policy for HPSM. This session will be conducted either remotely or on-site and will last up to one day.
- The Security Policy will be modified from the HPSM base Security Policy using configuration settings and best practices along with input from customer's security contacts to ensure the policy is fit for purpose.
- Device Discovery – HP will consult on printer device discovery using HPSM application, limited to 100 devices. Includes the configuration of Instant On technology deployment and syslog configuration on printers to send logs to client provided syslog server. This does not include consultation on the client's syslog server and Security Information and Event Management (SIEM) tools.
- HP will provide an HP best practices assessment on up to (5) five selected devices and will discuss results with Customer.
- This service does not include penetration testing.

Training Service

HP to perform remote technical training on the administration of the HPSM tool. This includes:
- Training on policy setup and modification

- Perform device discovery and loading client printer fleet into the software application
- HPSM printer fleet assessment and remediation against HPSM security policy
- Training of HPSM reports feature, and best practices use of reporting in general
- Assessment and remediation report generation and delivery to applicable parties
- Deployment of certificates on HP printers using the HPSM application

Software Installation Success Criteria
The installation for the HPSM Software will be deemed successfully installed when the following success criteria are met:

Use case	Success Criteria
Installation	Successful installation of HPSM licenses. Successful connection to local or remotely installed SQL database.
Card authentication	Successful addition of up 100 devices to HPSM. Creation, assessment and remediation of security policies to up to 5 test devices.
Training	Training on components and features of HPSM delivered.

7.2   HP Advance

Solution Software Description

HP Advance solutions is a suite of off-the-shelf software applications that is designed to capture large document volumes and provide scalable output management. HP Output Central, the solution's core software component, captures output from Windows and other enterprise applications, converts the data to a printer-ready format and routes documents to their intended destination which may be defined as distributed printers, email recipients, fax and file servers or any combination thereof. HP Output Central has document compression capabilities that enable a high number of concurrent printing sessions while minimizing network traffic. HP Output Central acts as a central point of document control for:

- Collecting Output – HP Output Central collects output using standard network protocols which supports up to 256-bit encryption of output streams and data compression levels exceeding 90%.
- Storing Documents – HP Output Central has short-term document retention that allows for document preview and retention which enables rerouting and reprinting as needed. The software integrates with HP PageCenterX (optional Software) for secure long-term document storage and retrieval of any document or file type.
- Controlling Document Environments – HP Output Central allows for automatic recovery from most common document delivery failures. With the web-based HP Output Central interface, administrators and authorized end users are able to view the status of all output destinations as well as manage multiple remote instances from a central interface

HP Advance can be provided in variable combinations of software modules that are sublicensed by HP to Customer. The Customer has selected the following software bundles as further described:

HP Direct Print

HP Direct Print is a direct IP printing solution that supports printing from Windows, Mac and select Linux workstations and applications. It supports full tracking & audit capability for savings, security, and policy compliance. Like other HP Advance products, HP Direct Print software includes the Personal Print Manager (PPM) feature to ensure that the right driver is always installed and that the selected device is able to process the print job properly. Normally, these functions are handled by a Windows print server; however, within a print server consolidation initiative, PPM takes over this functionality.

HP Access Control Print

Is a distributed server-based application that captures print jobs and stores them on a server hard drive. Once print job owners authenticate to an HP Access Control Print enabled device, they can reclaim their print jobs from the device where the authentication occurred or stored in other HP Access Control Print servers in remote locations. Users can authenticate on HP Access Control Print enabled devices using the embedded authentication functionality. After a configurable period of time, the print jobs which have not been reclaimed will be automatically deleted by the system.

Innovate Audit Reporting

Is an accounting analysis and reporting tool that allows summary and detailed reports to be generated from accounting data. Innovate Audit Reporting uses a Datawarehouse and Cube structure to ensure high performance reporting for even very large datasets.
Innovate Audit Reporting is supplied with many standard reports which allow print usage and costs to be analyzed in many ways. The reports are provided in Report Description Language (RDL) format and it is possible to modify and add reports as required. HP can supply custom reports, as required, on a services basis. Innovate Audit uses a cost model table to assign print costs for various printer types depending on color, duplex, and page size properties of files printed. The cost model is also used to assign costs for environmental factors (CO_2, Trees, KWH).

HP Mobile Connector

Extends direct document delivery and pull printing capabilities to smartphones, tablets, laptops, and other mobile devices. Mobile users can submit documents via a native HP Advance app for iOS or Android devices, or simply email attached documents to an address associated with a designated printer. Mobile Connector verifies user printing rights before converting and delivering the documents to the appropriate print queue.

HP Access Control Scan Pro

Offers the same capabilities as HP Access Control Scan, but also provides advanced features that offer faster, more flexible OCR capabilities, advanced barcode recognition, automated faxing, as well as integration with Microsoft Exchange, SharePoint, and leading Cloud storage platforms

HP Access Control Scan

Software enables authorized users to electronically capture documents using the scanning function of an MFP. From the interface built into your multifunction devices, users can scan documents and send them to a printer, file folder, portal, email address, FTP server, and other destinations as well as leverage built-in Optical Character Recognition (OCR) capabilities. The

solution offers single sign-on via proximity cards, PIN codes, and other authentication methods. The software gives walk-up users a set of ad-hoc document capture options to improve personal productivity. However, administrators can also create custom workflows tailored to a given user role or team profile. Such workflows facilitate true business process automation that improves organizational efficiency while reducing the risk of human error.

HP Printer Driver Deployment Tool (PDDT)
Provides a function to centrally upload windows printer drivers into a repository maintained by HP Output Central. Versions of these drivers with different driver and printer configuration settings can be pre-configured and assigned to printer queue definitions in HP Output Central. A client with the PDDT service installed can select a printer using the printer locator, and with a single click install the required windows print queue, with the centrally assigned driver and its pre-configured settings.   The PDDT service takes care of a 32- or 64-bit clients and updates the driver and printer parameters on the clients after they have been changed centrally in HP Output Central.

HP Personal Print Manager (PPM)
PPM is a collection of applications and services that aide in managing print management on a client desktop or workstation, while implementing other services such as print policy enforcement.

This includes supporting the management of:
- Printers
- Print Drivers
- Delegates
- Secure Scan Address Book & Destinations
- Print Policy Enforcement

HP Transforms
Handles popular data streams such as PCL, PDF, PS, AFP, IFF, LCDS and OTF, over any network. Each Transforms is designed to convert a native data stream created by an application into a different format needed for printing on a specific Device or for storing & viewing in an online archive.

HP Output Central for Output Manager (OM)
Provides an SAP certified interface to capture data from SAP applications and seamlessly route it to HP Output Central for delivery to designated destinations. Device printing status is communicated to the originating SAP application via a bidirectional interface.

HP Output Central for Epic Integration (HP OC for EI)
Provides an interface to capture data from Epic EMR applications and route it to HP Output Central. HP Output Central for EI eliminates the need for multiple Windows Print Servers in EI environments and simplifies both driver management and special paper handling requirements. Print job status is reported back to the EI application via a documented and supported feedback interface. HP Output Central for EI supports all open systems platforms that run EI, including UNIX, Linux, and Windows.

HP Output Central for Millennium Integration (HP OC for MI)
Provides an interface to capture data from Cerner Millennium EMR applications and route it to HP Output Central. Cerner emits PostScript, ZPL, Text, PDF, and other PDL data from the various Millennium processes. These formats all include metadata in the LRSQ headers.

Some of this metadata is placed in the LRSQ call via Cerner's Digital Media Services (DMS), and others via LRS processes that extract data from Millennium logs before sending the output.

Once received, HP Output Central for MI formats the metadata and resolves any formatting issues and spools the data to the appropriate HP Output Central for MI print queue. If necessary, HP Output Central for MI calls the HP Transforms to create the proper PDL for the device. Upon release to the actual printer, Cerner's Form Libraries are applied as a final step.

HP Workplace

Captures output from physical and virtual Windows hosts and provides assured document delivery to any print device. It offers simplified print driver management/deployment/updates to ease the burden on IT staff. End users can quickly locate nearby devices and add new printer objects to Windows via an intuitive web-based portal interface. It supports a hybrid print architecture that uses the robust document spool, Direct IP printing, or both.

HP Intelligent Document Bundling (IDB)

Automates the retrieval, sequencing, and bundling of documents from multiple sources into a single target document. The solution can extract select pages from multiple documents, insert dynamic content or watermarks, and combine them into a single logical document workflow.

HP Personal Print Manager (PPM) Local Delivery

Supports back-end application printing to "non-managed" USB and network printers in home offices and other locations. All communication, between the central HP Advance system and the PPM clients running on the home office desktops, uses HTTPS to ensure all print data and metadata is encrypted. Sold on a per-user basis.

HP Virtual Session Printer Agent (VSPA)

Enables IT administrators to easily manage printer definitions for virtualized desktops and applications. Authorized staff use an intuitive web-based app to define printers for users and thin/zero client terminals and designate which printer is the default device for application printing. The solution provides the flexibility to define printers by user, AD group, Terminal and IP address range.

HP Innovate Mill

Is used in conjunction with at least one Transforms. It is designed to analyze, separate, classify, modify, and convert documents of different origins and prepare information for use in electronic or printed form. The product can logically decollate large documents into multiple sections, extract report data for storage in an archive, add watermarks/OMR marks/barcodes and other elements based on document data. It can also be used to automatically redact or manipulate document content without requiring changes to the business application that created the output.

HP DBCS Fonts

Simplifies the printing of Asian double-byte (DBCS) fonts within large, heterogeneous printer fleets. These fonts are designed to match Windows Japanese, Korean, Traditional Chinese, and Simplified Chinese fonts. When used with HP Output Central software, these fonts eliminate the need to install special font hardware or software for printing these character sets, especially when printing from OM and other non-Windows applications.

HP PageCenterX

Stores and manages documents or other file types to support vital business processes and compliance efforts. Both text documents and binary files can be stored in the document

archive. Authorized users and administrators can access and search content via a standard web browser; the solution also includes full auditing capabilities to aid in security and compliance.

HP PageCenterX/Satellite

Optional extension to the PageCenterX software that provides continuity of access to critical business data during planned or unplanned system outages. Rules-based document retention and purging ensure that the correct document versions are available for reprinting or online viewing in case of a downtime event. Each license of PageCenterX/Satellite enables a single user to access stored data and includes a one concurrent use license of the base PageCenterX product.

Technical Requirements

Technical requirements are defined and available at www.hp.com/go/hpadvance.
HP will provide Customer-specific software prerequisites and requirements prior to or in transition period.

Scope of Services

HP will provide the following Software Configuration Services for the HP Advance software application modules as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities

Installation and Configuration of HP AC Print Single Server:
Up to 20 hours of remote online service for installation and configuration of HP Advance Print with basic configuration of the system.

- Includes: Gateway and security configuration.
- Includes: Configuration for up to 2x Device and the addition of up to 20 devices or up to maximum number of devices discoverable in 30 minutes, and setup of up to 5 administrative users. This includes proper configuration of the printing device in device's Embedded Web Server (EWS) and Installation of pull-printing agent on the printing device.
- Includes: Configuration of the AlertX monitors.
- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible
- Does not include: Deployment of certificates to user workstations, Network troubleshooting when using the PPM, in-depth driver customization or configuration for the PPM mass deployment, card reader customized and training

Installation of additional HP AC Print devices
- Includes: addition of up to 25 devices in one single 2 hours session.
- This service is designed to be delivered in consecutive remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.

Creation and Configuration of HP Advance Personal Print Manager (PPM)
- Up to 12 hours of remote creation of a deployment package, direct or pull print queue. HP will work with the customer's IT staff to create a suitable package.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- This service is designed to be delivered in consecutive remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.
- Does not include: Co-working configuration (where there is only an internet connection and IP addresses), PPM deployment on the devices.
  Customer needs to use a mass deployment tool such as Microsoft System Center Configuration Manager (SCCM) or equivalent.

Installation of additional of HP AC Scan or HP AC Scan Pro

- Up to 8 hours (full business day) of remote online service for installation and configuration of HP Advance Scan or Scan Pro with basic configuration of the system and scan policy
- Includes: Configuration of a single capture flow in the customer environment and provide guidance.
- This service is designed to be delivered in consecutive remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.
- Does not include: Network troubleshooting in-depth, customization, installation of advanced OCR, and training.

Configuration of HP Advance Mobile Connector

- Up to 8 hours (full business day) of remote, online assisted configuration of the mobile connector app usage and sent to email.
- This service is designed to be delivered in consecutive remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.
- Does not include: Mobile Device Management (MDM) integration.

Setup of HP Advance Innovate Audit

- Up to 8 hours (full business day) of remote, online assisted setup of HP Advance Innovate Audit on a dedicated SQL Database and initiate the standard reports (up to 10) on a single SQL server set up.
- This service is designed to be delivered in consecutive remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.
- Does not include: Initial installation and configuration of the SQL database server. This will be performed by Customer's database administrator.

HP Advance Training

- Familiarization of both HP Advanced Print, Mobile Connect, Scan, Direct Print, reporting tool (How to navigate the system).
- Demonstration of custom and familiarization of the HP GUI (Graphical User Interface).
- This service is designed to be delivered in one single remote session. Reschedules for unused/remaining time will not be possible.

Installation Success Criteria
The installation for the HP Advance Software will be deemed successfully installed when the following success criteria are met:

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Use Case	Success Criteria
Authentication	
Users enroll their proximity cards without admin intervention	A user has successfully enrolled his/her proximity card, after presenting an approved badge, responding to the control panel prompt and providing network credentials
Card authentication	A user is successfully authenticated by presenting his/her proximity card after having registered this previously
On the MFP, authentication is configured for the Pull Print function	A user cannot use the Pull Print function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Pull Print function
Pull Printing	
A pull print queue is created and shared	One client PC has a test user with a queue configured for pull print and sent a print job to it successfully.
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user has viewed and/or printed them on different devices
Innovate/Audit	
A sample report on usage data of a user for print, copy and scan is created	A report has been generated with usage data
A sample report on savings achieved is created	A report has been generated which shows the pull print jobs that had been sent to the queue, but never collected by the users.
HPAC Scan	
A document is scanned at the MFP.	The document is stored in a virtual folder, email address, FTP server, or other destinations.
Optical Character Recognition (OCR)	The system creates a text searchable electronic document in PDF and/or PDF/A format.
HP Mobile Connecter	
Route print job through Mobile Connector	Successful printing of a test document from HP Mobile Connector.
Print from native iOS/Android mobile device	Successful printing of a test document from the native iOS / Android mobile device.
Submit print job from HPAC Mobile App	Successfully submit a print job through the HPAC Mobile App.
Submit print job through email.	Successfully submit a print job to the system via email.

7.3   HP Access Control ("HPAC")

Solution Software Description

HPAC is a suite of off the shelf software applications. HPAC is designed to operate with selected networked HP-branded devices and provides some level of functionality for selected Non-HP branded devices.

The following Software package will be provided to Customer:

- HPAC Express: includes Secure Pull Print Express, Authentication, Job Accounting (50 users per device license) and Intelligent Rights Management.

- HPAC Enterprise: includes Secure Pull Print Enterprise, Authentication, Job Accounting (50 users per device license), Intelligent Print Management and Intelligent Rights Management.

In addition, HP may provide additional HPAC Job Accounting licenses. Refer to the Service and Pricing Statement.

Each module of the selected software package is separately detailed below:

Secure Pull Print Express

Is a server-based application that captures print jobs and stores them on a server hard drive. Once print job owners authenticate to an HPAC enabled device, they can reclaim their print jobs from the device where the authentication occurred. Users can authenticate on HPAC enabled devices using the embedded authentication functionality, or the authentication functionality provided by HPAC and described below. After a configurable period of time, the print jobs which have not been reclaimed will be automatically deleted by the system.

Secure Pull Print Enterprise

Is a distributed server-based application that captures print jobs and stores them on a server hard drive. Once print job owners authenticate to an HPAC enabled device, they can reclaim their print jobs from the device where the authentication occurred or stored in other HPAC servers in remote locations. Users can authenticate on HPAC enabled devices using the embedded authentication functionality, or the authentication functionality provided by HPAC and described below. After a configurable period of time, the print jobs which have not been reclaimed will be automatically deleted by the system.

Secure Print Authentication

Provides a variety of end users authentication options which integrate with existing network credentials, including Lightweight Directory Access Protocol and Active Directory, to allow for pull printing, send/receive email, fax, copy, scan, or receive and print jobs from mobile device. Authentication options may include using a PIN, or, if a card reader is installed, a proximity badge provided by Customer. Card readers are additional hardware accessories required to support proximity badge or smart card, and are priced separately in the Service and Pricing Statement. Customer can select the HP-branded MFP functions for which users must authenticate to access. HPAC features a self-enrollment capability, where users can enroll and de-enroll their badge on MFPs.

