



Commonwealth of Virginia
Virginia Information Technologies Agency

INFORMATION TECHNOLOGY HARDWARE, SOFTWARE & SERVICES
Optional Use

Date: February 2, 2011

Contract #: VA-090202-HP

Authorized User: All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*

Contractor: Hewlett-Packard Company
2825 Tall Timbers Trail
Marietta, GA 30066

FIN: 52-1316050

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Term: February 2, 2011 – February 1, 2012

Payment: Net 30 days

For Additional Contract Information, Please Contact:

Virginia Information Technologies Agency
Supply Chain Management

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NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.vita.virginia.gov/procurement/contracts.cfm>

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.

**MODIFICATION #1
TO
CONTRACT NUMBER VA-090202-HP
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
HEWLETT-PACKARD CO.**

This MODIFICATION #1 is an agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth" or "VITA" (Virginia Information Technologies Agency), and HEWLETT-PACKARD CO., hereinafter referred to as "Contractor" relating to the modification of the above Contract. This Modification #1 is hereby incorporated into and made an integral part of Contract VA-090202-HP (the Agreement), as modified.

The term of the contract is extended under the same terms for the period beginning February 2, 2011 through February 1, 2012.

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-090202-HP and cannot be modified, except by a writing signed by duly authorized representatives of both parties.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

HEWLETT-PACKARD CO.

BY: _____ *Sheila Wright* _____

NAME: Sheila Wright

TITLE: Contracts Negotiator

DATE: 1/26/2011

COMMONWEALTH OF VIRGINIA

BY: _____ *Samuel A. Nixon Jr.* _____

NAME: SAMUEL A. NIXON JR.

TITLE: CIO OF THE COMMONWEALTH

DATE: 1/31/11



Hardware and Maintenance Contract

between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

Hewlett-Packard

**HARDWARE AND MAINTENANCE CONTRACT
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HARDWARE AND MAINTENANCE CONTRACT

THIS HARDWARE AND MAINTENANCE CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia, and Hewlett-Packard ("Supplier"), a corporation headquartered at [address], to be effective as of February 2, 2009 ("Effective Date").

1. PURPOSE

This Contract sets forth the terms and conditions under which Supplier agrees to sell certain of Supplier's Product, and to provide various Services to the Authorized Users.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of completed and successful acceptance testing in conformance with the Requirements as determined by the Authorized User. Such testing will be agreed upon by both parties.

B. Authorized Users

All Public Bodies, including VITA and all Commonwealth agencies, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

C. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to any other Party in connection with or as a result of discussions related to this Contract or any order issued hereunder, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

D. Maintenance Level

The parameters of Maintenance Services, including the times during which and time-frames in which Supplier shall respond to a request for Maintenance Services. The available Maintenance Levels shall be as defined in Exhibit D hereto. The actual Maintenance Level for a unit of Product shall be set forth in the executed order for Maintenance of that Product referencing this Contract.

E. Maintenance Coverage Period (MCP)

The term during which Maintenance is to be provided for a unit of Product.

F. Maintenance Services (or Maintenance)

Those Services, preventive and remedial, performed by Supplier at Authorized User's request in order to ensure continued operation of the Product. Maintenance Services shall include support services.

G. Operating Condition

That condition which allows the Product to function in a normal, acceptable working manner, as designed by the Product manufacturer.

H. Party

Supplier, VITA, or any Authorized User.

I. Product

Hardware, peripherals, and any other equipment, including the System Software, all upgrades, all applicable user documentation and related accessories as set forth on Exhibit C provided pursuant to this Contract.

J. Receipt (of Product)

An Authorized User or its Agent has physically received the Product at the correct “ship to” location.

K. Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Product as set forth in the applicable documentation, Exhibit A and such other parameters, characteristics, or performance standards for the Product that may be agreed upon in writing by the Parties. [Note: In case of conflict, see the Entire Contract clause for order of precedence.]

L. Response Time

The time between Supplier’s receipt of Authorized User’s request for Maintenance and the time Supplier commences repair of the Product.

M. Service

Any Product-related work performed or service provided, including certain Maintenance Services or other services for the Product and provision to the Authorized User of any deliverable, by Supplier under this Contract.

N. Software Publisher

The licensor of the System Software provided by Supplier under this Contract.

O. Supplier

Means the Supplier and any of its Affiliates (i.e., an entity that controls, is controlled by, or is under common control with Supplier).

P. System Software

The operating system code, including software, firmware and microcode, (object code version) for each Product, including any subsequent revisions, as well as any applicable documentation.

3. TERM AND TERMINATION

A. Contract Term

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding for a period of two (2) years. VITA, at its sole discretion, may extend this Contract for up to three (3) additional one (1) year periods after the expiration of the initial two (2) year period. VITA will issue a written notification to the Supplier stating the extension period, not less than thirty (30) days prior to the expiration of any current term. Warranty on or Maintenance Services for any Product ordered during the term of the Contract may extend beyond the term of this Contract. Performance of an order or SOW issued during the term of this Contract may survive the expiration of the term of this Contract, in which case all terms and conditions required for the operation of such order or SOW shall remain in full force and effect until the Warranty or Maintenance Services pursuant to such order or SOW have met the final Acceptance criteria of the applicable Authorized User.

B. Termination for Convenience

VITA may terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate for convenience an order, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason.

C. Termination for Breach or Default

VITA shall have the right to terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate an order, in whole or in part, for breach and/or default of Supplier. Supplier shall be deemed in breach and/or default in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order issued hereunder.

If VITA deems the Supplier to be in breach and/or default, VITA shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) business days to cure the breach and/or default. If Supplier fails to cure the breach as noted, VITA may immediately terminate this Contract or any order issued hereunder, in whole or in part. If an Authorized User deems the Supplier to be in breach and/or default of an order, such Authorized User shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) business days to cure the breach and/or default. If Supplier fails to cure the breach and/or default as noted, such Authorized User may immediately terminate its order, in whole or in part. Any such termination shall be deemed a Termination for Breach or a Termination for Default. In addition, if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 USC 1352 or if Supplier becomes a party excluded from Federal Procurement and Non-procurement Programs, VITA may immediately terminate this Contract, in whole or in part, for breach. VITA shall provide written notice to Supplier of such termination and Supplier shall provide written notice to VITA if Supplier is charged with violation of 31 USC 1352 or if federal debarment proceedings are instituted against Supplier.

D. Termination for Non-Appropriation of Funds

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate any order, in whole or in part, or an Authorized User may terminate its order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed with a minimum of thirty (30) days notice and Authorized User will pay HP for all accepted work performed..

E. Effect of Termination

Upon termination, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for Products or certain Maintenance or other Services accepted by the Authorized User prior to the termination date.

In the event of a Termination for Breach or Termination for Default, Supplier shall accept return of any Products or services that were not accepted by the Authorized User(s), and Supplier shall refund any monies paid by any Authorized User for such Product or services, including certain Maintenance Services, and all costs of de-installation and return of the Products shall be borne by Supplier.

F. Transition of Services

Prior to or upon expiration or termination of this Contract and at the request of VITA, Supplier shall provide all assistance as VITA or an Authorized User may reasonably require to transition Product-related Services to any other supplier with whom VITA or such Authorized User contracts for provision of Product-related services. This obligation may extend beyond expiration or termination of the Contract for a period not to exceed three (3) months. In the event of a termination for breach and/or default of Supplier, Supplier shall provide such assistance at no charge or fee to VITA or any Authorized User; otherwise, Supplier shall provide such assistance at the hourly rate or a charge agreed upon by Supplier and VITA or an Authorized User.

G. Contract Kick-Off Meeting

Within 30 days of Contract award, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, the VITA and/or other CoVa Agency project manager(s) or authorized representative(s), technical leads, VITA representatives for SWaM and Sales/IFA reporting, as applicable, and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract. The Supplier may be required to have its assigned account manager as

specified in Section 6.0 and a representative from its contracts department in attendance. The time and location of this meeting will be coordinated with Supplier and other meeting participants by the VITA contract manager.

H. Contract Closeout

Prior to the contract's expiration date, Supplier may be provided contract close out documentation and shall after review and said documents and agreement complete, sign and return to VITA Supply Chain Management within 30 days of receipt. This documentation may include, but not be limited to: Patent/Royalty Certificate, Tangible Property/Asset Certificate, Escrow Certificate, SWaM Reports Completion Certificate, Sales Reports/IFA Payments Completion Certificate, and Final Payment Certificate. Supplier is required to process these as requested to ensure completion of close-out administration and to maintain a positive performance reputation with the Commonwealth of Virginia. Any closeout documentation not received within 30 days of Supplier's receipt of our request will be documented in the contract file as Supplier non-compliance. Supplier's non-compliance may affect any pending payments due the Supplier, including final payment, until the documentation is returned.

4. DELIVERY, INSTALLATION AND ACCEPTANCE

A. Delivery Procedure

Supplier shall deliver all Product F.O.B. destination, with such destination being the "ship to" address specified in the applicable order. For orders for which Supplier is to provide installation of the Product, Supplier shall bear all risk of loss of or damage to the Product until Receipt/Acceptance by the Authorized User. For orders for which Supplier is not to provide installation of the Product, Supplier shall bear all risk of loss or damage to the Product until Receipt. In all cases, Supplier shall arrange and pay for all transportation and insurance sufficient to fully protect the Product while in transit. Each shipment shall include a packing slip indicating this Contract number, the Authorized User's order number, the part number, a description of the Product shipped and the quantity shipped. Each package in any shipment shall be numbered, shall have stenciled on one end and one side a description of the quantity of Product contained therein by part number and description, and shall conspicuously display the number of the package in that shipment which contains the packing slip. If required by the Authorized User, Supplier shall bar code all packages shipped. If any loss to, or damage of, the Product occurs prior to Acceptance by the Authorized User, Supplier shall immediately provide a replacement item (unless it is under the control of VITA or Authorized User). Title to Product, excluding System Software, shall pass upon Acceptance.

Supplier shall make available all appropriate and/or related user documentation at the time of delivery of the first unit of each different Product type. Product delivered without the appropriate and required documentation shall be considered "shipped short" until the applicable documentation has been received.

B. Late Delivery

Supplier hereby acknowledges and agrees that failure to deliver the Product ordered in strict accordance with the agreed upon delivery schedule determined in accordance with this Section may constitute a material breach of this Contract resulting in damages to the ordering Authorized User, the total sum of which would be impracticable or difficult to ascertain as of the Effective Date of this Contract. Such will be determined by the negotiation of any Service Level Agreements (SLAs) or Service Level Objectives (SLOs).

In addition, in the event the Supplier fails for any reason to deliver within thirty (30) days of the agreed upon delivery date set forth in the order/schedule, the ordering Authorized User, at its own discretion, may give Supplier written notice of breach. Once notice by such Authorized User is sent or given, the Authorized User may immediately procure the undelivered items, or items similar thereto, from another source. Once the Authorized User has effected a purchase from an alternate source (in accordance with the Virginia Public Procurement Act, §§ 2.2-4300 et seq. of the Code of Virginia), the Authorized User may charge-back Supplier, in which case Supplier agrees to reimburse the Authorized User for any difference in cost between the original contract price and the Authorized User's cost to cover from the alternate source. This option can only be

utilized as termination damages for that order. In no event shall any Authorized User be held to pay Supplier any costs incurred by Supplier, including but not limited to ordering, marketing, manufacturing, or delivering the item(s) which are subject of such Authorized User 's notice of breach. Notwithstanding the foregoing, the Authorized User reserves any and all other remedies available at law or in equity.

C. Product Trade-in and Upgrade

(To be determined prior to contract execution)

D. Product Installation

Unless otherwise agreed, Supplier shall provide the initial installation of all Product at no additional charge. Installation shall include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, related necessary services to allow for Acceptance by the Authorized User.

All Product installations shall comply with building and facilities standards established by the ordering Authorized User. If such Authorized User installs the Product, Supplier shall provide all reasonably necessary telephone assistance at no charge.

E. Product Acceptance

Product shall be deemed accepted when the ordering Authorized User determines that such Product successfully operates in accordance with the Requirements. Such Authorized User shall commence Acceptance testing within five (5) days, or within such other period as set forth in the applicable order, after Receipt/installation of the Product. Acceptance testing will be no longer than five (5) days, or such longer period as may be agreed in writing between Authorized User and Supplier. Supplier agrees to provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts. Any such travel expenses must be pre-approved by the Authorized User and shall be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts

(http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics/20335_Meals_Lodging_102007.pdf, or a successor URL(s)). Authorized User shall provide to Supplier written notice of Acceptance upon successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) days following the Acceptance testing period, the Product(s) shall be deemed Accepted.