Job Accounting

Provides Customer with the ability to account for, monitor, allocate, and report how print jobs are processed throughout HPAC enabled devices. Reports can be created by Customer or selected from up to 310 pre-created queries on the printing operations/summary reports menu.

Intelligent Rights Management

Intelligent Rights Management enables Customer administrators to create Device user controls that enforce the enterprise's security needs, cost-cutting goals, device usage, and record usage details. Customer can assign specific Device functions such as scanning, faxing, or copying, to individual users or groups depending on their needs.

Intelligent Print Management

Intelligent Print Management enables Customer administrators to create printing rules (such as restricting color only to the users who need it) and adapt to any print policy change by establishing printing conditions, initiate actions based on these conditions, and deliver convenient user notifications.

Technical Requirements

Product specifications, server requirements and a list of supported Devices are defined and available at the HP Access Control Support Center at www.HP.com/go/HPac.

Scope of Services

HP will provide the following Software Configuration Services for the HPAC software application modules as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities:
- Collaborate and confirm requirements with Customer on Software Configuration Service as defined by the HP architectural review design.
- HP will provide a total of XX hours of professional services as follows:
  - XX hours of Consulting and Project Management.
  - XX hours of Software installation services as defined below:
  - remote installation at one site for (XX) XX secure pull print server and (1) on job accounting server in the US with Network Load Balancer (NLB) for failover or no failover (select according to delivery quote)
  - remote installation of HPAC agent installs up to XX devices. Remaining devices to be done by Customer.
  - Upgrade (XX) XX Webjet Admin (WJA) Server with templates.
  - HP UPD Consulting for driver configuration.
  - Knowledge transfer of HPAC solution to Customer designated personnel.

The following activities are excluded from the Services:

Prerequisites
Before HP can perform the Services, Customer shall:
- Complete architectural review design with assigned HP presales delivery consultant defining configuration deliverables.
- Customer shall provide server host name and location in order for software license key to be ordered and delivered.
- Complying with Software technical requirements including those specified in the Server requirement section and in the Software installation guide as defined in the HP Access Control solutions brief available at www.hp.com/go/hpac
- Assign within 30 days of signature a primary contact ("IT Administrator") for the duration of the software installation who is authorized to make decisions relative to identification and assignment of Customer resources.

Installation Success Criteria

The HPAC software modules which are part of the applicable SOW will be deemed to be successfully installed when the following success criteria are met:

Use case	Success criteria
Authentication	
Users enroll their proximity cards without admin intervention	A user has successfully enrolled his/her proximity card, after presenting an approved badge, responding to the control panel prompt and providing network credentials
Card authentication	A user is successfully authenticated by presenting his/her proximity card after having registered this previously
On the MFP, authentication is needed for Scan-to-Email, with send-from and send-to prefilled with authenticated user's mail address, not editable	A user cannot use 'the Scan-To-Email function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Scan-To-Email function The send-from and the send-to fields are prefilled with the user's mail address The send-from and the send-to fields are not editable
On the MFP, authentication is configured for the Copy function	A user cannot use the Copy function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Copy function
On the MFP, authentication is configured for the Pull Print function	A user cannot use the Pull Print function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Pull Print function
Pull Printing	
A pull print queue is created and shared	One client PC has a test user with a queue configured for pull print and sent a print job to it successfully.
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user has viewed and/or printed them on different devices
Job Accounting	
A sample report on usage data of a user for print, copy and scan is created	A report has been generated with usage data
A sample report on savings achieved is created	A report has been generated which shows the pull print jobs that had been sent to the queue, but never collected by the users.

7.4   LRS Enterprise Output Management

Solution Software Description

Customer shall be granted a perpetual license to use the Software. HP hereby grants Customer a non-exclusive license to use the version or release of the software that HP has the right to sublicense as listed in the Order. Permitted use is for internal purposes only (and not for further commercialization).

VPSX Enterprise

Is a suite of off the shelf software applications that is designed to capture large document volumes and provides scalable output management. VPSX, the solution's core software component, captures output from Windows and other enterprise applications, converts the data to a printer-ready format and routes documents to their intended destination which may be defined as distributed printers, email recipients, fax and file servers or any combination thereof. VPSX has document compression capabilities that enable a high number of concurrent printing sessions while minimizing network traffic. VPSX acts as a central point of document control for:

- Collecting Output.

  VPSX collects output using standard network protocols which supports up to 256-bit encryption of output streams and data compression levels exceeding 90%. LRS/Queue connectivity lets you control every aspect of document capture, processing, formatting, delivery, and tracking.

- Storing Documents.

  VPSX has short-term document retention that allows for document preview and retention which enables rerouting and reprinting as needed. The software integrates with PageCenterX (optional Software) for secure long term document storage and retrieval of any document or file type.

- Controlling Document Environments.

  VPSX allows for automatic recovery from most common document delivery failures. With the web-based VPSX interface, administrators and authorized end users are able to view the status of all output destinations as well as manage multiple remote instances from a central interface.

The LRS Enterprise Output Management Solution can be provided in variable combinations of software modules that are sublicensed by HP to Customer. The Customer has selected the following software bundles as further described:

VPSX/Workplace

Captures output from physical and virtual Windows hosts and provides assured document delivery to any print device. It offers simplified print driver management/deployment/updates to ease the burden on IT staff. End users can quickly locate nearby devices and add new printer objects to Windows via an intuitive web-based portal interface.   It supports a hybrid print architecture that uses the robust LRS document spool, Direct IP printing, or both.

VPSX/Direct Print

Provides Customers who want the same rich feature set as the VPSX/Workplace product, but do not need the robust LRS spooling capabilities of other LRS Output Management solutions. Documents are delivered straight from a Windows client to the desired print device via a Direct IP connection.

MFPsecure®/Print

Is an LRS pull printing solution that provides the ability for users to access work flows available from Multi-Function Printers (MFPs) for integration with the VPSX Enterprise Output Server (VPSX and PageCenterX). Integration with the VPSX Output Management server provides an advanced software driven pull printing and scan to email solution. Additionally, integration with

PageCenterX Content Management server provides online storage of MFP user scanned documents. Additional features are provided for enabling pull printing on single function printers as well as utilizing an external device (XT) with a card reader for pull printing.

MFPsecure is resold by HP for these supported devices: HP, Lexmark, Xerox, Ricoh, Canon, Konica Minolta, Kyocera, Sharp, Toshiba, Fuji Xerox and Samsung.

Mobile Connector for VPSX, MFPsecure or HP Access Control

Extends direct document delivery and pull printing capabilities to smartphones, tablets, laptops, and other mobile devices. Mobile users can submit documents via a native VPSX Print app for iOS or Android devices, or simply email attached documents to an address associated with a designated printer. Mobile Connector verifies user printing rights before converting and delivering the documents to the appropriate VPSX print queue.

MFPsecure/Scan

Enables authorized users to electronically capture documents using the scanning function of an MFP. From the interface built into your multifunction devices, users can scan documents and send them to a printer, file folder, portal, email address, FTP server, and other destinations as well as leverage built-in Optical Character Recognition (OCR) capabilities. The solution offers single sign-on via proximity cards, PIN codes, and other authentication methods.

The software gives walk-up users a set of ad-hoc document capture options to improve personal productivity. However, administrators can also create custom workflows tailored to a given user role or team profile. Such workflows facilitate true business process automation that improves organizational efficiency while reducing the risk of human error.

MFPsecure/Scan is available for these supported devices as of (as of 7/16/21): HP, Lexmark, Xerox, Ricoh, Canon, Konica Minolta, Kyocera, Sharp, Toshiba, Fuji Xerox and Samsung.

MFPsecure/Scan Pro

Offers the same capabilities as MFPsecure/Scan, but also provides advanced features that offer faster, more flexible OCR capabilities, advanced barcode recognition, automated faxing, as well as integration with Microsoft Exchange, SharePoint, and leading Cloud storage platforms.

MFPsecure/Scan Pro is available these supported devices as of (as of 7/16/21): HP, Lexmark, Xerox, Ricoh, Canon, Konica Minolta, Kyocera, Sharp, Toshiba, Fuji Xerox and Samsung.

VPSX/OutputManager

Provides a SAP certified interface to capture data from SAP applications and seamlessly route it to VPSX for delivery designated destinations. Device printing status is communicated to the originating SAP application via a bidirectional interface.

Innovate Audit

Is an accounting analysis and reporting tool that allows summary and detailed reports to be generated from accounting data. Innovate Audit Reporting uses a Datawarehouse and Cube structure to ensure high performance reporting for even very large datasets.

Innovate Audit Reporting is supplied with many standard reports which allow print usage and costs to be analyzed in many ways. The reports are provided in Report Description Language (RDL) format and it is possible to modify and add reports as required. HP can supply custom reports, as required, on a services basis. Innovate Audit uses a cost model table to assign print costs for various printer types depending on color, duplex, and page size properties of files printed. The cost model is also used to assign costs for environmental factors (CO_2, Trees, KWH).

VPSX Personal Print Manager (PPM)

PPM is a collection of applications and services that aide in managing print management on a client desktop or workstation, while implementing other services such as print policy enforcement.

This includes supporting the management of:

- Printers
- Print Drivers
- Delegates
- Secure Scan Address Book & Destinations
- Print Policy Enforcement

LRS Printer Driver Deployment Tool (PDDT)

Offers a function to centrally upload windows printer drivers into a repository maintained by VPSX. Versions of these drivers with different driver and printer configuration settings can be pre-configured and assigned to printer queue definitions in VPSX. A client with the PDDT service installed can select a printer using the printer locator, and with a single click install the required windows print queue, with the centrally assigned driver and its pre-configured settings. The PDDT service takes care of a 32– or 64-bit clients and updates the driver and printer parameters on the clients after they have been changed centrally in VPSX.

PPM Local Delivery

Supports back-end application printing to "non-managed" USB and network printers in home offices and other locations. All communication, between the central VPSX system and the PPM clients running on the home office desktops, uses HTTPS to ensure all print data and metadata is encrypted. Licensed on a per-user basis.

LRS Transform

LRS document transforms can handle popular data streams such as PCL, PDF, PS, AFP, IFF, LCDS and OTF, over any network. Each Transform is designed to convert a native data stream created by an application into a different format needed for printing on a specific Device or for storing & viewing in an online archive.

Innovate/Mill

Is used in conjunction with at least one LRS Transform. It is designed to analyze, separate, classify, modify, and convert documents of different origins and prepare information for use in electronic or printed form. The product can logically decollate large documents into multiple sections, extract report data for storage in an archive, add watermarks/OMR marks/barcodes and other elements based on document data. It can also be used to automatically redact or manipulate document content without requiring changes to the business application that created the output.

VPSX/DBCS Fonts

Simplifies the printing of Asian double-byte (DBCS) fonts within large, heterogeneous printer fleets. These fonts are designed to match Windows Japanese, Korean, Traditional Chinese, and Simplified Chinese fonts. When used with VPSX software, these fonts eliminate the need to install special font hardware or software for printing these character sets, especially when printing from SAP and other non-Windows applications.

Virtual Session Printer Agent for VPSX

Is designed to simplify printing from virtual desktops or virtual applications by managing the associations between printers and terminals, User IDs, or both. The software application maintains persistent definitions across user sessions and thereby eliminates the need to manage printer definitions and drivers across multiple print servers.

Intelligent Document Bundling for VPSX

Automates the retrieval, sequencing, and bundling of documents from multiple sources into a single target document. The solution can extract select pages from multiple documents, insert dynamic content or watermarks, and combine them into a single logical document workflow.

VPSX Epic Interface (VPSX/EI)

Provides an interface to capture data from Epic EMR applications and route it to VPSX. VPSX/EI eliminates the need for multiple Windows Print Servers in Epic environments and simplifies both driver management and special paper handling requirements. Print job status is reported back to the Epic application via a documented and supported feedback interface. VPSX Epic Interface supports all open systems platforms that run Epic, including UNIX, Linux, and Windows.

VPSX Millennium Interface (VPSX/MI)

Provides an interface to capture data from Cerner Millennium EMR applications and route it to VPSX. Cerner emits PostScript, ZPL, Text, PDF, and other PDL data from the various Millennium processes. These formats all include metadata in the LRSQ headers. Some of this metadata is placed in the LRSQ call via Cerner's Digital Media Services (DMS), and others via LRS processes that extract data from Millennium logs before sending the output.

Once received, VPSX formats the metadata and resolves any formatting issues and spools the data to the appropriate VPSX print queue. If necessary, VPSX calls the LRS Transforms to create the proper PDL for the device. Upon release to the actual printer, Cerner's Form Libraries are applied as a final step.

VPSX Micro Focus Interface

Provides an interface to capture data from the Micro Focus modernization suite and route it to VPSX. No application changes are required to deal with mainframe formatting languages such as AFP, LCDS, Metacode and Channel formatting. When used with VPSX, this interface allows the solution to ingest documents formatted with mainframe technologies, transform them to more popular formats such as PDF, PCL or PostScript, and route them to a network device.

PageCenterX

Stores and manages documents or other file types to support vital business processes and compliance efforts. Both text documents and binary files can be stored in the document archive. Authorized users and administrators can access and search content via a standard web browser; the solution also includes full auditing capabilities to aid in security and compliance

PageCenterX/Satellite

Provides continuity of access to critical business data during planned or unplanned system outages. Rules-based document retention and purging ensure that the correct document versions are available for reprinting or online viewing in case of a downtime event. Each license of PageCenterX/Satellite enables a single user to access stored data and includes a one concurrent use license of the base PageCenterX product.

Server Requirements

HP will provide Customer software prerequisites and server requirements in advance of software installation.

Scope of Services

HP will provide the following Software Configuration Services for the software application modules as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities

- <u>Installation and Configuration of HP AC Print Single Server:</u>
- Up to 20 hours of remote online service for installation and configuration of HP Advance Print with basic configuration of the system.
- HP will provide a total of XX hours of professional services as follows:

Installation Success Criteria

Multi-national Variations

- The LRS Enterprise Output Management Solution is available in Europe, Middle East and Africa and Americas regions. Country-level exceptions will be evaluated on a deal-by-deal basis.
- Latin America countries: Not available in Venezuela and Puerto-Rico.

7.5   HP Capture and Route (HP CR)

Solution Software Description

Is a server-based software application for document capture, which operates on a Microsoft Windows server within a customer's network. Users can access HPCR's document capture and routing capabilities from email, any scan-enabled MFP or configured network share. HP CR converts captured documents into a variety of document formats and delivers them to a wide range of destinations including fax, email, cloud and on prem storage systems.

The following Professional Services are available in combination as identified in Customer's scope and further defined in configuration services:

- Installation Services – Perform installation services for HPCR server(s) for stand alone, failover, remote composer and remote modems based on solution design.
- Implementation and Post Install Implementation Services – Used for configuration for standard features and functionality.
- Professional Services – Used for creating custom workflows specific to the solution goals.
- Training Services – Will provide remote or onsite administrator training, train the trainer or end user training.
- Consulting Services – Available to design, develop and implement a custom feature based on customer requirements.

Server Requirements – Supported Devices

Product specifications, server requirements and a list of supported devices are defined in the HP Capture and Route Solutions Brief available at: www.HP.com/go/HPcr.

Scope of Services

HP will provide the following Software Configuration Services for the HPCR software application modules as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities
<u>Installation and Configuration of HP AC Print Single Server:</u>
Up to 20 hours of remote online service for installation and configuration of HP Advance Print with basic configuration of the system.
HP will provide a total of XX hours of professional services as follows:

7.6   Omtool Accuroute

Solution Software Description

Omtool AccuRoute is a third party off-the-shelf software product that integrates paper and electronic documents into a single managed system and allows users to define document distribution rules to create electronic workflows.

The Omtool AccuRoute software product provides the following features and options:

- Supports the capture, conversion, communication and archiving of paper and electronic documents for access.

- Provides end-users with desktop management of their document handling and distribution workflows.

- Delivers simultaneous distribution of documents to multiple destinations such as fax, e-mail, document or records-management systems, and document archives.

- Supports conversion to a variety of formats (text searchable PDF, TXT, DOC, TIFF, etc.) and delivery to multiple information systems.

- Ensures deployment and adoption with a customizable interface.

- Allows for repeatable actions through use of saved routing rules (embedded directives).

- Enables decentralized document and form capture and scanning at the point of service.

- Provides users with the flexibility of personal document-routing instructions and the availability of public routing rules.

AccuRoute Intelligent Device Client.

Users may access AccuRoute's advanced document processing and delivery capabilities from the main control panel display of the device,

PIN Personalization.

The standard AccuRoute Embedded Device Client comes with an optional Personalization Agent that allows a user to be identified at the device by entering his e-mail address. The use of Omtool's Personalization Agent is optional. Clients can also use the standard Windows Authentication Agent provided by HP, or specialized Authentication Agents also provided by HP.