F. Cure Period

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit such previously non-conforming Product for re-testing within seven (7) business days of written notice of non-conformance, or as otherwise agreed between the Authorized User and Supplier in the applicable order. Should Supplier fail to cure the non-conformity or deliver Product which meets the Requirements, such Authorized User may, in its sole discretion: (i) reject the Product in its entirety and recover amounts previously paid hereunder; (ii) issue a "partial Acceptance" of the Product with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable Product while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Product to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a default by Supplier. In the event of such default, the Authorized User may, at its sole discretion, terminate its order, in whole or in part, for the Product and any Services to be provided thereunder by Supplier. In the event of a Termination for Breach or Termination for Default, Supplier shall accept return of any Hardware or Services that were not accepted by the Authorized User(s), and Supplier shall refund any monies paid by any Authorized User for such Hardware or Services that were not conforming and accepted; however, Authorized User will pay HP for all accepted work performed and accepted products.

G. Product Discontinuation

During the term of this Contract, if any Product listed on Exhibit C is discontinued and Supplier does not offer a substitute acceptable to VITA, Supplier shall (if they are able), for each Authorized User who purchased the discontinued Product, continue to meet such Authorized User's needs for the discontinued Product for not less than twelve (12) months. Additionally, Supplier shall make available to the Authorized User maintenance parts for discontinued Product for five (5) years from the date of such discontinuation. In every event, Supplier will provide any Authorized User with reasonable advance written notice of its intent to discontinue any Product type previously ordered by such Authorized User.

5. PRODUCT SUPPORT AND ADDITIONAL SERVICES

A. Authorized User or Third Party Support

1. Documentation and Support Availability

In the event that VITA terminates this Contract, Supplier shall provide all the necessary user and installation documentation and maintenance and repair training reasonably required to enable any Authorized User to maintain and repair the Product itself or to obtain support and maintenance services from a third-party. Supplier shall also provide the documentation and training necessary to allow any Authorized User to self-maintain to the subcomponent level. In addition, Supplier agrees to provide, for a period of five (5) years from the date of the last purchase, spare parts and components at the cost set forth in Exhibit C, including those solely sourced by Supplier, to enable any Authorized User or its designated third-party maintenance provider to provide full maintenance and repair of the Product.

2. Timeliness and Price

Supplier agrees to make the above-referenced documentation, training and spare parts and components available within thirty (30) days following receipt of a written request, and at a price set forth in Exhibit C, such price not to exceed Supplier's published price list, or the fair market value, but in no event at prices above the lowest price paid by any other customer of Supplier. In addition, Supplier agrees to sell Product, as set forth in Exhibit C attached hereto, to any Authorized User's third-party maintenance provider under contract with such Authorized User, at the prices as set forth in Exhibit C, for the sole purpose of supporting the Authorized User's installed inventory. Supplier agrees to document and provide to all Authorized Users in a timely manner any and all revisions to information and parts and components lists as they are developed or supplied by Supplier.

B. Engineering Changes and Product Modification

For each Authorized User that purchased Product, Supplier agrees to document and provide to such Authorized User any and all planned engineering changes to the Product thirty (30) days prior to incorporation. All engineering changes which affect the safety of the Product ("Safety Changes") or the ability of the Product to meet the published specifications ("Performance Changes"), shall be made at no cost to the Authorized User. Supplier shall install all Safety Changes and Performance Changes within thirty (30) days after issuance of the engineering change order by the Product manufacturer. If such engineering changes affect Product processing or operating capability, they shall be scheduled at the Authorized User's request as to time and at the Authorized User's option. The Authorized User shall have the option to waive/pre-approve all other engineering changes planned by Supplier on the Product delivered or planned for delivery to the Authorized User.

C. Training

The Product purchase price may include all costs for the training of one trainer at the ordering Authorized User's designated location on the use and operation of the Product, including instruction in any necessary conversion of such Authorized User's data for such use. Pursuant to a mutually agreed upon schedule, Supplier shall provide sufficient personnel experienced and qualified to conduct such training. Available optional training, and applicable pricing and discounts, are described in Exhibit C.

D. Parts and Maintenance Support

Supplier agrees to make available new/certifiable as new spare parts and the Maintenance Services identified in the Maintenance Services section herein and Exhibit D hereto for each Product type ordered by an Authorized User, for five (5) years from the expiration of the initial Warranty Period of the last unit of any given Product type provided by Supplier to such Authorized User. Thereafter, Supplier shall advise such Authorized User of its intent to discontinue either certain parts or maintenance services for any Product type ordered by the Authorized User.

Supplier shall notify the Authorized User ninety (90) prior to the effective date of any such discontinuance, and shall provide to the Authorized User the opportunity to purchase spare parts in a quantity adequate to support its installed base. Should Supplier advise the Authorized User of its intent to discontinue certain parts for any Product type ordered by the Authorized User, the Authorized User has the option to request and Supplier has the obligation to provide, all documentation, required to ensure ongoing support, including full maintenance and repair by the Authorized User or its designated third-party maintenance provider within thirty (30) days prior to the discontinuance date or to replace the unsupported Product with a supported Product at a cost to the Authorized User of no more than the cost delta between the supported Product and the unsupported Product.

E. Inventory Record

Supplier shall maintain, at no additional cost, a record of all units of Product covered under warranty/maintenance by type, quantity and location, including the end date for each unit's Warranty Period or maintenance term ("Inventory Record"). Product quantities and types may vary as Product is added or deleted from coverage, and Authorized User shall notify Supplier in writing of any Product relocated, added, or removed from service. Upon such notification, Supplier shall amend the Inventory Record to reflect such relocation, addition, or deletion of Product. Supplier shall provide, at no additional cost, a copy of the most current Inventory Record to any Authorized User upon request.

F. Product Service Record

Supplier shall maintain, at no additional cost, a Product Service Record for each unit of Product covered under warranty or maintenance. The Product Service Record shall record the following for such unit of Product: (i) installation/ relocation/ removal/ modifications; (ii) remedial actions; (iii) preventive actions; (iv) any additional services not covered by warranty or maintenance. Upon request by the Authorized User, Supplier shall provide, at no additional cost, a copy of the Product Service Record.

G. Additional Services

In addition to any on-site warranty or maintenance service obligations, Supplier shall, upon request of an Authorized User by means of an order issued in accordance with the ordering provisions of this Contract, provide additional on-site services which may include: (i) relocation of previously installed hardware; (ii) assistance to Authorized User's communications department in mutually acceptable duties related to the warranty or maintenance services provided under this Contract; and (iii) cabling, if applicable. The Authorized User shall compensate Supplier for such additional on-site services in accordance with the prices identified in Exhibit C.

Furthermore, Supplier shall, upon request of an Authorized User by means of an order issued in accordance with the ordering provisions of this Contract, provide the following services beyond those identified as warranty or maintenance service offerings: (i) service on equipment not covered by this Contract, (ii) repair of damage or replacement of parts of hardware resulting from changes in the hardware environment, extraordinary use of the hardware, or interconnected devices, or (iii) service outside the applicable hours of service specified in an executed order referencing this Contract. The charge for such services shall be at the hourly rate specified in Exhibit C and shall be inclusive of all expenses. Warranty or maintenance services requested for a unit of hardware within the forty-eight (48) hour period immediately following Remedial Maintenance performed on the same unit of hardware for the same problem, shall not be considered an additional service and shall be provided at no charge. Requests for additional

services shall only be approved for payment by the Authorized User when a Product Service Record is included with the applicable invoice.

6. WARRANTY AND REMEDY

A. Supplier

Supplier shall perform its obligations hereunder in accordance with the highest professional duty of care. HP warrants HP Branded Hardware against defects in materials and workmanship under normal use during the warranty period and that it will materially conform to its Specifications for the time specified in the applicable Transaction Documents.

B. Ownership

Supplier is the owner of the Product or otherwise has the right to grant to the Commonwealth or any Authorized User title to or the right to use the Product provided hereunder without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third-party. Upon receipt of payment, the Commonwealth or the ordering Authorized User, as applicable, shall obtain good and clear title to the Product, excluding the System Software, free and clear of all liens, claims, security interests and encumbrances.

C. Supplier Viability

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract, that no legal proceedings have been threatened or brought against Supplier that could materially adversely affect performance of this Contract, and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

D. Compatibility

Supplier warrants that each Product provided hereunder is, and shall continue to be, data, program, and upward compatible with any other Product available or to be available from Supplier within the same family of Products so that data files created for each Product can be utilized without adaptation of the other Products, and so that programs written for the Product shall operate on the next generation of Products, and not result in the need for alteration, emulation, or other loss of efficiency for a period to be agreed to by both parties.

E. Product

Supplier warrants the following with respect to the Product:

- i). Product pursuant to a particular Request for Proposal (RFP), quote, or Request for Quote (RFQ), shall be fit for the particular purposes specified by VITA in the RFP and in this Contract and, if applicable, by the authorized User requesting such quote or issuing such RFQ, and Supplier is possessed of superior knowledge with respect to the Product and is aware that Authorized Users are relying on Supplier's skill and judgment in providing the Product;
- ii). The Product shall be free of defects in material, design and workmanship;
- iii). Upon delivery, the Product shall be new and in Operating Condition and shall have all released engineering changes released to date already installed;
- iv). Each Product delivered hereunder shall function in conformance with the Requirements;
- v). No engineering change made to the Product or System Software revisions shall degrade the performance of the Product to a level below that defined in the applicable Request for Proposal, and in the Product manufacturer's published specifications;
- vi). Upon delivery, all System Software shall be at the current release level unless otherwise requested by the ordering Authorized User; and
- vii). The System Software shall not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the System Software, nor shall Supplier disable any Authorized User's use of such System Software through remote

access or otherwise. If the System Software contains authorization codes allowing access to a data base or other software, Supplier warrants that such codes shall be perpetual and non-expiring.

F. Performance Standards and Mean Time Between Failure

For a period of five (5) years following acceptance of the Product by an Authorized User, Supplier warrants that the Product's performance standards and Mean Time Between Failure (MTBF) standards, calculated based upon such Authorized User's installed base of Supplier Product, shall be at least as good as the standards set forth in Exhibit B. If the Product fails to satisfy (i) the MTBF standards or (ii) the performance standards for that Product type as set forth herein, Supplier shall pay for any and all additional repairs, parts and labor required to bring Product to the appropriate level set forth in Exhibit B, including the cost to retrofit the entire installed Product base. If Supplier fails to so modify or replace the Product so as to achieve the MTBF standards within thirty (30) days, the Authorized User may, at its option, return such Product and receive a full refund during the Product warranty period, or if the warranty has expired, receive a straight line pro-rated refund, by year thereafter for the five (5) year period following installation of the Product.

G. Warranty Services

During the warranty period as specified in the applicable order, Supplier warrants that the Product shall meet or exceed the Requirements. Supplier shall provide warranty services (including unlimited telephonic support and all necessary travel and labor) during the Warranty Period at the prices identified in Exhibit C. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the warranty period that result in a failure of the Product to meet the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

Authorized User's designated control organization shall have the exclusive authority to request warranty services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order.

1. Product Covered

Exhibit C lists all Product types covered under warranty.

2. Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

3. Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

4. Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit D.

5. Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit D.

6. Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit D.

7. Depot Warranty

Supplier's depot warranty offerings and responsibilities are described in Exhibit D.

8. On-site Warranty

Supplier's on-site warranty offerings and responsibilities are described in Exhibit D.

9. System Software Warranty

As part of the standard warranty offering, for a period of not less ninety (90) days beginning on the date of Acceptance, Supplier shall provide the following warranty services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the System Software in accordance with the Requirements:

a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit D.

b) Coverage

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the System Software are described in Exhibit D.

c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and Authorized User's associated remedies, are described in Exhibit D.

d) Software Evolution

Should Supplier or Software Publisher merge or splinter the System Software previously provided to any Authorized User, such action on the part of Supplier or Software Publisher shall not in any way result in any Authorized User being charged additional license or support fees in order to receive enhancements, releases, upgrades or support for the System Software.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed System Software product and provides the same or substantially similar functionality as or within a separate or renamed System Software product, then the Commonwealth or the Authorized User shall be entitled to license such System Software product at no additional license or maintenance fee, and subject to the terms and conditions herein.

If Supplier or Software Publisher releases an option, future System Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and Software Publisher and/or Supplier ceases to provide maintenance for the older System Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement System Software product or function at no additional charge.

10. Escalation Procedures

1. Initially customer should call into HP support center with provided 800 number.
2. If call needs to be escalated because they are not getting acceptable support, request "Manager on Duty." This will escalate the call to the next level.

11. Remedies

In addition to any remedies described in Exhibit D, if Supplier is unable to make the Product, including System Software, conform, in all material respects to the Requirements, within thirty (30) days following notification by an Authorized User, Supplier shall, at such Authorized User's request, either (i) replace the non-conforming Product or (ii) accept return of the non-

conforming Product and return all monies paid by such Authorized User for the returned Product.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

12. Product Maintenance Services and Renewal Options

At least sixty (60) days prior to the expiration of the Warranty Period, Supplier shall notify the Authorized User, and the Authorized User, at its sole discretion, may order from Supplier Maintenance Services, including System Software Maintenance for a period of one (1) year (Maintenance Coverage Period) and for the annual fee identified in Exhibit C. Supplier warrants that it shall make Maintenance Services available for all the Product, including System Software, listed in Exhibit C, or which are components of Products listed in Exhibit C, for a period of at least five (5) years from the expiration of the initial Warranty Period of any Product provided to an Authorized User pursuant to this Contract. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

THE OBLIGATIONS OF SUPPLIER UNDER THIS WARRANTY AND REMEDY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

7. MAINTENANCE SERVICES

Supplier shall provide Maintenance Services (including unlimited telephonic support and all necessary travel and labor) during the Maintenance Coverage Period (MCP) at the prices identified in Exhibit C without additional charge to maintain the Product in accordance with the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

Authorized User's designated control organization shall have the exclusive authority to request maintenance services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order.