This software also supports an enhanced version of its Omtool Personalization Agent that allows a user to identify oneself at the device by entering an employee ID or other PIN code and then validating that information against a value stored in the person's record within the firm's Active Directory and translating it into the user's e-mail address. The system will then use this e-mail address to identify the user and his personalized AccuRoute scanning options.

Scope of Services

HP will provide the following services for the Omtool Accuroute software selected in the Service and Pricing Statement:

Software Installation

HP will provide Software Installation Services as detailed in Section 6 (Software installation).

7.7   HP Intelligent Workflows

Solution Software Description

Delivers document and workflow automation applications that improve the operation of any organization by connecting users with the information they need to work more efficiently and effectively. With HP Intelligent Workflows, customers can build automated workflow processes and centrally manage documents to improve compliance, collaboration, and access to information.

HP Intelligent Workflows provides the following functionalities:

- Upload Documents
- Configure Workflows in a No-code interface
- Convert Documents to a wide variety of document types
- Create eForms in a No-code interface
- Use eSignature through HelloSign or DocuSign
- Break Documents
- Re-Order Pages
- Read Barcodes
- Process Images
- Review and Index Document Metadata
- Search for documents
- Configure personal search layouts
- Check for duplicate files
- Lock and unlock documents
- Validate data
- Add document stamps
- Create dividers and separators
- Use Document Classification and Data Extraction to automatically capture metadata
- Review, approve and submit data in workflow steps
- Integrate TWAIN Scanners
- Send to HP Intelligent Workflows
- Send to OneDrive
- Send to SharePoint
- Send to NetDocuments
- Send to email, folders or fax
- Manage Users
- Capture from a Mobile Device
- Create and modify home screen views
- Create graphical analyses of documents and data in HP Intelligent Workflows

*License types will vary, refer to the table below for more details

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Feature	Document Management	Workflow	Enterprise
Document Management	Support	Support	Support
Document Capture	Support	Support	Support
Flexible Configuration (Defined Fields)	Support	Support	Support
Document Library Services (Revisions, Document Locking)	Support	Support	Support
Document Notation (Annotations, Signatures, Stamps)	Support	Support	Support
Granular Security	Support	Support	Support
Web-Based Viewing	Support	Support	Support
PDF Forms	Support	Support	Support
HTML Forms	Support	Support	Support
Online Indexing	Support	Support	Support
Mobile Application (iOS & Android)	Support	Support	Support
Full Text Site OCR Process	Support	Support	Support
Advanced Workflow Processing		Support	Support
Flexible Workflow Designer		Support	Support
Automated Document Validation		Support	Support
Automated Escalations		Support	Support
Automated Document Import		Support	Support
Scheduled Workflow Execution		Support	Support
Automated Email Import			Support
Automated Social Media Import			Support
Automated Document Classification & Indexing			Support
Scheduled Report Delivery			Support
Responsive Web Forms			Support
Responsive Web Form Designer			Support
Public Search Portal			Support
Forms Portal			Support
Analytic Dashboards			Support
DocuSign or HelloSign Integration			Support

Cloud Server Locations (As of Mar. 2022, subject to change without notice)

AWS – U.S. Virginia
AWS – Ireland

Technical Requirements

- Internet Connectivity
- Web Browser
- On-Site Module Installation (Optional)
    - Local applications allow us to import and export data between your local environment and the cloud HP Intelligent Workflows application.

- No additional VPNs or firewall rules are required to communicate between the local network and the cloud. This is the most secure way to transfer data, as the communications are encrypted with TLS protocols.
- If a Customer requires communication with local infrastructure (e.g. home folders), then the Customer will be required to install the Importer Module on site according to system requirements described below.
- If a Customer requires the ability to export data to CSV format, then the Customer will be required to install the CSV Exporter on site according to system requirements described below.

System Requirements

- Supported Operating Systems

  - Windows 8.1 (32 bit and 64 bit) – End of Life: Jan 10, 2023
  - Windows 10 (32 bit and 64 bit)

- Processor

  - Minimum Requirement: 2 Ghz dual core
  - Recommended: 3 Ghz quad core

- RAM

  - Minimum Requirement: 8 GB
  - Recommended: 16 GB

- Other Requirements

  - Microsoft .NET Framework 4.5.2

- HP Workpath Compatible Device (Optional)

  - HP Enterprise LaserJet and PageWide MFP devices, using FutureSmart 4 release 4.9 or later, have the HP Workpath platform, which gives access to Workpath apps

Scope of Services

HP will provide the following services for the Software Solution:

Software Installation

The Software Installation Service provides for the installation and configuration of software by HP or an authorized service provider via remote session or on-site, as specified in the Services and Pricing Statement and applicable Change Orders, in accordance with the mutually agreed Software Installation Schedule and Workflow configuration.

HP or an authorized service provider will require access to the Customer domain to install the software.

- HP IW Project Configuration
  HP's authorized service provider will access the Customer account of the designated Intelligent Workflows cloud remotely and configure the account according to the mutually agreed solution and workflow architecture and design.
  This project configuration service will provide only the basic workflow configuration through the HP Intelligent Workflows solution account. Device onboarding to the HP Command Center (if applicable) can be supported for up to 5 devices. Any other solutions configuration which is integrated with HP IW will not be included.

- HP IW Workflow Basic Configuration

HP's authorized service provider will access the basic configured Customer account remotely and configure additional workflows according to the mutually agreed workflow architecture and design.

This workflow configuration service will provide up to 4 steps of approval and basic routing without advanced scripting.

- HP IW Workflow Advanced Configuration
  HP's authorized service provider will access the basic configured Customer account remotely and configure additional workflows according to the mutually agreed workflow architecture and design.

  This workflow configuration service will provide more advanced workflow configuration involving third party integration, scripts, or multi-steps or multi-approval flows, data lookups, and exports.

- HP IW Form Creation
  HP's authorized service provider will access the project configured Customer account remotely and configure additional forms according to the mutually agreed workflow architecture and design.

  This service will provide configuration of a web form, or conversion of PDF into an existing project, either a workflow project or a form-data-only project. It can be purchased as an add-on service to project or workflow configuration services.

- HP IW/IC/CF Basic Training
  HP's authorized service provider will provide admin training including configuration details. It's in the Train the trainer format and one-time training unless any further training is planned as a part of the service.

- HP IW/IC/CF Admin/Additional Training
  HP's authorized service provider will provide admin training including configuration details. It's in the Train the trainer format and one-time training unless any further training is planned as a part of the service.

- HP IW/IC/CF Admin/Additional Training

  HP's authorized service provider will provide test the implementation for user acceptance. It is a mandatory service.

HP Responsibilities

- Installation planning
  - Plan the necessary activities with the Customer, including identification of any prerequisites.
  - If applicable, provide a pre-installation checklist with requirements that must be completed by the Customer prior to the installation.
  - Verify with the Customer that the service prerequisites have been met prior to the delivery of the service,
- Software installation
  - Deploy Software after the Fleet Devices have been installed and are operational, as mutually agreed by the parties.

- Complete installation, configuration, and integration activities necessary to enable operation of the software solution. Reinstallation of the Software due to Customer reasons will be managed as a Change Order.
- Installation verification
  - Upon completion of installation, HP will run a test to verify that the software installation is operational.
- Familiarization
  - Conduct an orientation session with a Customer-designated contact to provide usage and feature information, and to answer questions regarding the installation and configuration, as applicable.

Customer Responsibilities

Customer is responsible for meeting requirements which include, but are not limited to:

- Providing Software running environment that meets the minimum system requirements as provided by HP.
- Installing all recommended Microsoft security patches unless alerted by HP about incompatibility issues, and all HP and Solution provider recommended patches and service packs.
- Installing and maintaining appropriate antivirus software.
- Providing an area for HP to setup, install and test the Software, including meeting room with network connectivity suitable for the joint HP/Customer team working on Software installation and knowledge transfer (Optional).
- Maintaining a test environment (including software) for troubleshooting and make it available to HP support.
- Installing, configuring, and operating the any user management system, if applicable.
- Providing client Workstation(s) or PCs and network connection for use as a test client and performing final solution testing.
- Coordinating any third-parties responsible for Customer datacenters and network operations, and providing HP with reasonable access to these people if required.
- All individuals designated to administer and support the Software must be on-site and available during the overall installation and transfer knowledge sessions, including IT and facilities representatives for any database or external systems if applicable.
- All targeted Devices supported by the Software must be network connected and functioning properly prior to software installation.
- Identifying and providing IP Addresses for targeted Devices, DNS resolution if applicable, prior to installation date as agreed with HP Project Manager.
- All targeted Devices (except those installed by HP) must be verified for Software compatibility by Customer based upon information provided by HP during pre-installation planning. In the event of Device incompatibilities, Customer must bring the targeted Devices to compatibility prior to Software installation by exercising one of the following options, which may result in a Change Order:
  - Device replaced with compatible Device.
  - Device firmware or hard drive updated to the proper level to support the Software
  - Remove Device from project scope.
- If software PC driver plug-ins are required, installing the software plug-ins to the user PCs.
- Opening firewall ports according to an HP supplied port list if applicable.
  Installing Print drivers only on print servers which are certified compatible with the Software, print servers and PC clients.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- Assigning trained technicians as System Administrators for Document and Workflow Solutions, and Installing/uninstalling all Software and drivers using Software provider recommended tools and procedures.
- HP or an authorized service provider will require access to the Customer account to install and configure the software.

Installation Success Criteria

Access notification granted to primary end Customer account owner (administrator).

The result of the purchased Acceptance Test Service will confirm the Installation Success.

Software Support

Refer to Section 6 (Support and Maintenance for Document and Workflow Solutions).

HP or an authorized service provider will require access to the customer account to support the software.

Workpath App (Optional – Only with Workpath Application Installation)

HP Responsibilities

- Verify HP print devices are Workpath compatible and enabled, install new DIMM (if required).
- Onboard devices to HP Command Center.
- Remote deployment of Workpath applications (in scope for HP Workpath app(s)) to a single device or fleet of HP print devices, as outlined in a statement of work (SOW).
- Provide remote support for Workpath app(s).

Customer Responsibilities

- Identify a single point of contact to provide HP with the required information to complete requirements (outlined above).
- Notify HP of requirements to add or remove HP print devices or HP Workpath app, as needed.

Technical Requirements/Prerequisites
- Technical requirements include, but are not limited to:
    - Installed HP Workpath compatible and enabled HP print devices, running HP FutureSmart firmware version 4.8.0.2 or newer.

7.8   HP Intelligent Capture

Solution Software Description

Multi-tenant, cloud-ready capture application powered by machine learning technology to automatically improve data accuracy every time information is captured. With HP Intelligent Capture, users are empowered to effortlessly capture and send content to workflows from any desktop or mobile device.

HP Intelligent Capture provides the following functionalities:

- Upload Documents
- Create Distributions
- Configure Workflows in a No-code interface
- Convert Documents to a wide variety of document types
- Compress Documents

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- Break Documents
- Re-Order Pages
- Read Barcodes
- Process Images
- Review and Index Document Metadata
- Use Document Classification and Data Extraction to automatically capture document metadata
- Review, approve and submit data in workflow steps
- Integrate TWAIN Scanners
- Send to HP Intelligent Workflows
- Send to OneDrive
- Send to SharePoint
- Send to NetDocuments
- Send to email, folders or fax
- Manage Users
- Capture from a Mobile Device
- Create and modify home screen views
- Validate data
- Create graphical analyses of documents and data in HP Intelligent Capture

* License types will vary, refer to below table for details.

Feature	Standard	Advance
Manual Indexing (Point and Click, Lasso)	Support	Support
Line Item Data Entry	Support	Support
Configurable Field Data Types	Support	Support
Data Field Validation (Regex, Length)	Support	Support
Field Lookup (CSV, HP Intelligent Workflows)	Support	Support
Image Processing (Despeckle, Deskew, etc.)	Support	Support
Document Separation (Barcode, Blank page)	Support	Support
Routing Sheets	Support	Support
Barcode Workflow Routi	Support	Support
Device Support with Routing Sheets	Support	Support
Export to HP Intelligent Workflows	Support	Support
Export to Fax	Support	Support
Export to Email	Support	Support
Import from Fax, POP/IMAP	Support	Support
Workflow conversion to TIFF, PDF, PDF + Text	Support	Support
User Home Screen for Workstreams and Analytics		Support
Send/Receive Faxes		Support
Automated Forms Capabilities		Support
Automated Line Item Extraction		Support
Workflow Decision Steps		Support
Workflow Move to a New Workflow		Support
Advanced Workflow Conversion (.DOC/X, JPG, .XLS/X)		Support
Scan to MyFiles		Support
Mobile Capture		Support

Feature	Standard	Advance
One-Click Conversions		Support
Export to SharePoint and OneDrive		Support

Cloud Server Locations (As of Mar. 2022, subject to change without notice)

AWS – U.S. – Virginia

AWS – Ireland

Technical Requirements

- Internet connectivity
- Web browser
- On-Site Module Installation (Optional)
    - Local applications allow us to import and export data between your Local environment and the HP Intelligent Capture.
    - No additional VPNs or firewall rules are required to communicate between the local network and the cloud. This is the most secure way to transfer data, as the communications are encrypted with TLS protocols.
    - If a Customer requires communication with local infrastructure (e.g. home folders) – customer will be required to install the Importer Module on site according to system requirements described below.

System Requirements for Importer Module:

- Supported Operating Systems
    - Windows 8.1 (32 bit and 64 bit) – End of Life: Jan 10, 2023
    - Windows 10 (32 bit and 64 bit)
- Processor
    - Minimum Requirement: 2 Ghz dual core
    - Recommended: 3 Ghz quad core
- RAM
    - Minimum Requirement: 8 GB
    - Recommended: 16 GB
- Other Requirements
    - Microsoft .NET Framework 4.5.2
- HP Workpath Compatible Device (Optional)
    - HP Enterprise LaserJet and PageWide MFP devices, using FutureSmart 4 release 4.9 or later, have the HP Workpath platform, which gives access to Workpath apps

Scope of Services

HP will provide the following services for the Software Solution:

Software Installation

The Software Installation Service provides for the installation and configuration for software by HP or an authorized service provider via remote session or on-site, in accordance with the mutually agreed Software Installation Schedule and Workflow configuration.

HP or an authorized service provider will require access to the customer domain to install the software.

- **HP IC Basic Configuration**

HP's authorized service provider will access the HP Intelligent Capture customer account remotely and configure the basic configuration according to the mutually agreed workflow architecture and design.

This project basic configuration service will provide up to 10 data fields imported from a single source to send to an existing HP Intelligent Workflow project, or to a single destination. Device onboarding to the HP Command Center (if applicable) can be supported for up to 5devices. This service is limited to HP IC project configuration, and it does not include HP IW project or other solution configuration.

- **HP IC Workflow Configuration**

HP's authorized service provider will access the basic configured HP Intelligent Capture customer account remotely and configure additional workflows according to the mutually agreed workflow architecture and design.

This workflow configuration service will provide importing from email, scans, or drag and drop, as well as export of data and documents to other destinations, e.g. email, fax, and SharePoint as well as HP Intelligent Workflows. It does not include the basic HP IC basic project configuration service.

- **HP IC Data Capture/Extraction**

HP's authorized service provider will access the basic configured HP Intelligent Capture customer account remotely and configure additional configuration according to the mutually agreed workflow architecture and design.

This workflow configuration service will provide capturing data from forms or scans for entry and then export. It does not include the basic HP IC basic project configuration service.

- **HP IW/IC/CF Basic Training**

HP's authorized service provider will provide essential training for usages and workflows. It's in the Train the trainer format and one-time training, so additional training for other staff will not be supported.

- **HP IW/IC/CF Admin/Additional Training**

HP's authorized service provider will provide admin training including configuration details. It's in the Train the trainer format and one-time training unless any further training is planned as a part of the service.

- **HP IW/IC/CF User Acceptance Test**

HP's authorized service provider will provide test the implementation for user acceptance. It's a mandatory service for a Go-live.

HP Responsibilities

- Installation planning
  - Plan the necessary activities with the Customer, including identification of any prerequisites.
  - If applicable, provide a pre-installation checklist with requirements that must be completed by Customer prior to the installation.
  - Verify with Customer that the service prerequisites have been met prior to the delivery of the service.
- Software installation
  - Deploy Software after the Fleet Devices have been installed and are operational, as mutually agreed by the parties.

- Complete installation, configuration, and integration activities necessary to enable operation of the software solution. Reinstallation of the Software due to Customer reasons will be managed as a Change Order.
- Installation verification
  - Upon completion of installation, HP will run a test to verify that the software installation is operational.
- Familiarization
  - Conduct an orientation session with a Customer-designated contact to provide usage and feature information, and to answer questions regarding the installation and configuration, as applicable.

Installation Success Criteria

Access notification granted to primary end customer account owner (administrator).