A. Ordering

An Authorized User may order Maintenance Services for any Product at any time during the term of the Contract, irrespective of whether such Product is covered under warranty or maintenance at the time the order is issued to Supplier. Each order shall identify:

Product and, if applicable, serial number, for which Maintenance Services shall be provided, Maintenance Level to be provided, and MCP for the Product Maintenance.

Authorized User may elect, at any time, an alternative Maintenance Level offered by Supplier. Such amendment shall take effect within thirty (30) days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order.

Unless otherwise agreed to by the Authorized User and Supplier, the MCP for a unit of Product shall be one (1) year from the effective date of any executed order for Maintenance on such Product.

Co-termination of MCP, TBD based on Supplier proposal.

B. Renewal

At least sixty (60) days prior to the expiration of the MCP for each unit of Product, Supplier shall notify the Authorized User of such expiration, and the Authorized User, at its sole discretion, may issue an order to Supplier to renew Maintenance Services, including System Software Maintenance Services, for an additional one (1) year period. The annual fee for Maintenance Services shall not exceed the fee charged for the preceding year's Maintenance Services by more than three percent (3%), or the annual change in CPI, as defined in the Purchase Price and Price Protection section, in effect at the time, whichever is less. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

C. Services

Maintenance Services shall be as follows:

1. Product Covered

Exhibit C lists all Product types for which Supplier offers Maintenance Services. No Authorized User is obligated to continue Maintenance Services on Product that has been removed from service, provided Supplier has been notified in writing of such removal.

2. Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

3. Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

4. Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit D.

5. Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit D.

6. Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit D.

7. Advanced Replacement Services

Supplier's advanced replacement service offerings and responsibilities are described in Exhibit D.

8. On-site Maintenance Services

Supplier's on-site maintenance service offerings and responsibilities are described in Exhibit D.

9. System Software Maintenance

During the MCP and as part of the standard Maintenance Services offering, Supplier shall provide the following Maintenance Services (including unlimited telephonic support and all necessary travel and labor) in accordance with the Requirements:

a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit D.

b) Coverage

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the System Software are described in Exhibit D.

c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and any associated remedies, are described in Exhibit D.

d) Software Evolution

Should Supplier merge or splinter the System Software previously provided to any Authorized User, such action on the part of Supplier shall not in any way result in any Authorized User being charged additional license or Maintenance fees in order to receive enhancements, releases, upgrades or support for the System Software.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed System Software product and provides the same or substantially similar functionality as or within a separate or renamed System Software product, then the Commonwealth or the Authorized User shall be entitled to license such System Software product at no additional license or maintenance fee, and subject to the terms and conditions herein.

If Supplier or Software Publisher releases an option, future System Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and Software Publisher and/or Supplier ceases to provide maintenance for the older System Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement System Software product or function at no additional charge.

8. SCOPE OF USE

Any Authorized User may use the Product, and any software licensed in connection with such Product, on a worldwide basis for the benefit of itself and its agents. Supplier further authorizes use of the Product by third parties who are under contract with an Authorized User to provide outsourcing services, including but not limited to providing application development services, data processing or facilities or infrastructure management services for the benefit of such Authorized User. For Products to which the Commonwealth or an Authorized User takes title, and any System Software which is integral to such Products, under the terms of this Contract, there are no restrictions on subsequent resale or distribution thereof by the Commonwealth or such Authorized User.

9. SOFTWARE LICENSE

If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, the license shall be held by the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, the license shall be held by that public body.

A. License Grant

Supplier hereby grants to the Commonwealth and all Authorized Users a fully paid, perpetual, worldwide, nonexclusive, transferable, irrevocable license to use, and to permit any agent of the Commonwealth or such Authorized User to use, System Software for each Product. Each license granted under this Contract authorizes the Commonwealth or such Authorized User and any agent of the Commonwealth or such Authorized User to use Supplier-licensed programs in machine readable form on any system without limitation. It is expressly understood that "perpetual" license rights shall commence upon delivery of the System Software to the Authorized User and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the Contract. The System Software is the property of Supplier, and no

title or ownership of the System Software or any of its parts, including documentation, is transferred to the Commonwealth or the Authorized User.

B. Limitations on Copying and Disclosure

The Commonwealth, an Authorized User, or any agent of the Commonwealth or such Authorized User may make a reasonable number of backup, archival, and disaster recovery copies of the System Software. Any copies of the software or documentation made by the Commonwealth or an Authorized User pursuant to this Contract shall bear all copyright, trademark and other proprietary notices included therein by Supplier and, except as expressly authorized, neither the Commonwealth nor the Authorized User shall distribute same to any third-party without Supplier's prior written consent. The Commonwealth may distribute the System Software and documentation if such distribution is incidental to transfer of Product to which it has taken title. Neither the Commonwealth nor any Authorized User may resell the System Software except if such resale is incidental to the resale of Product to which the Commonwealth or such Authorized User has taken title.

C. Business Continuity and Recovery

Authorized User or its Agent may run the System Software concurrently at a back-up site. In the event that all of an Authorized User's copies of the System Software, including all backup copies, are destroyed, irreparably damaged or otherwise lost due to fire, explosion, sabotage, flood or other natural disaster not occasioned by the fault of such Authorized User, Supplier shall provide to the Authorized User, at no additional cost, a replacement copy of the System Software and documentation; provided however, that nothing contained in this Section shall obligate Supplier to replace or assist in the recovery of data lost concurrent with the loss of the System Software.

System Software licensed by Software Publisher] Supplier shall provide System Software for Product. Such System Software is licensed directly from the Software Publisher through the end user licensing agreement (EULA), as amended, attached hereto as Exhibit E. [end Option 2]

The following provisions apply to both Option 1 and Option 2.

D. Authorized User Compliance

Compliance with the terms and conditions of any license granted pursuant to this Contract is solely the responsibility of the Authorized User which purchased such license and not the responsibility of VITA, unless VITA purchased such license on its own behalf.

E. No Subsequent, Unilateral Modification of Terms by Supplier ("Shrink Wrap")

Notwithstanding any other provision or other unilateral license terms which may be issued by Supplier after the Effective Date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of an order for System Software licensed under this Contract, or the fact that such other agreement may be affixed to or accompany System Software upon delivery ("shrink wrap"), the terms and conditions set forth herein shall supersede and govern licensing and delivery of all products and services hereunder as mutually agreed.

10. ORDERS AND COMPENSATION

A. Supplier Quote and Request for Quote

Should an Authorized User determine that a competitive process is required to ensure it receives the best value, such Authorized User may, at its sole discretion, on a case-by-case basis and upon approval by VITA, use a Request for Quote (RFQ) process to obtain product identical or similar to that provided by Supplier pursuant to this Contract. The RFQ process is typically used when an Authorized User requires a complete solution that may be fulfilled by Products and Services herein, but whose complexity or size may result in economies that could not be passed on to the Authorized User within the confines of the established contract catalog discount pricing. When an RFQ is used, the project timing and requirements will be clearly outlined in the RFQ document. In some situations, the Authorized User may not identify the exact specifications required. If that is the case, the RFQ respondents will be given the opportunity to identify and propose their recommended specifications.

In cases where the RFQ process is invoked, the Authorized User will issue an RFQ describing its requirements to potential suppliers, and suppliers will provide, at their discretion, within the timeframe specified in the RFQ, a detailed Statement of Work (SOW)-based quote. Any quote submitted to the Authorized User as a result of this process shall include (a) a detailed description of each item proposed, at the Exhibit C line item level, (b) the quantity of each such item, (c) the contract price, (d) any additional percentage discount offered, and (e) an extended/total price.

Generally, the Authorized User will select the supplier offering the lowest total cost proposal. However, non-price factors may be included in the evaluation criteria for a given RFQ. Any purchase from Supplier that is a result of the RFQ process shall be subject to the terms and conditions specified and outlined in this Contract and any subsequent modifications. Additional terms and conditions may be requested or mandated within the RFQ document. To the extent that any terms and conditions of the Authorized User are inconsistent with the terms and conditions of this Contract, the terms and conditions of this Contract shall supersede.

B. Orders

Notwithstanding all Authorized User's rights to license or purchase Supplier's products or services under this Contract, an Authorized User is under no obligation to license or purchase from Supplier any of Supplier's products or services. This Contract is optional use and non-exclusive and all Authorized Users may, at their sole discretion, purchase, license or otherwise receive benefits from third party suppliers of products and services similar to, or in competition with, the products and services provided by Supplier.

Supplier is required to accept any order placed by an Authorized User through the eVA electronic procurement website portal ([eVA Home Page](#)). eVA is the Commonwealth of Virginia's e-procurement system. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

- viii). Purchase Order (PO): An official PO form issued by an Authorized User.
- ix). Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User.

This ordering authority is limited to issuing orders for the Products and Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract. An order from an Authorized User may contain additional terms and conditions; however, to the extent that the terms and conditions of the Authorized User's order are inconsistent with the terms and conditions of this Contract, the terms of this Contract shall supersede.

Notwithstanding the foregoing, Supplier shall not accept any order from an Authorized User if such order is to be funded, in whole or in part, by federal funds and if, at the time the order is placed, Supplier is not eligible to be the recipient of federal funds as may be noted on any of the Lists of Parties Excluded from Federal Procurement and Non-procurement Programs.

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS SUCH AUTHORIZED USER IS VITA.

C. Purchase Price and Price Protection

Exhibit C sets forth the prices by Product type (including whole units and repairable major components thereof) and for warranty services and Maintenance Services, and the appropriate Commonwealth discounts. Prices for Product shall not increase and the discounts shall not decrease for a period of not less than two (2) years from the Effective Date of this Contract. Thereafter, any increase in price shall be limited to once per twelve (12) month period and shall not exceed the lesser of three percent (3%) or the annual increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, for the expenditure category "Information technology, hardware and services" as published by the Bureau of Labor Statistics of the

Department of Labor (<http://www.bls.gov/>), for the effective date of the increase compared with the same index one (1) year prior. Supplier shall demonstrate the added value for any requested price increase. Any change in price shall be submitted in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Semi-annually, VITA may check the prices for Product against the CPI-U, as defined above, for the expenditure category "Information technology, hardware and services", and the prices in Exhibit C shall be appropriately reduced to ensure continued price competitiveness, if required. Supplier agrees to offer Product price reductions to ensure compliance with the Competitive Pricing Section.

D. Supplier-Sponsored Product Promotions

The Supplier, at its discretion, may sponsor Product and Service promotions during the Contract term or any extensions thereof. Should Supplier choose to sponsor such a promotion, Supplier shall provide in writing to VITA, at least five (5) days prior to the promotion, the following information: (i) the dates of the promotion or the duration of the promotion to include the commencement date and the ending date; (ii) the exact Products or Services covered in the promotion; and (iii) the pricing or percentage discount offered during the promotion. VITA shall communicate to Supplier in writing its agreement to the promotion.

The Supplier shall be in breach of the Contract in the absence of a written agreement regarding the promotion. In any event wherein the Supplier proposes prices that are different than the Contract prices to any Authorized User without first obtaining VITA's agreement, the Supplier shall be in breach of the Contract, and VITA shall have all remedies available under Contract and law and in equity.

All Supplier-sponsored Product or Service promotions shall be available to all Authorized Users. Should the Supplier request a promotion that would be limiting, either through product configuration or quantities of Products and Services, VITA, at its sole discretion, may not provide a written agreement. VITA and Supplier agree that promotions shall not target any one Authorized User, or a few Authorized Users.

VITA and Authorized Users, at their discretion, may assist in advertising the promotion. This assistance may consist of advertising space on Authorized User web sites, or other assistance at an Authorized User's discretion.

E. Invoice Procedure

Supplier shall remit each invoice to the "bill-to" address provided with the order promptly after all Products or Services have been accepted. Payment for Maintenance Services shall be annually in arrears unless otherwise stated herein. No invoice shall include any costs other than those identified in the executed order, which costs shall be in accordance with Exhibit C. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit C, or as noted in any executed order referencing this Contract. Invoices issued by the Supplier shall identify at a minimum:

- i). Product or Service type and description
- ii). Product serial number, if any
- iii). Quantity, charge and extended pricing for each Product and/or Service item
- iv). Applicable order date
- v). Ship date
- vi). Ship-to location contact name
- vii). This Contract number and the applicable order number
- viii). Supplier's Federal Employer Identification Number (FEIN).

Supplier shall submit separate invoices for the Maintenance charges (detailing the Product types and quantities by Authorized User site), for billable additional services, and for any installation services, including the appropriate Product Service Record or other agreed upon written

instrument. Additional invoices may be required by Authorized User from time to time detailing charges for Product at affiliate locations by corporate department.