The result of the purchased Acceptance test service will confirm the Installation Success.

Software Support

Refer to Section 6 (Support and Maintenance for Software Solutions).

HP or an authorized service provider will require access to the Customer account to support the software.

Workpath App

HP Responsibilities

- Verify HP print devices are Workpath compatible and enabled, install new DIMM (if required).
- Onboard devices to HP Command Center.
- Remote deployment of Workpath applications (in scope for HP Workpath app(s)) to a single device or fleet of HP print devices, as outlined in a statement of work.
- Provide remote support for Workpath app(s).

Customer Responsibilities

- Identify a single point of contact to provide HP with the required information to complete requirements (outlined above).
- Notify HP of requirements to add or remove HP print devices or HP Workpath app, as needed.

Technical Requirements/Prerequisites

Technical requirements include, but are not limited to:

- Installed HP Workpath compatible and enabled HP print devices, running HP FutureSmart firmware version 4.8.0.2 or newer.

7.9   HP CloudFAX

Solution Software Description

Empowers users to cost-effectively fax at volume to anywhere in the world quickly, reliably, and securely from a web interface with no installations needed. With CloudFAX, users can choose their pricing package and customize services to their needs using an integrated faxing developer API.

HP CloudFAX provides the following functionalities:

- Send Faxes (Outbound)
- Send to Multiple Recipients (Outbound)
- Receive Faxes (Inbound)
- Group Forwarding (Inbound)
- Add coversheets (Outbound)
- Manage user profile information (Both)
- Group users (Both)
- Configure "After Send" features (Outbound)

Cloud Server Locations (As of Mar. 2022, subject to change without notice)

US Virginia (AWS), Dalla/Waco (Telephony), Canada (AWS)
UK, Germany, Turkey, Israel, Italy (Telephony), Ireland (AWS)
Australia (AWS), Japan (Telephony)

Technical Requirements

- Internet Access
- Web Browser
- 8MB Limit through Web Browser and API
- 20MB Limit through Email
- HP Workpath Compatible Device (Optional)

    – HP Enterprise LaserJet and PageWide MFP devices, using FutureSmart 4 release 4.9 or later, have the HP Workpath platform, which gives access to Workpath apps

Scope of Services

HP will provide the following services for the Software Solution:

Software Installation

The Software Installation Service provides for the installation and configuration for software by HP or an authorized service provider via remote session or on-site, in accordance with the mutually agreed Software Installation Schedule and Workflow configuration.

HP or an authorized service provider will require access to the customer domain to install the software.

HP Responsibilities

- Installation planning
    – Plan the necessary activities with the Customer, including identification of any prerequisites.
    – If applicable, provide a pre-installation checklist with requirements that must be completed by Customer prior to the installation.
    – Verify with Customer that the service prerequisites have been met prior to the delivery of the service.
- Software installation
    – Deploy Software after the Fleet Devices have been installed and are operational, as mutually agreed by the parties.

    – Complete installation, configuration, and integration activities necessary to enable operation of the software solution. Reinstallation of the Software due to Customer reasons will be managed as a Change Order.

- Installation verification
  – Upon completion of installation, HP will run a test to verify that the software installation is operational.
- Familiarization
  – Conduct an orientation session with a Customer-designated contact to provide usage and feature information, and to answer questions regarding the installation and configuration, as applicable.

Installation Success Criteria

Access notification granted to primary end customer account owner (administrator).

Software Support

Refer to Section 6 (Support and Maintenance for Document and Workflow Solutions).

HP or an authorized service provider will require access to the customer account to support the software.

Workpath App

HP Responsibilities

- Verify HP print devices are Workpath compatible and enabled, install new DIMM (if required).

- Onboard devices to HP Command Center.

- Remote deployment of Workpath applications (in scope for HP Workpath app(s)) to a single device or fleet of HP print devices, as outlined in a statement of work (SOW).

- Provide remote support for Workpath app(s).

Customer Responsibilities

- Identify a single point of contact to provide HP with the required information to complete requirements (outlined above).

- Notify HP of requirements to add or remove HP print devices or HP Workpath app, as needed.

Technical Requirements/Prerequisites

- Technical requirements include, but are not limited to:

  - Installed HP Workpath compatible and enabled HP print devices, running HP FutureSmart firmware version 4.8.0.2 or newer.

7.10   HP Secure Print and Insights

HP Secure Print

HP Secure Print is a cloud-based Software Solution that enhances security and control of the Customer's networked Imaging and Printing environment, by releasing print jobs only to authorized users. Employees can submit print jobs from desktops (Windows, Mac, Linux) or mobile devices (iOS, Android). Print jobs are held in an encrypted queue on the desktop or in the

Secure Print cloud server until an authenticated user request the device to retrieve "pull" the print job. Unprinted jobs can be automatically deleted from the cloud server based upon Customer's configured expiration policy.

This Software Solution also offers central management of printers and users from a solution supported web browser by providing visibility and reporting on how many pages are printed and how many users are printing over time. End User computer driver and localized software agents are required.

HP Secure Print works with or without a corporate network or in zero-trust, Internet-only environments.

Print jobs may be released via multiple ways and customer employees may authenticate using the following methods:

- Corporate (AD/LDAP) username and password
- User PIN
- Secure Print Mobile App for a mobile device
- Proximity Badge: Print job release via Card Reader (works with HP Devices Only)
- QR code:
  Secure print submission and release using a mobile device. Users are required to scan a QR code, to release a print job.
  This option can be enabled on a PCL6-compliant network printer, including non-HP printers and HP printers not supported by HP Secure Print.

HP Secure Print Direct

HP Secure Print Direct is a capability of the HP Secure Print and Insights Cloud Print Management platform enabling migration of authenticated, direct-to-printer workflows. Approved users print as they normally do – select the printer, and the documents are released to print immediately without having to first authenticate at the device.

HP Insights

HP Insights is a cloud-based printer management Software Solution that utilizes locally deployed software agents to provide visibility and analytical data regarding Customer's Imaging and Printing environment, on demand via the Internet from an HP cloud server. All data transmitted to HP's cloud server is through secure and encrypted channels. HP Insights reveals print Devices (including multivendor Devices) deployed across an enterprise, tracks the print volume, support service performed, and operating costs of Devices, along with user and application data which will enable Customer to easily and readily identify cost outliers and take informed action to help reduce those costs.

Cloud Server Locations

HP is permitted to store data in, and may perform Services from, U.S. and Germany depending on customer region location.

Technical Requirements

Technical requirements are defined and available at www.hp.com/go/secureprint.

HP will provide customer-specific software prerequisites and requirements prior to or in transition period.

Scope of Services

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

HP will provide the following Software Configuration Services for the HP Advance software application modules as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities

Pre-staging service:

- Proper configuration of printing device in device's Embedded Web Server (EWS)
- Installation of pull-printing agent on printing device

Core Installation Service:
Up to 8 hours (full business day) of remote online service for installation and configuration of HP Secure Print/Insights with basic configuration of the system, and CSV user import. If the customer has OpenID already available and configured, guidance will be provided for enablement.

- Includes: Configuration for up to 2x Device Scouts and the addition of up to 100 devices or up to maximum number of devices discoverable in 30 minutes, using the Device Deployment Utility (DDU), and setup of up to 5 administrative users.

- Includes: Configuration of a single Print Scout in the customer environment and provide guidance on how to deploy the Print Scout to other workstations, as well as run the customer through the expected setup of the Print Scout.

- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible

- Does not include: Implementation/OpenID and network troubleshooting when using the Device Scout or DDU, in-depth driver customization or configuration for the Print Scout mass deployment.

Print Scout Deployment Service

- Includes: Up to 4 hours (half business day) of remote, online assisted installation of the Print Scouts across multiple machines, including mass deployment assistance, and creation of a deployment package. HP can work with the customer's IT staff to create a suitable MSI package (Microsoft Installer).

- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.

HP Secure Print & Insights Training

- Familiarization of both HP secure print and Insights reporting tool (How to navigate the system)

- Demonstration of custom report generation and familiarization of the HP SP & Insights GUI (Graphical User Interface)

- This service is designed to be delivered in one single remote session. Reschedules for unused/remaining time will not be possible

Installation Success Criteria

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

HP is dependent on Customer to support the installation and verification of any remote components of the Software Solution. The Software Solution will be deemed to be successfully installed when the following success criteria are met:

Use case	Success criteria
On the MFP, authentication is configured for the Pull Print function	A user cannot use the Pull Print function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Pull Print function
Insights Access	Primary admin at Customer can login into HP Insights admin web portal. Customer's additional users (who need to view Insights data) have their accounts created, with access to Insights granted
Device Discovery and Communication	Verify that the locally installed Device Scout has successfully found every expected device and is in communication with the Insights cloud service. Verify that the Print Scouts have been deployed to user PCs and are successfully reporting print activity to the Insights cloud service/ server
A Print Scout is installed on a client PC	One client PC has a Print Scout with a queue configured for pull print and sent a print job to it successfully.
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user has viewed and/or printed them on different devices

7.11   ePRINTit Secure Cloud Print Management

Solution Description

The ePRINTit cloud print management solution is a cloud service that provides Data Storage, Mobile Printing, Funds Management, and PCI Compliance. ePRINTit is compatible with all HP OXPD enterprise class devices and can manage all other printers in your fleet with the addition of a touchscreen (PC Release Station). Utilizing a simple and intuitive interface via ePRINTit's web portal or mobile app experience users can access and select documents from any device through email, cloud accounts, personal files, and scanning. Once they have selected their desired documents the user sends those files to his/her private ePRINTit cloud locker. The user can then authenticate at a geo-located release station, pay funds (this functionality can be turned on or off by purchasing organization), and retrieve their documents. ePRINTit provides complete management control of your users' printing, scanning and payment functionality while securely delivering a world class mobile cloud print experience.

ePRINTit OXPD

(Included with solution purchase)

Embedded pull print functionality on enterprise class HP devices that allows users to pull their print jobs down from their private ePRINTit cloud locker.

PC Release Station

[Requires tablet purchase, but software capabilities included with solution purchase.]

Same capability as the embedded functionality, but a tablet is attached to the device to enable devices that do not have screens to interact with or that are simply inadequate to interact with.

Mobile App – ePRINTit mobile app

[Included with solution purchase.]

ePRINTit's mobile app allows users within a corporation, school, or organization to connect to DropBox, Google Docs, One Drive, Office 365, Box, multiple email clients, web and file systems to locate documents they desire to print. All print locations are branded and geo-located allowing users to find devices. Designed for users across all industries, ranging from your common public user to students and staff at educational institutions, along with employees of corporate organizations, ePRINTit™ Mobile provides all mobile users the ability to securely and conveniently access and print all their documents.

The Mobile APP provides each individual reporting on all their transactions and payment history. Not only can the user pay through their app, but they can add funds to their print account via the built in Mobile Payment API.

Web Portal – Registered Custom URL:

[lincluded with solution purchase.]

Each organization will be provided a private web portal name.eprintit.com accessible via any web browser. Once users go through an initial registration process they will be able to enjoy all the same features in the portal that they do on the mobile app. All user activities automatically sync between the mobile app and web interface.

The web portal also acts as the administrative portal. Leveraging the same URL administrators are setup with different credentials provided to by ePRINTit. From there they can access detailed job reporting data, handle reimbursements, add funds, and monitor user activity.

File to Print Driver (MAC, PC, Chrome)

Technical Requirements

Product specifications, server requirements and a list of supported devices are defined and available on: http://www.eprintit.com/resources/ - click on "useful knowledge for those who want more".

- ePRINTit OXPD Installer Minimum Requirements: Windows PC required for installation of both the OXP Printer or Windows 10 PC versions of the software. You may be required to provide ePRINTit with contacts to connect AD/LDAP or if connection is required to access user signing authority to their account. We recommend an additional memory chip per device be included, but not necessary. HP Workpath account required to activate access control, ePRINTit security certificate to be installed after mandatory firmware upgrade (latest version required).

- PC Release Installer Minimum Requirements: Windows PC touch tablet or full size touch or non-touch AiO. Size can range from 7" – 23". Windows 10 software, Internet Capable. Minimum 64gigs Memory. I3 processor. Kid Key Lock program required (ePRINTit can install) only if you want to provide access to onsite Admins or remote Admins doing monitoring. Documents are set to print in A4 or A3 size or Letter and Tabloid Size only, one or two sided selection and auto scan to your private account. There are currently no finishing options in ePRINTit. Enquire at support@eprintit.com if your need to know if the latest versions have changed. This is a link to the latest software available on the ePRINTit.com website under downloads. License key required to finish installation.

You may be required to provide ePRINTit with contacts to connect AD/LDAP, Payment Processor's or if connection is required to access user signing authority to their account. Several payment providers already certified. Contact ePRINTit for your country or region.

Mobile App – ePRINTit mobile app (active directory) (Included with solution purchase)

An organization ID is required to use this APP. For testing, please download mobile app and use HPS as your organization ID, self-register on the mobile APP or Web Portal at https://hps.eprintit.com. For Admin rights please contact ePRINTit for the management portal or view online demos at https://eprintit.com.

Compatibility

Requires iOS 9.0 or later. Compatible with iPhone, iPad and iPod touch.

Available at:

- https://play.google.com/store/apps/details?id=com.eprintit.flexprint&hl=en_CA
- https://itunes.apple.com/ca/app/eprintit-mobile/id1422484765?mt=8

User Web Portal

Internet access required. The supported document types are:

- .bmp, .jpg, .jpeg, .png,. gif,.tif, .tiff, .doc, .docx, .txt, .rtf, .htm, .html, .xls, .xlsx, .ppt, .pptx, .pdf, .xps

- Note: additional document types can be supported. Contact ePRINTit for ODP and alternate document formats.

Management Web Portal

Administration credentials required after registered URL is created for client. These will include primary contact information and organization information.

File to Print Driver

Compatible with MAC, PC, Chrome.

Describe data or Services Location

For GDPR Compliance and security White papers are available in the HP Partner portal for ePRINTit.

https://go.pardot.com/l/593411/2018-12-19/rl51d/593411/77995/GDPR_May_18_2018_SECURITY_AND_COMPLIANCE_ePRINTit_Cloud_Print_Solutions.pdf

Scope of Services

HP will provide the following services for the Software Solution:

Reinstallation of the Software due to Customer reasons will be managed as a Change Order.

For more information

- Please click the following links for software and detailed installation instructions.

  - https://go.pardot.com/l/593411/2019-03-27/25tysf/593411/87330/Complete_VPad_Kiosk_Setup_Guide___PC_Win_10_2019.pdf

- https://www.eprintit.com/wp-content/uploads/2019/03/ePRINTit-Kiosk-Setup-7.0.0.243-Stag.exe

- Capabilities Matrix and Printers approved for HP Devices

  - http://www.eprintit.com/wp-content/uploads/2019/02/Capabilties-Matrix-ePRINTit-2019.pdf

  - http://www.eprintit.com/wp-content/uploads/2019/02/ePRINTit-Solution-Approved-Printers-2018.pdf

7.12 ePRINTit PrinterOn Enterprise

Solution Software Description

ePRINTit PrinterOn Enterprise is a secure mobile printing solution that enables Customer users to securely print from their smartphone, tablet, laptop or desktop to Customer printers on a trusted network without having to download print drivers or connect to the secure Customer network. All data is encrypted end-to-end, from submission to delivery, in transit and at rest. ePRINTit PrinterOn can be deployed on premise within Customer's firewall; or entirely in any of the following third-party clouds: AWS, Azure, IBM; or ePRINTit PrinterOn Enterprise components may be deployed across both on premise and cloud infrastructure. ePRINTit PrinterOn Enterprise readily supports managed print workflows including Windows and Mac native desktop print, native iOS and Android Print (Android requires an ePRINTit PrinterOn print service plugin). Accordingly, the Solution has a range of document submission methods thereby enabling Customer to decide which methods to deploy and then let end users decide which method suits them best for the workflow.

ePRINTit PrinterOn Enterprise printing software can be deployed and managed on-premise, in any qualified third-party cloud, or as a managed service provided by ePRINTit PrinterOn in the AWS cloud. All cloud based solutions can be connected to on-premise ePRINTit PrinterOn for hybrid deployments providing the flexibility you need wherever it resides.

ePRINTit PrinterOn Enterprise printing solutions can be deployed in a few different ways:

- on-premises in your private cloud (customer managed)
- in any third-party cloud of your choice (customer managed)
- in the ePRINTit PrinterOn cloud as a managed service (ePRINTit PrinterOn managed)
- Hybrid, mixing Enterprise version with cloud version and on-premise server infrastructures as well as adding ePRINTit PrinterOn Public for unlimited load balancing.

Edition	Deployment Location	Management
ePRINTit PrinterOn Enterprise	Private cloud (on-premise)	Customer managed
ePRINTit PrinterOn Enterprise	Any third-party cloud	Customer managed
ePRINTit PrinterOn Enterprise Managed Cloud	ePRINTit PrinterOn Cloud	ePRINTit PrinterOn managed

Technical Requirements

The server must have the following hardware requirements:

- Windows Server 2012 including 2012 R2 with current patches installed (Datacenter and Standard Editions)
- Windows Server 2016 (Datacenter and Standard Editions)
- Windows Server 2019 (Datacenter and Standard Editions) Internet Explorer Internet Explorer 10 or later with latest patches.
- SSL Certificates PrinterOn recommends as best practice that you deploy digitally signed SSL Certificates from a recognized certificate authority
- Internet Explorer 10 or later with latest patches. Or Edge

Server and Client Requirements

- Microsoft Office Microsoft Office Microsoft Office 2010 to Microsoft Office 2019/Microsoft Office 365 (Office 2016 or later recommended), including Word, Excel, PowerPoint, and Visio.
- OpenOffice.org OR LibreOffice 5.0 or later (32-bit only) recommended
- If you are integrating PrinterOn with Microsoft Exchange, installing Microsoft Outlook is also recommended.
- Windows 10/11
- iOS 9 and newer
- Android 4.x and newer
- The PrinterOn installation includes the following software:

  i   Apache Tomcat
  ii   Microsoft SQL Server Express 2016
  iii Microsoft .NET Framework 4.5.1 and Microsoft .NET Framework 4 (installed by SQL)

- Microsoft SQL Software PrinterOn supports the following versions of SQL Server: SQL Server 2012, 2014, 2016

ePRINTit PrinterOn Enterprise Localizations
Provided in the following languages: English, French, Spanish, German, Italian, Dutch, Danish, Portuguese, Korean, Japanese, Simplified Chinese and Traditional Chinese.

Scope of Services

ePRINTit will provide the following services for the Software Solution:

HP PrinterOn Enterprise (Standard)

Process:
- Enterprise license(s) is sold

- ePRINTit Professional Services (PS) team will assist with remote install of software in addition to the first PrintConnect/Print Delivery Station (PDS). Pricing will be defined in an SOW.

- Confirm workflows

- Report back to OrderDesk with the license activation date and when install funds can be recognized

The deployment service consists of:

- Pre-installation checklist

- Service/license creation

- Download, install and configure PDS software (as required)

- Download and install PrinterOn server installer

- Configure print workflows

- User Authentication configuration with Active Directory

- Connection and verification to at least one physical printer

- End-end test printing of workflows that may include:

  - email printing
  - mobile apps
  - web printing
  - PrintWhere Drivers
  - IPP Printing
  - AirPrint
  - Google CloudPrint
- Administrator orientation

HP PrinterOn Enterprise (Advanced)

Process:

- Enterprise license(s) is sold

- If the advanced installation service is sold, PS will assist with remote install of software in addition to the first PrintConnect/PDS

- Confirm workflows

- Report back to OrderDesk with the license activation date and when install funds can be recognized

The deployment service consists of:

- Pre-installation checklist

- Service/license creation

- Download, install and configure PDS software (as required)

- Download and install PrinterOn server installer

- High Availability configuration up to two servers (as required)

- Configure print workflows

- User Authentication configuration with Active Directory/iDM

- MDM (Mobile Device Management) integration

- PDH install and configuration for Remote printing

- Replacing PrinterOn Self Signed SSL certificate with customer provided trusted certificate

- Connection and verification to at least one physical printer

- End-end test printing of workflows that may include

    – email printing
    – mobile apps
    – web printing
    – PrintWhere
    – IPP
    – AirPrint
    – Google CloudPrint
    – PQMS (PrinterOn Queue Managed Service)
- Administrator orientation

ePRINTit PrinterOn Enterprise Managed Cloud

Process:

- Enterprise Cloud subscription (single tenant) is sold

- PS is provided the SOW and commences to activate a dedicated AWS instance (plus monitoring) in the cloud for the specified region.

- Work with the customer on the iDM configuration, workflows (including PQMS) and PDS setup

- Report back to OrderDesk with the activation date (when the customer could connect to the cloud) and when install funds can be recognized

The deployment service consists of:

- Pre-installation checklist

- Service/license entitlement creation

- Project coordination

- Create a server environment in AWS and deploy scripts with the latest PSIM released for cloud:

    – Validation performed on the hosted instance
    – Print time benchmarking
    – Alerts set up and tested
    – Monitoring set up and tested
    – License file applied
    – Configure print workflows like:
        ▪ email printing
        ▪ mobile apps
        ▪ web printing
        ▪ PrintWhere
        ▪ IPP
        ▪ AirPrint
        ▪ Google CloudPrint
        ▪ PQMS (PrinterOn Queue Managed Service)
- User Authentication configuration with Active Directory/iDM

- Download, install and configure PDS (Print Delivery Station) software (as required)

- Download and install PrinterOn server installer

- MDM (Mobile Device Management) integration

- PDH install and configuration for Remote printing (as required)

- Connection and verification to at least one physical printer

- Administrator orientation

** For more complex enterprise deployments, this would have a SOW that would include more deployment time, specifics of the configuration, project management time etc.

7.13   ePRINTit PrinterOn Public

Solution Software Description

ePRINTit PrinterOn Public is a subscription-based mobile cloud printing service that is hosted in the ePRINTit PrinterOn cloud and is purchased as an annual subscription paid at the initiation of the service and annually thereafter.

ePRINTit PrinterOn Public cloud printing is specifically designed for public printing locations that want to provide a simple, secure cloud printing service to their customers.

The flexibility, ease of use and quick deployment of the ePRINTit PrinterOn Public solution is what makes it a desirable choice for hotels, libraries, and airport lounges. Choose from a variety of deployment options – hardware, software or embedded solution.

Product	ePRINTit PrinterOn Public
Offering	Software as a Service (SaaS) cloud printing in a shared environment
Deployment	ePRINTit PrinterOn Public Cloud
Pricing	Annual subscription per printer
Use Case	For organizations who desire a cloud-based solution and don't want to manage servers. Best suited for public printing such as hotels, libraries, airport clubs and some small, medium businesses (SMB). Can also be used to load balance off of third party or embedded cloud solutions where automated load balancing is required for high availability.

Multiple print methods

- **Email Printing –** Simply send an email with attachment to the unique email address of the printer

- **Mobile Apps -** Mobile printing apps for iOS and Android provide simple search and print workflows

- **Web Upload –** Documents are uploaded via a web URL

- **PrintWhere® -** Universal driver provides File>Print workflow for Windows PCs and tablets

Technical Requirements

The service is accessed over the internet and the customer is required to provide the internet connection and the printer. Typically, one printer is purchased per location and the customer has the option to purchase further printers at the same location for a reduced rate.

Release Options:

- **Remote Release –** Users can submit and release documents from their mobile devices with the apps

- **PC Release –** Documents can be released through a simple release client installed on any Windows PC

- **Printer Interface -** Release documents directly through the user interface of cloud-ready printers

ePRINTit PrinterOn Public Localizations

Provided in the following languages: English, French, Spanish, German, Italian, Dutch, Danish, Portuguese, Korean, Japanese, Simplified Chinese and Traditional Chinese.

Scope of Services

HP will provide the following services for the Software Solution:

- Process:
- SaaS subscription service is sold
- Deployment Service and related pricing outlined in a Statement of Work (SOW) PrintConnect/PDS
- ePRINTit Professional Services (PS) team engaged to enable the subscription term in the cloud
- Confirm workflows
- Report back to OrderDesk that is complete, and the subscription can start and install funds can be recognized
- The deployment service consists of:
- Service/subscription entitlement creation
- Download, install and configure PDS (Print Delivery Station) software (as required)
- Connection and verification to at least one physical printer
- End-end test printing of the workflows
- Administrator orientation

7.14   Kofax Safecom (Safecom)

Solution Software Description

Kofax Safecom is a suite of third party off-the-shelf software products based upon SafeCom G4 server-based software product, SafeCom GO/HP embedded MFP software product, and SafeCom front-end software product for single function Devices. It includes the following modules:

- SafeCom Authentication.

- SafeCom Tracking (Job Accounting).
- SafeCom Pull Printing.
- SafeCom Pay: Requires SafeCom Tracking (Job Accounting).
- SafeCom Rule-Based Printing: Requires SafeCom Tracking (Job Accounting).

Each module is separately detailed below:

SafeCom Authentication

SafeCom Authentication helps define the way users can authenticate on HP-branded MFPs. Common options are using a simple UserID, a proximity card reader or a UserID + PIN.

Options include the following authentication methods:

- UserID Code Authentication: User will use their UserID code to gain access to the Device functions such as email, fax, copy, and scan, or secure mobile printing.

- Secure Authentication – Proximity Card Reader: Users will use their corporate proximity badge to gain access to the Device functions such as email, fax, copy, or scan.

- Secure Authentication – UserID + PIN: Users will enter both UserID and PIN code to gain access to the Device functions such as email, fax, copy, or scan.

SafeCom Tracking (Job Accounting)

SafeCom Job Accounting includes the following options:

- SafeCom Tracking (Job Accounting), to monitor print, copy, scan, e-mail and fax use; (Included the bundle)

- SafeCom Client Billing module, to associat a client billing code with imaging and printing jobs; *(Optional. Not included in the bundle. (Requires SafeCom Tracking (Job Accounting)).

- Client billing and pay systems, to enable the invoicing of HP MFP usage to clients, individuals or departments

- Extensive reporting tools, to enable the production of specific reports.

SafeCom Pull Printing

SafeCom Pull Printing is a distributed server-based application capturing print jobs and storing them on the server hard drive or the client PC.

This software product includes the following options:

- SafeCom Pull Print to authenticate users at a networked Device and to store pull print jobs until the user retrieves them.

- SafeCom Encryption to encrypt print data on the network.

Safecom Pay

- Safecom Pay Feature is designed for educational institutions, libraries and other facilities that wish to charge users for print and copy without the need for cash.

- The feature ensures that no one can access print or copy without funds in his or her account

- Safecom Pay uses the information collected by the Safecom Tracking (Job Accounting) Module

- The Safecom Tracking (Job Accounting) module is required

SafeCom Rule Based Printing

The SafeCom Rules Based Printing module is a tool that enables Customer to implement printing rules in accordance with Customer print policies.
SafeCom Tracking (Job Accounting) module must be enabled before Customer can run SafeCom Rules Based Printing
The administrator can set up rules and make sure that e-mails and web content are automatically printed in duplex and with toner save. Rules can also be set up to ensure that print jobs are always printed on the best suited printer.

Server Requirements

- Server specifications:

  - Windows Server 2016, 2012/2012 R2. For demo purpose it can also run on Windows 10, 8, and 7.
  - Virtualization software, such as VMware and Microsoft Virtual Server, is supported as long as it supports the Operating System.
  - 1.4 GHz CPU (recommended 2 GHz or faster) and 4 GB RAM or greater.
  - 5 GB of diskspace or more to allow database growth.
  - TCP/IP protocol installed and configured.
  - The Nuance Ethernet Card Reader Service REQUIRES Microsoft .Net Framework 4.6.
  - SafeCom license key code. – Capability for SHA-2 code signing.
- Database specifications

  - Microsoft SQL Express 2014 SP1 is distributed with the software and REQUIRES Microsoft .Net Framework 3.5 SP1 and Windows Installer 4.5. Please visit microsoft.com to download and install these prior to the installation of SafeCom G4.
  - In a SafeCom multiserver installation (4.5) the SQL master server must run Microsoft SQL Server Microsoft SQL Server 2014, 2012, or 2008 R2. It must be licensed and installed (including replication option). Microsoft SQL is quite memory intensive and basically the more memory the better. 8 GB RAM is a good start.
  - Decide on the authentication type before installation, as you will be prompted to choose by the installer. If you select Windows authentication, the account is required already during the installation and must have the "Logon as service" rights. The service account credentials also need to be provided, if necessary.

Note: Ensure that the computer names in the SafeCom environment are shorter than 16 characters, to avoid connection issues due to NetBIOS limitations.

Note: When using Windows Server 2012 R2 (either as a G4 server or for the Print Client), ensure that the following Windows updates are installed in this order: KB2939087; KB2975061; KB2919355, KB2999226.

Note: For SHA-2 signing on Windows 7, ensure that the relevant code signing support is installed. For more information, see here.

Note: The above is to be considered rules of thumb in terms of the configuration of the SafeCom servers (CPU, RAM, and disk space). The load on the system is very difficult to predict since it depends on so many things, including, number, size and type of documents to be printed, printer driver, number and types of printers, number of users etc. Refer to 2.11 for information on scalability.

Note: The Smart Printer Driver supports both 32-bit and 64-bit versions of the operating system.

Note: Ensure that the computer names in the SafeCom environment are shorter than 16 characters, to avoid connection issues due to NetBIOS limitations.

Note: Ensure that ICMP traffic is allowed between SafeCom components (SafeCom G4 server, Device Servers, Print Client, devices using various SafeCom Go implementations).

Note: Do not install your SafeCom Device Server on a computer that already has a Print Client installed.

Cluster

The SafeCom server and the SafeCom printers on Windows Server 2016, 2012/2012 R2 are cluster-aware (requires a SafeCom Cluster Server license). If one server in the failover cluster goes down another takes over. This increases availability of the SafeCom server installation significantly. Refer to microsoft.com for additional information on the resulting hardware and software requirements.

Client Specifications

▪ Windows 10, Windows 8, Windows 7, Windows Server 2016, 2012/2012 R2.
▪ Clients running Citrix and Windows Terminal Service (WTS).
▪ 1 GHz CPU and 2 GB RAM or greater (recommended 4 GB RAM if 64-bit).
▪ 1 GB free disk space (or more depending on the amount of printing).
▪ TCP/IP protocol installed and configured.

Printing via LPD/LPR from Apple Mac, UNIX, Novell and Host systems (mainframe) is possible to a shared SafeCom Pull Printer, but may require additional software.

Note: For Windows 10 workstations, update 1511 is required.

Note: When using Windows 8 or Windows Server 2012 R2, ensure that the following Windows updates are installed in this order: KB2939087; KB2975061; KB2919355, KB2999226.

Note: For SHA-2 signing on Windows 7, ensure that the relevant code signing support is installed. For more information, see here.

Scope of Services

HP will provide the following services for the Safecom Software selected in the Service and Pricing Statement:

- SafeCom Server application on all required servers
- SafeCom Software on HP enabled Devices.

Installation Success Criteria:

The Safecom Software will be deemed to be successfully installed when the following success criteria are met:

Authentication	
Use case	Success criteria
Users enroll their proximity cards without admin intervention	A user has successfully enrolled his/her proximity card, after presenting an approved badge, responding to the control panel prompt and providing network credentials
Card authentication	A user is successfully authenticated by presenting his/her proximity card after having registered this previously
On the MFP, authentication is needed for Scan-to-Email, with send-from and send-to prefilled with authenticated user's mail address, not editable	A usr cannot use the Scan-To-Email function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Scan-To-Email function The send-from and the send-to fields are prefilled with the user's mail address The send-from and the send-to fields are not editable
On the MFP, authentication is configured for the Copy function	A user cannot use the Copy function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Copy function
On the MFP, authentication is configured for the Pull Print function	A user cannot use the Pull Print function of the MFP without authentication After a user has authenticated to the MFP, he/she can access the Pull Print function

Pull Printing	
Use case	Success criteria
A pull print queue is created and shared	One client PC has a test user with a queue configured for pull print and sent a print job to it successfully.
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user has viewed and/or printed them on different devices

Job Accounting	
Use case	Success criteria
A sample report on usage data of a user for print, copy and scan is created	A report has been generated with usage data
A sample report on savings achieved is created	A report has been generated which shows the pull print jobs that had been sent to the queue, but never collected by the users.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

7.15   TROY

Solution Software Description

TROY is a third party off-the-shelf software and a set of hardware products that provide printing and security capabilities. It includes the following components:

- TROY Document and Check Printing Security.
- TROY Secure Document Printing.
- TROY SecureRx.

Scope

TROY Document and Check Printing Security

This module includes the following hardware and software components:

- TROY MICR Security Printers, based on HP LaserJet Printers, provide a check printing environment.

- TROY Secure Trays are attached to the back of the printer.

- TROY MICR toner cartridges can be used with either a TROY MICR Security Printer or a HP LaserJet Printer.

- TROY Font Memory Kits provide the necessary memory upgrade to add MICR fonts to a current HP LaserJet Printer. TROY Font Memory Kits provide the ability to print MICR without the features of a TROY Printer.

TROY Secure Document Printing

The server-based TROY Secure Document Printing (SDP) software product enables customers to use HP enterprise class PCL5 LaserJet printers and MFPs—and plain paper—to print black and white documents with specialized features. Or add advanced features to security forms paper.