Any terms included on Supplier's invoice shall have no force or effect and will in no way bind VITA or any Authorized User.

F. Purchase Payment Terms

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Product has been accepted. Charges for Product or Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid. Should Supplier repeatedly over bill Authorized User, Authorized User may assess a one percent (1%) charge for the amount over billed for each month that such over billing continues.

Product shipped without the applicable Documentation may not meet Acceptance criteria, and payment shall not be due until after the required Documentation is provided.

If there are any disputed items, an Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with the Authorized User, provide the Authorized User with documentation to support the charge. If such charges remain in dispute, such dispute shall be resolved in accordance with the Dispute Resolution section of this Contract. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, Authorized User may not pay the disputed amounts and may consider the matter concerning the specific identified amounts closed. All payment terms are net 30 days after Acceptance.

11. REPORTING

A. Supplier's Report of Sales and Industrial Funding Adjustment

By the 10th day of every month, the Supplier shall submit the "Supplier Monthly Report of Sales". A template showing the format in which the report is to be submitted and contact information for submission is available at

<http://www.vita.virginia.gov/uploadedFiles/SCM/SupplierReportofSalesTemplate.xls>. The report shall be submitted via electronic mail to the VITA IFA Coordinator and shall report total sales (defined for purposes of this report as all invoiced payments received by Supplier from all Authorized Users) for this Contract during the preceding month. Supplier shall be responsible for submitting the monthly report of sales even if Supplier has had no sales (i.e., a \$0.00 total sales value) for the reporting period.

The Supplier shall submit the Industrial Funding Adjustment (IFA) payment for the period covered by such "Supplier Monthly Report of Sales" within thirty (30) days after submitting the "Supplier Monthly Report of Sales". The IFA payment is equal to two percent (2%) of total sales reported during the relevant month.

The IFA payment shall be submitted to VITA, Attention VITA Controller in the form of a check or electronic payment, made payable to the Treasurer of Virginia. The IFA payment shall reference this Contract number, "report amounts", and "report period" and shall be accompanied by a copy of the relevant "Supplier Monthly Report of Sales". Contact information for submission of IFA payments is available at

<http://www.vita.virginia.gov/uploadedFiles/SCM/SupplierReportofSalesTemplate.xls>.

Failure to comply with reporting, payment and distribution requirements of this section may result in default of the Contract.

B. Small Business Participation

Supplier and VITA agree to meet promptly after the Effective Date of this Contract to discuss the participation of Virginia Department of Minority Business Enterprise (DMBE)-certified Small Businesses as subcontractors and second-tier suppliers under this Contract.

Supplier and VITA agree to meet annually thereafter to review small business subcontracting reports and discuss further action with respect to small business subcontracting and spend.

In addition, by the 10th day of every month, Supplier shall submit to VITA the Small Business Subcontracting Monthly Report (template to be provided). The report should specify the amount

of such spend provided to small businesses. Supplier shall submit the report to SWaM@vita.virginia.gov.

12. COMPETITIVE PRICING

Supplier warrants and agrees that each of the charges, economic or product terms or warranties granted pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty offered to any commercial or government customer of Supplier. If Supplier enters into any arrangement with another customer of Supplier or with an Authorized User to provide Software or Services under more favorable prices, as the prices may be indicated on Supplier's current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Supplier shall immediately notify VITA of such change.

13. CONFIDENTIALITY

A. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of such Authorized User that are bound by non-disclosure contracts with such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Authorized User, Supplier shall (i) at its own expense, (a) promptly return to the disclosing Authorized User all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Authorized User, or (b) upon written request from the disclosing Authorized User, destroy such Confidential Information and provide the disclosing Authorized User with written certification of such destruction, and (ii) cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

VITA or the Authorized User shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth of Virginia's records retention policies or, if Authorized User is not subject to such policies, in accordance with such Authorized User's own records retention policies.

14. INDEMNIFICATION AND LIABILITY

A. Indemnification

Supplier agrees to indemnify, defend and hold harmless the Commonwealth, VITA, any Authorized User, their officers, directors, agents and employees (collectively, "Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings,

suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines (whether criminal or civil), judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier (iii) breach of any representation, warranty or covenant of Supplier contained herein, (iv) any defect in the Product or Services, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Product or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the Authorized User against whom the claim has been asserted.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that use of the Product or any Product component or that the provision of Services under this Contract infringes any third party's intellectual property rights and Supplier is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, Supplier shall immediately notify VITA and the affected Authorized User(s) in writing, via certified mail, specifying to what extent Supplier believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Commonwealth's Indemnified Parties and secure a continuance to permit VITA and the affected Authorized User(s) to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected Authorized User(s) may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Product or Services, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Product or Services, or any component thereof; or (b) replace or modify such infringing Product or Services, or any component thereof, with non-infringing Products or Services satisfactory to VITA. And in addition, Supplier shall provide any Authorized User with a comparable temporary replacement Product or reimburse VITA or any Authorized User for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Product. If Supplier cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Supplier shall accept the return of the infringing component of the Product or Services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to Supplier for such components.

B. Liability

Supplier shall have unlimited liability with respect to (i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) claims for bodily injury, including death, and real and tangible property damage, (iv) Supplier's indemnification obligations, (v) Supplier's confidentiality obligations, and (vi) Supplier's security compliance obligations. Supplier agrees that it is fully responsible for all acts and omissions of its employees, agents, and subcontractors, including their gross negligence or willful misconduct.

FOR ALL OTHER CONTRACTUAL CLAIMS, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

15. SECURITY COMPLIANCE

Supplier agrees to comply with all provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User's then-current security procedures as are pertinent to Supplier's operation and which have been supplied to Supplier by such Authorized User. Supplier shall also comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of this Contract.

Supplier shall indemnify, defend, and hold the Commonwealth, VITA, the Authorized User, their officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from the Commonwealth, VITA, the Authorized User, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant to this Section.

16. BANKRUPTCY

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, or ceases business operations for any reason and other than assignment as allowed by this Contract, then VITA may immediately terminate this Contract, and an Authorized User may terminate an order, on notice to Supplier unless Supplier immediately gives VITA or such Authorized User adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Supplier, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until Supplier assumes or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by VITA and Supplier that this is an executory contract. Any such suspension of further performance by VITA pending Supplier's assumption or rejection shall not be a breach of this Contract, and shall not affect the right of VITA or any Authorized User to pursue or enforce any of its rights under this Contract or otherwise.

17. GENERAL PROVISIONS

A. Relationship Between VITA and Authorized User and Supplier

Supplier has no authority to contract for VITA or any Authorized User or in any way to bind or to commit VITA or any Authorized User to any agreement of any kind or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an employee of VITA or any Authorized User, and neither VITA nor any Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties, including, but not limited to, any federal, state or local withholding or employment taxes, imposed, assessed or levied as a result of this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.