SDP consists of a port monitor which appears as a printer in the Windows Printers control panel. The data source application prints to the port monitor instead of a physical printer. The port monitor captures the print stream from the data source application, then inserts PCL5 commands into the print stream to render the appropriate output, and then sends the resulting PCL to the physical printer. SDP includes a user interface for configuring the output (e.g. pantograph preferences, TroyMark preferences etc.).

TROY Secure Rx

TROY Secure Prescription Printing (Secure Rx) enables printed prescriptions on plain paper including the tamper resistant features. SecureRx allows customers to add multiple CMS required security features directly to plain paper. These include Copy Void Watermarks, Anti-Alteration marks, digital authentication, document serialization.

Server Requirements

TROY Secure Document Printing

The TROY SDP software requires Microsoft .Net Framework 4, and therefore has the same system requirements. These are:

- Operating Systems: Windows Server 2003, Windows Server 2008, Windows Server 2012, Windows XP, Windows Vista, Windows 7, Windows 8;

- Processor: 400 MHz Pentium processor or equivalent (Minimum); 1GHz Pentium processor or equivalent (Recommended)

- RAM:96 MB (Minimum); 256 MB (Recommended)

- Hard Disk: Up to 500 MB of available space may be required;

- CD or DVD Drive: Not required

- Display: 800 x 600, 256 colors (Minimum); 1024 x 768 high color, 32-bit (Recommended).

- TROY SDP 32-bit and 64-bit must be installed in hardware with matching configuration.

SecureRx

The SecureRx solution is a cloud-based solution that has the ability connect directly through a web service or utilize local print clients that are installed on local print server.

Print Client Requirements

- Microsoft .Net Framework 4

- Operating Systems: Windows Server 2008- 2016, Windows 10 or higher

- Processor: Modern processor Core or Xeon class chips from 2015 and beyond (Recommended)

- RAM:8Gb 16gb recommended

- Hard Disk: Up to 5gb of available space may be required

- CD or DVD Drive: Not required

- Runs in 64 bit environment

Cloud Management Component

- Ability to connect via open port (8080) over https to www.secureRx.com

- Sustained high speed connection at least 10mbps

- Modern Web Browser (Chrome, Firefox or Edge)

Scope of Services

HP will provide the following services for the Troy software selected in the Service and Pricing Statement:

Device installation

HP will install the following hardware components as defined in section 4.2 (Hardware Installation service description):

TROY Document and Check Printing Security Devices

TROY Secure Rx upgrade kits

Device support

HP will support the following hardware components as defined in section 5.6 (Technical Support service description):

TROY Document and Check Printing Security Devices

TROY Secure Rx upgrade kits

7.16   Pharos Blueprint

Solution Software Description

Pharos Blueprint® Enterprise is a print management and optimization software for corporate enterprises. It delivers cost savings, waste reduction, and printing security. Blueprint Enterprise accomplishes this through:

- Hardware independence and compatibility with virtually all manufacturer's makes and models of printing equipment.

- Automated discovery of all output devices that users print to and real-time analysis of print parameters.

- Comprehensive print/copy tracking and accounting to the user level.

- Waste reduction, printing security, and convenience with Secure Release Here®.

- Cost control and greener printing through printing policy deployment with Policy Print™.

- Automatic allocation of output costs to the business units that generated them with Departmental Chargeback.

Blueprint Enterprise Functionality

- Print and Copy Accounting

  Unobtrusively monitors and tracks all network and local printing. It will tell you which employees are printing and copying, what they are printing and copying, where they are sending their jobs, and when employees are using the features of your output assets.

- Departmental chargeback

  Based on the Print and Copy Accounting application, Departmental Chargeback can allocate costs to internal departments or budget centers for accounting and budgeting purposes. Performs print/copy accounting down to the employee level.

- Policy Printing

  Provides user behavior management modules that enable companies to deploy printing policies. In addition to reducing costs by optimizing your print fleet, you can also discourage excessive and unnecessary printing habits leading to an increased printing efficiency amongst employees. Policy Print allows you to set up policies and rules to help control unwarranted printing activities. It aims to reduce business printing costs by either informing or controlling the activities of employees on workstations and terminals.

- Secure Release for pull printing

Provides a pull printing module that enables employees to print anywhere and release jobs from the printer only with authentication. Controls the release of print jobs sent from employee workstations to printing devices, allowing for improved security when printing jobs to shared network devices. In addition, employees experience the convenience of being able to collect their documents from any devices that have been "grouped" together. Secure Release Here® addresses network device issues, such as lack of security and excessive waste.

- Mobile print

  Enables employees to print documents from any email capable mobile device to any Pharos-managed printer in an organization. Using any mobile device, employees can send or forward documents to print to the email address set up for

  MobilePrint (e.g. printbw@company.com). To release the jobs, employees walk up to any terminal, authenticate, select the documents to print, and then pick up the document from the printer. Secure Release Here® is required.

Pharos Authentication Methods:

Options include the following authentication methods:

- PIN Code Authentication
- Secure Authentication – Proximity
- Secure Authentication – Smart Cards
- Mobile devices with MobilePrint

User Interfaces for Blueprint Enterprise:

- Pharos integrated multifunction printer (iMFP) solution is the user interface to Blueprint seamlessly built into the MFP. There are more than 250 MFP models from HP, Canon, Konica Minolta, Lexmark, Ricoh, Sharp, Xerox available as iMFPs integrated with Blueprint. A list of HP supported devices can be found at https://community.pharos.com/docs/DOC-2139-pharos-imfps-for-HP-supported-devices
- Pharos Omega PS200, an external digital controller to provide photocopying and print job release services. The PS200 provides a touchscreen user interface at the print device that allows users to log on, view and release print jobs.
- The Sentry SR25 is a thin client that is connected to a single-function printer in a secure print environment. A card reader is connected to the Sentry SR25 which completes the hardware requirements for Pharos Secure Release functionality.

Technical Requirements

Server Hardware Specifications

The system requirements for each of the Blueprint components vary for each installation. The requirements depend on a number of different factors, including the size of the organization and the size of the data to be collected and analyzed.

HP will provide Customer-specific software prerequisites and requirements during the transition period.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Scope of Services

HP will provide the following services for the Pharos software selected in the Service and Pricing Statement.

HP Responsibilities

− Collaborate and confirm requirements with Customer on Software Configuration Service as defined by the HP architectural review design.

− Provide a total of XXXX (XX) hours of Professional Services as follows:

  − XXXX (XX) hours of Consulting and Project Management

  − XXXX (XX) of Software installation services as defined below:

    o Remote installation for XXXX (XX) secure pull print server and XXXX (XX) on job accounting server with Network Load Balancer (NLB) for failover or no failover.

    o Remote installation of Blueprint agent installs up to XXXX (XX) devices. Remaining devices to be done by Customer.

    o Upgrade XXXX (XX) Webjet Admin (WJA) Server with templates.

    o HP UPD Consulting for driver configuration.

    o Knowledge transfer of Blueprint solution to Customer designated personnel.

The following activities are excluded from the Services: <Instruction: List components not part of Blueprint modules quoted to be delivered>

− Plan the necessary activities with the Customer, including identification of any prerequisites.

− If applicable, provide a pre-installation checklist with requirements that must be completed by Customer prior to the installation.

− Verify with Customer that the service prerequisites have been met prior to the delivery of the service.

− Provide a single point of contact to Customer for the duration of the project for coordination and scheduling of project tasks, documentation and any changes to scope requiring a Change Order.

Installation Success Criteria:

The Pharos software will be deemed to be successfully installed when the following success criteria are met:

Use Case	Success Criteria
Authentication	
Users enroll their proximity cards without admin intervention	A user has successfully enrolled his/her proximity card, after presenting an approved badge, responding to the control panel prompt and providing network credentials
Card authentication	A user is successfully authenticated by presenting his/her proximity card after having registered this previously
On the MFP, authentication is needed for Scan-to-Email, with send-from and send-to prefilled	A user cannot use the Scan-To-Email function of the MFP without authentication

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Use Case	Success Criteria
with authenticated user's mail address, not editable	After a user has authenticated to the MFP, he/she can access the Scan-To-Email function
	The send-from and the send-to fields are prefilled with the user's mail address
	The send-from and the send-to fields are not editable
On the MFP, authentication is configured for the Copy function	A user cannot use the Copy function of the MFP without authentication
	After a user has authenticated to the MFP, he/she can access the Copy function
On the MFP, authentication is configured for the Pull Print function	A user cannot use the Pull Print function of the MFP without authentication
	After a user has authenticated to the MFP, he/she can access the Pull Print function
Pull Printing	
Use case	Success criteria
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user has viewed and/or printed them on different devices
Job Accounting	
A sample report on usage data of a user for print, copy and scan is created	A report has been generated with usage data
A sample report on savings achieved is created	A report has been generated which shows the pull print jobs that had been sent to the queue, but never collected by the users.

7.17   Barcode and Fonts Hardware Modules – Celiveo MicrDIMM and BarDIMM

Solution Software Description

Celiveo BarDIMM and MicrDIMM are third party solutions, featuring hardware modules compatible with selected HP LaserJet devices.

Celiveo BarDIMM Pro

Celiveo BarDIMM Pro supports more than 80 types of 1D and 2D barcodes. It is a hardware module that is inserted into a LaserJet Device for operation with applications such as Windows, SAP R/3, Oracle or other Unix applications.

The service provides the following features and options:

- Supports in standard more than 80 types of 1D and 2D barcodes

- BarDIMM Pro is a barcode printing solution for SAP R/3 on HP LaserJet printers, with OSS notes documenting the usage.

- Activation in Windows application through the fonts menu, from Unix, through special commands.

- ASCII spool printing: BarDIMM Pro is usable in PCL/SCS mode from AS/400 and Unix systems using the Freescape symbol replacing the PCL5 Escape char.

- BarDIMM Pro generates 600 dpi barcodes. Error messages are printed when barcode data is invalid. Required Checksum calculation and data compression are provided.

- Upon request, BarDIMM adds the barcode text under or above the bars, external, half or fully embedded in the bars, and scaled automatically to fit the room.

- 1D barcodes: Supports OCR-A, OCR-B, Codes 39, Code 93, UPC A/E, EAN 8/13, Code 25 Interleaved/Industrial/matrix, Code 128A/B/C, EAN128/UCC128, RSS14, Codabar, MSI Plessey.

- EAN/UCC 128: Supports Code/EAN/UCC 128 (with FNC1 and all other control codes).

- 2D barcodes: PDF417, UPS Maxicode, DataMatrix, QRCode, Aztec, Codablock, RSS14 2D compliments.

- Delivered with a user and developer guide.

- BarDIMM Pro includes a library of scalable industrial symbols.

- Flash storage: Up to 31MB of Flash storage capabilities.

Celiveo MicrDIMM Pro

The Celiveo MicrDIMM Pro provides the ability to print checks using magnetic toner cartridges. It is a hardware module that fits in one of the memory slots of compatible HP LaserJet printers and enables check printing.

MicrDIMM works with many ERPs, including SAP R/3, PeopleSoft and Oracle, and Windows applications.

Scope of Services

HP will provide the following services for the Celiveo MicrDIMM and BarDIMM selected in the Service and Pricing Statement:

Module Installation

Celiveo BarDIMM and MicrDIMM are customer installable. The product includes a user's guide and instructions for completing the installation.

Module installation is detailed in section 6 (Solution accessories installation service).

7.18   HP Immersive Analytics Services

Service Definition and Scope

HP Immersive Analytics Service (IAS) is provided by an Analytics Advisor (Advisor) who will analyze print/copy/scan behaviors in a Customer's existing Imaging and Printing Environment (IPE) to uncover anomalous behaviors as a way of identifying opportunities for efficiency gains and process improvements through digitization. The Customer will provide the Advisor with all necessary data over the agreed upon range of devices and time frame. The Advisor will analyze the data as-is offsite, unless otherwise specified. HP will provide findings and recommendations to key Customer stakeholders,

Roles and Responsibilities

HP will:

- Acquire from the Customer 3-months' worth (or mutually agreed upon time frame) of Customer print/copy/scan behavior data, in a schema/format established by Advisor.

- Remotely conduct analytics service on the customer's data as-is on the Customer's behalf to analyze print/copy/scan behaviors.

- Remotely (or onsite if Customer prefers and travel is at Customer's expense) provide to key Customer stakeholders an executive presentation (in PDF format) summarizing entity-level comparison of the Customer's environment and specifying key outlying print/copy/scan behaviors, with detailed findings of possible efficiency gains and process improvement opportunities, related to Imaging and Printing workflow/digitization (Deliverables).

- To the extent that HP processes personal data, HP may transfer such data outside the country from which it was originally collected provided that such transfer is required in connection with the services and such transfers take place in accordance with applicable data protection and privacy laws. The transfer of personal data of data subjects located in the European Economic Area is in accordance with the EU-US Privacy Shield under which HP is certified.

Customer will:

- Assign a Project Sponsor for the duration of the delivery of Services who is authorized to address and ensure compliance with all legal and regulatory requirements in relation to HP's access to and processing of Customer's data, which may consist of personal data and/or Customer sensitive information.

- Provide HP personnel access to the Customer data and authorize transfer and access for offsite computation. Customer will promptly provide any data and access to data necessary for Advisor to perform the Services. Additional time and iterations may introduce delays and may require additional charges.

- Comply with all applicable laws and regulations related to privacy and data protection. Customer is solely responsible for obtaining and maintaining any necessary authorization in accordance with such laws and regulations to allow HP to provide the Services to Customer. The customer's privacy and data protection responsibilities may be modified or expanded by the parties via mutual written agreement such as an SOW or separate addendum or exhibit to this SOW or the Agreement, as applicable.

- Comply with obligations specified in the Statement of Work, in a timely manner. Customer acknowledges that HP's ability to deliver the Services is dependent upon 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.

- Notwithstanding anything contrary in the Agreement, HP will retain exclusive ownership in all Deliverables and derivatives thereto created hereunder and will own all intellectual property rights, title, and interest in any ideas, concepts, know how, documentation or techniques developed under this Agreement. HP hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the Deliverables solely in the country(ies) in which Customer does business and solely for Customer's internal use.

Functional/Technical Dependencies

Refer to Roles and Responsibilities sections for additional details.

Post Implementation Support

Not applicable.

7.19   Ysoft SafeQ (EOL)

Solution Software Description

- Ysoft SafeQ 6 is a Document Management System supporting managed print services (MPS) governance requirements for security, mobility, sustainability and cost efficiency.

- Ysoft SafeQ 6 is a platform to deliver different components (modules) in a single solution for Print Management and Document Workflows (document capture).

- Ysoft SafeQ 6 supports HP FutureSmart 4 device family with 8" displays, and successor HP products as mutually agreed. Supported components include: authentication, copy, print, scan workflows, billing codes and device dependent accounting.

Technical Requirements

- OS Platforms Supported:

- Microsoft Windows Server 2008 SP2 64bit, 2008 R2 SP1 64bit, 2012 64bit, 2012 R2 64bit and 2016 64bit;

- Supported databases – PostgreSQL 9.4 embedded or standalone or Microsoft SQL Server 2012 (SP2/SP3)/2014/2016 Standard or Enterprise Edition, 32-bit or 64-bit.

Ysoft SafeQ Management Recommended Hardware for Single Server Deployment
- Memory: 8 GB free RAM

- Hard disk space: 100 GB, connection to storage with a throuGHPut of at least 150 MB/s and 300 IOPS

- CPU: Dual Core 2 GHz processor or higher

- Network: 1 Gbit/s

- Additional Information: Alternatively, installation in a virtual machine with at least two cores and memory reservation set to the full amount of RAM allocation.

SUPPORTED OPERATING SYSTEMS

Operating System	Ysoft SafeQ Management Server /Site Server	Mobil Print Server	Y Soft Payment System
Microsoft Windows Server 2008 SP2 64bit	X	X	X
Microsoft Windows Server 2008 R2 SP1 64bit	X	X	X
Microsoft Windows Server 2012	X	X	X

Operating System	Ysoft SafeQ Management Server /Site Server	Mobil Print Server	Y Soft Payment System
64bit			
Microsoft Windows Server 2012 R2 64bit	X	X	X
Microsoft Windows Server 2016 64bit	X	X	X

Note: The Highlighter feature included with Ysoft SafeQ6 Enterprise Suite (part of Scanning functionality Advanced Workflows) is not supported on Windows Server Core Edition (subset of the Operating Systems listed above).

Ysoft SafeQ Localizations

User Interface

- **Ysoft SafeQ Client:** Catalan, Chinese (simplified/traditional), Croatia, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Malaysian, Norwegian, Polish, Portuguese, Romanian, Serbian (Latin/Cyrillic), Slovak, Spanish, Swedish, Thai, Turkish, Ukrainian.

- **External and Embedded Terminals:** Arabic, Bulgarian, Catalan, Chinese (simplified/traditional), Croatia, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Malaysian, Norwegian, Polish, Portuguese, Romanian, Serbian (Latin/Cyrillic), Slovak, Spanish, Swedish, Thai, Turkish, Ukrainian.

Note: Some of the languages are supported only for some vendor specific Embedded Terminals.

Admin Interface

- Chinese (simplified), Czech, Danish, Dutch, English, French, German, Hungarian, Italian, Japanese, Polish, Portuguese, Romanian, Slovak, Spanish, Turkish.

- Provided in the following languages: UK English, French, Italian, German and Spanish.

Scope of Services

HP will provide the following services for the Software Solution:

Software Installation

Y Soft will provide Software Installation Services as outlined in a Statement of Work (SOW).

Note: Service Descriptions for SafeQ 5 are available on request, from the HP Partner Development Manager (PDM).

7.20   HP Workpath Application(s)

Solution Software Description

HP Workpath app(s) are a monthly per device subscription to enable usage rights of the HP General Office App(s) and App Catalog. The subscription also includes ongoing support of HP General Office applications on eligible HP Print Devices.

HP Responsibilities

- Verify HP print devices are Workpath enabled.

- Work with Customer to identify firmware upgrade requirements, if any.

- Onboard devices to HP Command Center.

- Remote deployment of Workpath applications (in scope for HP Workpath app(s)) to a single device or fleet of HP print devices, as outlined in a statement of work (SOW).

- Monitor the quantity of HP print devices in use each month and invoice the customer on a per device, per app monthly subscription fee, as quoted.

- Provide remote support for Workpath app(s).

- Install new DIMM (if required).

Customer Responsibilities

- Identify a single point of contact to provide HP with the required information to complete requirements (outlined above).

- Notify HP of requirements to add or remove HP print devices or applications, as needed. Such changes need to first be updated in HP Command Center to be reflected on invoice

Technical Requirements/Prerequisites:

Technical requirements include, but are not limited to:

- Installed HP Workpath enabled HP print devices, running HP FutureSmart firmware version 4.9.0.1 or newer.

Service Limitations:

- Hardware or software consultation that cannot be delivered remotely.

- Provision of additional hardware or software licenses.

Workpath Applications Customization Services

Scope/Service Description

Workpath apps Customization Services provide an analysis of Customer's existing workflows and requirements to develop a Workpath app to meet specifications. HP will develop the Workpath app per requirements and deploy within the Customer's environment. HP will use commercially reasonable efforts to perform customization efforts and tasks as further described in an Addendum to this Appendix B to the SOW. In general, an HP Project Manager will work with a Customer assigned Project Manager to define the process necessary, establish a schedule for completion, and define acceptance criteria. HP will lead analysis and design, end-to-end testing, and will help facilitate Customer acceptance testing. The implementation and payment terms of Workpath app Customization Services will begin as mutually agreed after Effective Date of this MPS SOW. HP will notify Customer if HP reasonably believes that the goal of the Case Exchange Integration Services is not achievable

by commercially reasonable efforts. Customer will be invoiced for Customization Services installments per defined milestones and balance upon completion and Customer acceptance.

7.21   Kofax ControlSuite™

Solution Software Description

Kofax ControlSuite is a single, integrated, content-aware print and capture solution that can be configured to automate a wide range of document- and information-dependent tasks. The Kofax Control Suite core business functions include:

- Print Management: Unified authentication (MFP and mobile); Secure print release; Usage tracking and auditing

- Capture: Multichannel capture integration (mobile, MFP, desktop, email, etc.); OCR conversion System-to-system; connectors

- Output Management: Information monitoring; Information redaction; Secure document quarantine and release

Each service is detailed below:

Print Management

ControlSuite utilizes Equitrac server-based print management and cost recovery tool to measure, monitor, and manage document transactions on the network. Equitrac tracks, analyzes and allocates expenses for every document that any user sends to any networked printer, copier or multi-function device. Equitrac also provides secure document release, rules based printing, and basic document transform services.

Equitrac is installed as part of the ControlSuite solution which also includes AutoStore, Output Manager and Business Connect. All products require that the ControlSuite core components are installed and configured in order to utilize the shared services.

Capture

ControlSuite utilizes AutoStore document and image capture solution as a server-based application that captures, processes, and routes paper and electronic documents in a business environment. It automates document capture workflow processes.

AutoStore provides a flexible component-based server for capturing electronic and paper documents, with capabilities to capture documents from scanners and multifunction devices, fax, email, smartphones and tablets, XML data streams, PC desktops, office applications, and network and FTP locations. This solution also has process support functionalities to detect, read, extract, store, convert, classify, and index content in captured documents. With routing capabilities to deliver documents to many destinations such as fax, email, network folders, PCs, and document management systems.

Output Management

ControlSuite utilizes Output Manager's print and document control capabilities, to infuse process orchestration including intelligent redaction, and keen re-routing to increase workforce capacity. Output Manager helps protect printed documents and helps prevent the unauthorized flow of sensitive information.

Install and

Confriguation – Kofax ControlSuite

Kofax ControlSuite system requirements depend on the number of servers in a deployment, operating system, expected production volume, and other applications in the environment. Since ControlSuite combines print and output management with capture services in one solution, each component can be custom installed to suit customer needs. The Install Assistant provides a set of questionnaires to enable the user to choose the necessary components for a custom install. Once installed, the Configuration Assistant walks users through the setup of databases, services, security and authentication, and licensing the ControlSuite solution. The Configuration Assistant must be completed in order, and as each step is complete, the navigation menu items become "active", and the user can click on any completed section to review or make changes as needed. System requirements, install, and configuration guides are available on the Kofax website: https://docshield.kofax.com/ControlSuite/en_US/1.0.0-mj6ng2jazq/help/CS/ControlSuiteWebHelp/Source/ControlSuiteWebHelp/Dita/Chapter_Stub_Install_CS.html.

Scope of Services

HP will provide Software Installation Services detailed in the Services and Pricing Statement. AutoStore server application on all required servers; and any embedded client software required to run on the Device.

Software installation

HP will provide Software Installation Services detailed in the Services and Pricing Statement. AutoStore server application on all required servers; and any embedded client software required to run on the Device.

7.22   EveryonePrint

Solution Software Description

EveryonePrint Hybrid Cloud Platform (HCP) is an all-in-one print infrastructure solution designed for organizations that want to unburden themselves from running a complex IT print infrastructure.

HCP enables organizations to take advantage of centralized cloud services, reduce and even eliminate the need for decentralized and costly server and network infrastructure. The solution provides all the basic features of a standard print management solution (secure printing etc.) in one user-friendly software solution and integrates easily with HP printing devices and devices from other print vendors. This makes HCP the ideal platform for organizations of any size that wants to reduce infrastructure complexity, user support and centralize print operation.

This solution can be configured to provide zero points of failure and enterprise size scalability to ensure availability and accessibility for all business and users. Utilizing a multitenant architecture and unique technologies to offer single driver and file compression, HCP can enable organizations to optimize administrations and user experience by only being exposed to one print driver and still print and release on any MFP device across the organization.

Cloud Server Locations

HP is permitted to store data in, and may perform Services from AWS in U.S., UK, Ireland and Singapore depending on customer region location for multi-tenant hosting service.

Technical Requirements

HP will provide customer-specific software prerequisites and requirements prior to or in transition period.

Scope of Services

HP will provide the following services for the EveryonePrint solution. Professional services required outside the listed deliverables will be managed via a Change Order.

HP responsibilities

Remote Configuration of the Customer CloudPortal

An HP authorized service provider will access the customer account on the designated cloud remotely and configure the account according to the mutually agreed solution and workflow architecture and design.

- Includes: Connection to existing, preconfigured ID service (Google, Azure, Ping, OKTA), onboarding up to 2 devices to the HP Command Center (if applicable) and provision in HCP, and up to 5 clients for printing.
- Includes: The configuration of one single input queue with single automation (mono+duplex) and connection to an existing SMTP service.
- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible
- Does not include: Initial setup of an ID service.

Remote Configuration of Additional Devices
An HP authorized service provider will access the existing configured customer account remotely and configure the additional devices into the account accordingly. HP Command Center on-boarding of the additional devices is supported if required

- Includes: Configuration of up to 15 devices.
- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible

Remote Configuration of Additional Input Queues
An HP authorized service provider will access the existing configured customer account remotely and configure the additional print queues into the account accordingly.

- Includes the configuration of either up to 3 additional input queues without automations/triggers, or 1 new or existing input queue with automations/triggers
- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible

Remote Assistance to install Desktop Client

- Includes the installation of the HCP desktop client either for up to 5 clients, or the creation of a single custom MSI with preconfigured default driver options (e.g. mono/duplex). As a prework, the Customer will define the necessary variable settings of the MSI, such as, but not limited to print driver variables.

- This service is designed to be delivered in one single remote session and it requires a fully completed Deployment Document. Reschedules for unused/remaining time will not be possible.

Installation Success Criteria

HP is dependent on Customer to support the installation and verification of any remote components of the Software Solution. The Software Solution will be deemed to be successfully installed when the following success criteria are met:

Use case	Success criteria
HCP Customer Cloud Portal Access	Primary admin at Customer can login into the HCP Customer Cloud Portal. User must be able to authenticate against customer authentication provider.
Onboarding of devices to the HP Command Center and provisioning in HCP	Up to 2 devices are onboarded into HP Command Center and provisioned in HCP. Devices are listed in the HCP Customer Cloud Portal.
Installation of the HCP desktop client	The HCP desktop client is installed on up to 5 client PCs. With one print queue configured.
On the device, authentication is configured for the Pull Print function	After a user has authenticated to the device, he/she can access the Pull Print function
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user can view and/or print them on different devices. The pull print function works across multiple offices and locations and across all installed Embedded clients

7.23 HP Document Workflow Solution

Workpath App (Optional – Only with Workpath Application Installation)

HP Responsibilities

- Verify HP print devices are Workpath compatible and enabled, install new DIMM (if required).
- Onboard devices to HP Command Center.
- Remote deployment of Workpath applications (in scope for HP Workpath app(s)) to a single device or fleet of HP print devices, as outlined in a statement of work (SOW).
- Provide remote support for Workpath app(s).

Customer Responsibilities

- Notify HP of requirements to add or remove HP print devices or HP Workpath app, as needed.
- Technical Requirements/Prerequisites
  Installed HP Workpath compatible and enabled HP print devices, running HP FutureSmart firmware version 4.8.0.2 or newer.

7.24 HP FutureSmart MFP Embedded OCR Unlock Service

HP's FutureSmart MFP Embedded Optical Character Recognition (OCR) Unlock Service allows certain non-Flow device models to function identically to a Flow MFP device. With the

stipulation that the Flow MFP may perform OCR functions more quickly, due to the increased CPU speed or memory present in some Flow devices relative to other models in the series. The service is performed on compatible MFPs after they are deployed, either to a staging or production environment. A unique license, tied to the device serial number, is generated for each MFP and applied using an HP proprietary feature licensing tool. The device discovery and application of the licenses is done through a Windows client application, which does not continue to run in any way after the OCR Unlock service is delivered and can be uninstalled after service delivery.

HP Responsibilities

- Ensure OCR Unlock is offered only on devices for which it is possible to perform this service.
- Operate the HP proprietary feature licensing tool to gather device data (needed to generate the license), submit the device data to the license creation service, and apply the resulting licenses to the MFPs.
- Retain a copy of the licenses for the duration of the Managed Print Services, in case they need to be reapplied in the future (E.g., after a device wipe or other destructive actions).
- Reapply licenses to devices, if necessary, throughout the duration of the Managed Print Services.
- Obtain and apply new licenses for MFPs, which replace devices that had been provided with the OCR Unlock service.

Customer Responsibilities

- Allow HP to run the HP proprietary feature licensing tool (a Windows application) on the Customer network hosting the MFPs requiring the service, to allow the tool to communicate with the devices.

Success Criteria

- Each device is confirmed (via examination of the embedded web server and/or the control panel of the device) to have the embedded OCR function present.
- On each device, a test page results in OCR output.

7.25 PaperCut MF for dMPS Customers (Rev. 1)

Solution Software Description

PaperCut MF is a cross-platform software solution that enables businesses of any size to implement print monitoring and management with flexible, print and copy management software. PaperCut includes web-based administration and end user tools, including driverless web printing and enhanced scripting (e.g. job routing and "Find Me" (pull) printing by login, account or card ID based authentication methods). Card reader will be required to make use of certain features specified herein, and can be supplied as a separate solution accessory offering

Feature Highlights

PaperCut MF typically provides:

- Simple web based administration

- Cross-platform support – Synchronized releases on Windows, Linux, Novell and Mac on both server and workstation

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

- Track printing on any device

- Track off-the-glass copy, fax and scan via embedded application on the MFP

- Integration into major directory services – Active Directory, Open Directory, eDirectory, LDAP, Samba, PAM

- Login or ID Card – authenticate users via proximity card at the MFP

- Find-me printing, secure printing and conditional job routing

- Web Print – a driverless printing solution for wireless netbook and laptop users

- Policy Scripting – Write scripts to enforce functions like duplex. Dozens of pre-built scripts supplied

- Multiple built in one-click reports

- Server clustering – scalable up to 500,000 users

- Interface available in 20+ languages (including full Unicode support for Chinese and Japanese)

- Documented public API

Supported Languages

All PaperCut language translations are included in the standard installer. Selection of language is done automatically based on user browser preferences and/or manual override on the interface login screen. The completeness of the language translation various from region/language. Some translations are 100% covering both the administration interface and end-user interfaces, while other languages are focused on services for end-users with the admin interface remaining in English.

Most up to date supported language list:
https://www.papercut.com/kb/Main/SupportedLanguag

- Chinese (Simplified)
- Chinese (Hong Kong)
- Chinese (Traditional)
- Croatian
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Hebrew

- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Portugal)

- Serbian
- Spanish
- Swedish
- Turkish
- Welsh (United Kingdom)
- Catalan

Minimum System Requirements:

System requirements are found here: https://www.papercut.com/products/mf/system-requirements/.

Scope of Services

HP will provide the services for PaperCut MF Software as selected in the Service and Pricing statement:

Software Installation

HP will provide Software Installation services as detailed in the Documents and Workflow Solutions section ([Software Installation](#)).

Software Support

HP will provide Software support during the Term of the Software modules defined in the Services and Pricing Statement, as detailed in section ([Software Installation](#)).

Multi-national Variations

PaperCut MF software product is only available for use in locations in the country of purchase.

Software Installation

Scope/Description of Service

The Software Installation Service provides for the installation and configuration by HP at Customer Sites for Software specified in the Services and Pricing Statement and applicable Change Orders, in accordance with the mutually agreed Software Installation Schedule.

HP Responsibilities

- Installation planning

  – Plan the necessary activities with the Customer, including identification of any prerequisites.

  – If applicable, provide a pre-installation checklist with requirements that must be completed by Customer prior to the installation.

  – Verify with Customer that the service prerequisites have been met prior to the delivery of the service.

Software installation on customers devices

Remotely deploy Software after the pre-configured Fleet Devices have been installed and are operational, as mutually agreed by the parties.

Software installation on customers servers

Complete the server-based initial installation on select customer provided servers, including configuration and integration activities necessary to enable operation of the software solution.

Reinstallation or re-configuration after the initial installation of the documented software configuration due to Customer reasons will be managed as a chargeable change order.

HP3S 1x Remote HP Device configuration & Implementation of Papercut onto Pre-staged Devices

- 1x Device (Single Function Device or Multi-Function Device) One Off Standard Remote Implementation of Papercut onto pre-staged installed devices

Initial Server On Prem Server Model Office Server Remote Installation

- Remote Installation & Configuration of Base System & Customer Administrator Training – Remote installation and base configuration of 1x PapercutMF application server.

- Includes the Installation of PaperCut master server, synchronization of users and setup and enablement of Find-Me Printing, scan to me (Users own email) and scan to home folder (users home folder managed by IT) or up to 5 identical folder locations on up to 2 MFD's. Includes card reader configuration file.

- The following features are out of scope of the basic install as they are available as add-on packs which are needed to be purchased to access these additional features – Printer Filters\Restrictions or Scripting, Custom Scan profiles based on logged in user or device accessed, OCR scanning, Print Queue deployment, High availability

- For all of the above add-on packs are needed.

Option: HP3S 1x Third Initial Party Integration Remote Installation & Configuration

- Remote configuration of PaperCut and the hosting server to support third party backend ERP systems.

- Includes Papercut server configuration to accept jobs from back-end systems and or any user name conversions (e.g. Active directory and SAP).

- N.B Backend systems often present a different username compared to the logged in user. This covers the translation of username mapping and server service configuration to support printing from these systems

- This does not include any configuration to the clients backend systems. A print queue will be presented supporting the required language and protocols, that the client IT will need to submit prints too.

Option: HP3S 1x Server Initial PCMF Mobility Print Remote Installation & Configuration – Max 600 Devices Per Server

- Remote Installation and configuration of PaperCut Mobility Print

- Installation and configuration of PaperCut Mobility service on server including the activation of scoped printers. This also includes any script\commands to configure client DNS entries if required.

- Does not include any configuration of the clients back-end systems. Support, configuration, or management of the clients DNS.

Option: HP3S 1x Initial Server PCMF Pay Gtwy Cnctr Grp 1 Remote Installation & Configuration (Payment Gateway not included) – Max 600 Devices Per Server

- Initial remote configuration and connection into customer's existing Web Payment Gateway connecting it to PaperCut to accept transactions. Payment gateway information and security tokens need to be provided by the customers payment gateway administrator.

- The payment gateway itself is out of scope so this service does not include the provision, configuration, or support of a payment gateway itself or any transactions (credits / refunds) experienced on the payment portal, prior to being sent to PaperCut.

Option: HP3S 1x Initial Server PCMF Job Ticketing – Single Print Room Remote Installation & Configuration

- Single Print Room Remote Installation & Configuration of Job Ticketing. Includes installation and configuration of a single print room within the PaperCut Job Ticket portal with up to 5 services (at time of install) per room containing, Document processing options, delivery options, and price lists.

- Out of scope are public presentation of the portal, SSL certificate, Firewall management.

Option: HP3S 1x Additional Server PCMF Job Ticketing Product (Cost per Product) Remote Installation & Configuration – Max 600 Devices Per Server

- Addon Remote Installation & Configuration of an add on Job Ticketing Services to an existing print room (Cost per Product)

Option: HP3S 1x Initial Server PCMF Advanced Print Enablement Pk Supp / Custom Scripts Remote Installation & Configuration – Max 600 Devices Per Server

- Remote design and installation of PaperCut MF custom printer restriction (at time of install). Includes an implementation of Printer Filters\Restrictions or Scripting with up to 5x decisions/rules (and\if\or statements) within the script.

- Multiple or varying rules per printer are out of scope and these complex rules can be scoped and purchased separately.

Option HP3S 1x Initial Server PCMF Print Deploy Remote Installation & Configuration for 100 Devices Remote server installation, configuration and mapping of up to 100 printers to print zones.

- Includes installation and configuration of print queues within relevant deployment zones (up to 100 devices configured per install pack)

- Out of scope: Internal deployment of Papercut PC client to customers end users.

Option: HP3S 1x Initial Server PCMF Web and or Email to Print Remote Installation & Configuration – Max 600 Devices Per Server

- Remote Installation and configuration of Web to Print and or Email to Print. Includes the configuration of the email to print and\or web print server to accept jobs via web portal or email.

- Out of scope: Customer's email account setup, web page presentation to the public internet or Microsoft Office (Required for job conversion).

Option: HP3S 1x Initial Server PCMF Additional Per Server Remote Installation & Configuration – Server infrastructure and OS needs to be provided – Max 600 Devices Per Server

- Remote Installation and configuration of an additional site/application Server (per server) – Server infrastructure and OS needs to be provided. Includes installation, configuration of PaperCut Site or Secondary Server with the creation of up to 600 print queues (Names and IP Address's to be provided)

- Out of scope: MFD installation or connection to PaperCut, Print queue deployment will be done by clients IT team

Option: HP3S 1x Initial Server PCMF Additional On-Premises OCR and Document Processing Remote Installation & Configuration – Max 600 Devices Per Server

- Remote Installation and configuration of On-Premises PaperCut MF OCR and Document Processing engine. Includes installation and configuration of an On-Prem or Cloud hosted OCR engine, including the creation of Scan profiles to enable the use of the OCR features. These can be made accessible to select groups or all staff.

- Out of scope: Custom Scan profiles based on device accessed.

Option: HP3S 1x Initial PCMF High Availability Remote Installation & Configuration

- Remote enablement and configuration of PaperCut MF linking 2 x customer's application servers to provide high availability/redundancy, including enablement, configuration and failover testing of PaperCut's high availability features.

- Out of scope: This does not include the provision, installation or support of servers, 3rd party high availability systems, failover systems / network load balancers.

Installation verification

- Upon completion of installation, HP3S will run a test to verify that the software installation is operational.

Customer Responsibilities

Customer is responsible for meeting requirements which include, but are not limited to:

Pre-staged Multifunction and or Single Function Devices & Card Readers

- All targeted Devices (except those installed by HP) must be verified for Software compatibility by Customer based upon information provided by HP during pre-installation planning. In the event of Device incompatibilities, Customer must bring the targeted Devices to compatibility prior to Software installation by exercising one of the following options, which may result in a Change Order:

  – Device replaced with compatible Device;

  – Device firmware or hard drive updated to the proper level to support the Software; and

  – Device excluded from the project scope;

- Ensure all devices and or card readers have been pre-staged, installed, connected to the customer's network, pre-configured and up to date before any remote software installation is done. This includes but are not limited to device firmware being up to date, Clone file pre-installed containing – Wallpapers, network details, disabled protocols, device has been delivered to site, plugged in & powered up with successful green button test, device has been pre configure IP, Subnet, Gateway, DNS, correct ports opened, live network cable connected, and ping test performed successfully on each device. Customer also could configure the device home screen layout, lock screen settings, Paper tray configuration, default function settings as these will not be in scope of this service.

PCs

- If software PC driver plug-ins are required, installing the software plug-ins to the user PC's;

- Installing Print drivers only on print servers which are certified compatible with the Software, print servers and PC clients;

General Servers

- Providing dedicated server(s) for the Software installation that meet the minimum system software and resource requirements as provided by HP;

- Providing server infrastructure description and location;

- Complying with Software technical requirements including those specified in the Server requirement section above and in the Software installation guide;

- Installing all recommended security patches unless alerted by HP about incompatibility issues, and all HP and Solution provider recommended patches and service packs;

- Installing and maintaining appropriate antivirus software;

- Internal deployment of Papercut PC client to customers end users

- Maintaining a test environment (including software) for troubleshooting and make it available to HP support;

- Installing, configuring and operating the SQL database, if applicable;

- Configuring (with read-only access) the user management system by LDAP or Kerberos;

- Providing client workstation(s) and network connection for use as test client and performing final solution testing;

- Coordinating any third-parties responsible for Customer datacenters and network operations, and providing HP with reasonable access to these people if required;

- All individuals designated to administer and support the Software must be On-Site and available during the overall installation and transfer knowledge sessions, including IT and facilities representatives for Active Directory/LDAP, SQL server or other databases (i.e., Oracle) if applicable;

- All targeted Devices supported by the Software must be network connected and functioning properly prior to software installation;

- Identifying and providing IP Addresses for targeted Devices, DNS resolution if applicable, prior to installation date as agreed with HP Project Manager;

- Opening firewall ports according to an HP supplied port list if applicable;

- Assigning trained technicians as System Administrators for Software Solutions; and

- Installing / uninstalling all Software and drivers using Software provider recommended tools and procedures.

General

- Ensure that the contract periods for licenses and support match

7.26   NDD Print

Solution Software Description

NDD Print is a comprehensive hybrid (Cloud & On-premise) solution that enables centralized print management and efficient monitoring through the cloud-hosted portal. Job accounting, print control policies, and quotas will optimize print usage, also, pull printing and mobile print capabilities will increase productivity.

NDD Print provides the following key functionalities:

- Job Accounting for print, copy and scan jobs.
- Cost allocation by user, printers, cost centers and department.
- Print control policies and quotas.
- Pull Printing with secure print release.
- Mobile printing.
- NDD Print cloud hosted portal.

Cloud Server Locations

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

HP customers agree that HP may store any data related to this agreement in the USA, Germany, or Brazil.

Technical Requirements

HP will provide customer-specific software prerequisites and requirements prior to or during the transition period.

Scope of Services
HP Responsibilities

HP will provide the following Software Installation and Configuration Services for the software application as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

Preparation:
- HP will collaborate and confirm requirements with Customer on Software Configuration Service as defined by the HP architectural review design.
- HP or an authorized service provider will require access to the Customer domain to install the software.

NDD Print Remote Installation Service:
- Installation of One (1) server infrastructure (nddPrint Modules) configuration for up to Seventy-Five (75) printing devices via online.
- If Workpath application installation is required, then this service will include the device onboarding to HP CommandCenter and application installation on the device.
- Training for the administrator users via online.

NDD Print Remote Additional Installation Service (Optional):
- This service includes One (1) day online professional service that is equivalent to Twenty-Five (25) additional devices installation.
- If Workpath application installation is required, then this service will include the device onboarding to HP CommandCenter and application installation on the device.

NDD Print On-site Installation Service:
- Applicable only when the Customer purchases the on-site installation service.
- Visiting the customer site and installation of One (1) server infrastructure (nddPrint Modules) configuration for up to Seventy-Five (75) printing devices.
- If Workpath application installation is required, then this service will include the device onboarding to HP CommandCenter and application installation on the device.
- On-site training for the administrator users. The training can be replaced with online training when the on-site training is not possible to run with any reason.

NDD Print On-site Additional Installation Service (Optional)
- One (1) day on-site professional service that is equivalent to Twenty-Five (25) additional devices installation.
- If Workpath application installation is required, then this service will include the device onboarding to HP CommandCenter and application installation on the device.

NDD Print Additional Server Installation Service (Optional)

- Installation of One (1) additional server.
- It is an add-on service and requires the purchase of the NDD Print Remote Installation Service or the NDD Print On-site Installation Service.
- Installation type, either on-site or remote, will be defined by the purchased main installation service.

Installation Success Criteria

HP is dependent on Customer to support the installation and verification of any remote components of the Software Solution. The Software Solution will be deemed to be successfully installed when the following success criteria are met:

Use case	Success criteria
NDD Print Portal Access	Primary Admin at Customer can login into NDD Print Portal. It allows the customer to add users, credentials and to create print policies.
Users Import with Active Directory scheduled	User import with Active Directory needs to be scheduled to update users list automatically. For Customers without Active Directory, make sure Customer has the process to add customers manually on the NDD Print portal.
Cost Center Definitions	The cost center structure is set on the NDD Print portal. Cost center can relate to departments, clients or accounts. It can be imported from the Active Directory or via batch files.
Cost per page – Mono and Color	Add the cost per page for all the devices to reflect the total cost on the reports.
Pull print jobs can be retrieved from any connected device	After having sent print jobs to the pull print queue, a user can view or print on different devices.
MFP Client installation and test	Successful installation of the clients on sample MFP's.

NDD Print is available in all regions except China, and Brazil.
The user interface is available in the following languages: English, Spanish, and Portuguese.

7.27 Card Readers

Card Reader Description

Proximity card readers, accompanied with the Software described herein, enable secure authentication, authorization, and accounting for users. Users authenticate themselves with their existing proximity cards at the imaging and printing devices against their known identity (e.g. using corporate directory services such as Active Directory).

After the authentication and authorization is confirmed, , the device unlocks, and the print solution provides the designated features based on the user profile.

Card readers are specified in the Service and Pricing Statement.

Technical Requirements

HP will provide customer-specific prerequisites and requirements for the card readers and for the printing devices prior to or in transition period.

Scope of Services

HP will install the card readers according to the deliverables as detailed below. Professional services required outside the listed deliverables will be managed via Change Order.

HP Responsibilities

Preparation and Prestaging:

- Verification of the card reader compatibility for Customer's environment and transmission protocols.

- Perform visual inspection and inventory of ordered card readers for damage.

Shipping and Installation:

- Shipping of card readers to Customer's locations.

- Install the card reader on the printing device as part of the agreed installation schedule.

- Verify card reader functionality via a standard test.

Solution and Card Reader Enablement

- Offsite Configuration: HP will pre-install and configure the card readers to be enabled for the solution, as part of Factory Services.

- Offsite Configuration: HP will pre-install and configure the card readers to be enabled for the solution, as part of the prestaging process.

- Onsite Configuration: HP onsite personnel will configure the card readers to be enabled for the solution.

- Configuration provided by Remote Management Services: HP will configure the card readers to be enabled for the solution, via remote access.

Installation Success Criteria

For the success criteria on card readers, please refer to the success criteria for the respective Solution described herein.

Card Reader Support

Scope/Description of Service

Support Service level is exchange service.

HP Responsibilities

- Card Reader support is provided to the Customer for the resolution of Card Reader issues that the Customer's first level technical support team is unable to resolve. Support service will be provided remotely, using a combination of remote problem diagnosis and support.

- HP will verify that the card reader has failed and will ship a replacement component directly to Customer.

- For the avoidance of doubt, hardware support as described in Technical Support service description under paragraph "Manage" does not apply to card readers.

Customer Responsibilities

Support HP in its effort to ship the appropriate card reader for the device.

Perform the replacement and installation of the card reader.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

MPS SOW APPENDIX C – SITES PROFILE

Country	Country type (Standard / Remote)	Site name	Site Address	Discovery & Design Site type ("On-Site" / "Remote")

SITES PROFILE Flexworker Service

Country	Country type (Remote)	Site name	Flexworker Full Address	Flexworker Contact Name	Flexworker Phone and Company Email	Flexworker Device	Flexworker Volume

Table G: HP MPS Flexworker Service		
Service Name	Monthly Print Volume	Annual Print Volume
Flexworker (monthly page volume limit)	Xxxx	XXX * 12

Flexworker Pricing Table – HP MPS Flexworker Service Monthly Flat Rate (Hardware, Support, Printing Supplies) per Device Type							
Fleet Item	Product Description	Qty	Monthly Included Print Volume	Monthly Flat Fee [USD]	Overage per Mono Page (USD)	Overage per Color Page (USD)	Overage per Professional Page (USD)
10	HP OfficeJet Pro 9020 1MR78A……	10	300	13.00	.01106	.02658	--
20	HP LaserJet Pro M454dw	10	500	27.00	.01028	.02135	--

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Table H: Flexworker Fleet Table							
Fleet Item	Product Description (including Accessories)	Qty	Monthly Print Volume Per Product	Product Ownership	Delivery/ Installation	HW Support Service Level (response time)	Maintenance Kit Service Level
10	HP OfficeJet Pro 9020 1MR78A......	10	300	HP	HP/Customer	Express Exchange	--
20	HP LaserJet Pro M454dw	10	500	Customer	NA	NBD Onsite Exchange	--

Product ownership by HP = HP-provided Product
Product ownership by Customer = Customer-provided Product

Table C: Services selected by Customer
HP MPS Flexworker Service
Device Control Center
Remote Monitoring
Supplies Management Service
Priority Phone Support

Table A2: Forecasted End of Support Life date	
Product Description	Forecasted End of Support Life date
HP LaserJet Pro M404dn Printer	03-01-2027
HP LaserJet Pro M404dw Printer	03-01-2027
HP Clr LaserJet Mgd MFP E78223dn Prntr	04-30-2027

Note: Independently of the SOW/Agreement end date, the End of Service Life date is the date when HP expects to discontinue the support of a product. It is provided for information only. HP may modify the forecasted End of Support Life date at any time without prior notice.

MPS SOW APPENDIX D – HP MASTER SCHEDULE

This Master Schedule defines the preliminary main milestones of the deployment and certain of the key dependencies.

Device and Software Implementation Schedule Milestones

This Master Schedule is preliminary and is based on information provided by the Customer or known by HP. It will be adjusted based on joint planning between the HP Transition Manager and the Customer Project Manager. HP will provide a detailed Transition Plan and Device Installation Schedule, which will be used to manage the project during deployment.

Table A: Device Implementation Schedule

Site / Device type	Contract effective date for planning w/Customer	Dependencies	MONTH 1-6 Quantity of Devices Installed	MONTH 7-12 Quantity of Devices Installed	MONTH 13-18 Quantity of Devices Installed	ADDITIONAL MONTHS Quantity of Devices Installed	Target Installation Completion

Table B: Software License Implementation Schedule

License SKUs	Contract effective date for planning w/Customer	Dependencies	MONTH 1-6 Quantity of Software Licenses Installed	MONTH 7-12 Software Licenses Installed	MONTH 13-18 Software Licenses Installed	ADDITIONAL MONTHS Software Licenses Installed	Target Installation Completion

A Device Installation and Software Installation Schedule, as mutually agreed to by the parties, with specific installation dates that achieves milestones in Table A and B above (as adjusted based on joint planning between the HP Transition Manager and the Customer Project Manager), will be developed within thirty (30) Business Days of completion of the Discovery and Design of each Site. If HP is not providing Discovery and Design Assessment Services, the Installation Schedules will be developed within thirty (30) Business Days of the Effective Date of the Agreement and of availability to HP of customer fleet design deliverables (such as future fleet floor maps), unless otherwise mutually agreed.

Customer Name: [Customer Name]
Contract Number: [ContractNumber]
CSSA/UCI: [CSSAUCI]   Opportunity ID: [OppID]

Before an Installation Schedule can start, HP Transition Manager and the Customer Project Manager have to take care to have the appropriate infrastructure ready.