B. Incorporated Contractual Provisions

The then-current contractual provisions at the following URL are mandatory contractual provisions, required by law or by VITA, and that are hereby incorporated by reference:

<http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf> are also incorporated by reference.

The then-current terms and conditions in documents posted to the aforereferenced URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia, change in VITA policy, or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URLs periodically.

C. Compliance with the Federal Lobbying Act.

Supplier's signed certification of compliance with 31 USC 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act") is incorporated as Exhibit F hereto.

D. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

E. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures. Supplier may invoke such public body's ADR procedures, if any, at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include the right to terminate any license or support services hereunder.

F. Advertising and Use of Proprietary Marks

Supplier shall not use the name of VITA or any Authorized User or refer to VITA or any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of VITA or such Authorized User. In no event may Supplier use a

proprietary mark of VITA or an Authorized User without receiving the prior written consent of VITA or the Authorized User.

G. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. VITA or Supplier may change its address for notice purposes by giving the other notice of such change in accordance with this Section.

H. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

I. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract, delegate or otherwise convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

J. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

K. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

L. Survival

The provisions of this Contract regarding Software License, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract. In addition, the provisions of this Contract necessary for the use and operation of the Maintenance provisions herein, shall continue in effect through termination of the Maintenance Services ordered pursuant to the Maintenance provisions herein.

M. Force Majeure

No Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination, and in addition an Authorized User may terminate any order affected by such postponement or delay.

N. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

O. Right to Audit

VITA reserves the right to audit those Supplier records that relate to the Product purchased and Services rendered or the amounts due Supplier for such services under this Contract. VITA's right to audit shall be limited as follows:

-
- ix). Three (3) years from Service performance date;
 - x). Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
 - xi). Excludes access to Supplier cost information.

In no event shall the Supplier have the right to audit, or require to have audited, VITA or any Authorized User.

P. Offers of Employment

During the first twelve (12) months of the Contract, should Supplier hire an employee of VITA who has substantially worked on any project covered by this Contract without prior written consent, the Supplier shall be billed for fifty percent (50%) of the employee's annual salary in effect at the time of termination.

Q. Contract Administration

Supplier agrees that at all times during the term of this Contract an account executive, at Supplier's senior management level, shall be assigned and available to VITA. Roles and responsibilities of the account executive are TBD based on Supplier proposal. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

R. Entire Contract

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- Exhibit A Request for Proposal
- Exhibit B NA
- Exhibit C Prices, Fees, Service Charges and Payment Schedule
- Exhibit D Warranty and Maintenance Descriptions
- Exhibit E Software Publisher's EULA, as amended (for reference only)
- Exhibit F Certification Regarding Lobbying
- Exhibit G Awarded Categories

This Contract, its Exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier and supersedes any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. Any and all terms and conditions contained in, incorporated into, or referenced by the Supplier's proposal shall be deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual shall not apply to this Contract or any order issued hereunder. This Contract may only be amended by an instrument in writing signed by VITA and Supplier. In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit C, Exhibit A, Exhibit D, Exhibit E

An Authorized User and Supplier may enter into an ordering agreement pursuant to this Contract. To the extent that such ordering agreement, or order issued hereunder, include any terms and conditions inconsistent with the terms and conditions of this Contract, such terms and conditions shall be of no force and effect.

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier
By: Sheila B. Wright

(Signature)

Name: Sheila B. Wright

(Print)

Title: Contracts Manager

Date: January 26/2009

VITA
By: James T. Roberts

(Signature)

Name: James T. Roberts

(Print)

Title: Director Finance & Administration

Date: 2-02-09

Address for Notice:

8104 Wooded Glen Ct
Ellicott City MD 21043

Attention: Sheila B. Wright

Address for Notice:

Attention: Contract Administrator

Detailed Description of Proposed Solution(s)

Functional and Technical Requirements

Suppliers are required to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across suppliers within each service type in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

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

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

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

A blank or "NA" in any box in Column A will be interpreted by VITA as an "N".

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

A. General

	Requirements	A	B
1.	Can you can sell to all locations of all public bodies in the entire Commonwealth of Virginia? Will you be incorporating subcontractors or alliances? Please provide the details of your plan.	Y	HP can sell to all locations of all public bodies in the entire Commonwealth of Virginia. We have no plans to incorporate subcontractors as part of this proposal.
2.	Can you can provide service to all locations of all public bodies in the entire Commonwealth of Virginia? Will you be incorporating subcontractors or alliances? Please provide the details of your plan..	Y	HP can provide service to all locations in the State of Virginia. Depending on the type of service request, HP may use an HP Authorized Service Provider. HP will use HP's own technicians for HP Software and HP ProLiant Server services. For HP Notebooks and HP Desktops, HP may utilize one of HP's Authorized Warranty Delivery Partners (AWDP) to perform the onsite service. VITA can be assured that third-party technicians have the qualifications and skills to perform warranty service on HP hardware products.

	Requirements	A	B
3.	VITA strongly encourages Suppliers to develop a catalog website that interfaces with eVA. Can your company produce a punch-out catalog website? Refer to: http://www.eva.virginia.gov/vendors/pages/catalogcreation.htm Please provide either screen shots or a link to serve as an example.	Y	HP currently integrates with multiple eVA accounts. Please refer to http://www.hp.com/buy/virginia
4.	Can your firm have a catalog website up, functioning and interfacing with eVA within 30 days of contract award?	Y	HP has several eVA account functioning integrations in place.
5.	Will your firm have a dedicated account management team on this contract? Please provide details.	Y	Please reference Attachment 3, VITA Account Team.
6.	Will your firm have more than one field account executive on this contract? Please provide details.	Y	HP has Executive Account Managers who are ultimately responsible for the VITA/HP relationship. In support of their efforts, are Account Representatives that are specialized in different aspects of HP's solution set. Examples include, but are not limited to personal systems, servers, software, storage, printers and services. Please reference Attachment 3, VITA Account Team.
7.	Does your firm have the marketing ability and resources to promote this contract to schools, universities, local and state agencies? Please provide marketing plan and examples of marketing tools.	Y	HP has an extensive organization dedicated to the State and Local Government and Education customer segment. There is a team that is dedicated specifically to the VITA and all municipalities and public institutions herein. Marketing activities include but are not limited to the following: <ul style="list-style-type: none"> • A dedicated field team of specialists led by the Executive Account Manager that actively seeks to support existing clients and foster new business opportunities. • A dedicated inside sales team, also led by the Executive Account Manager to support existing clients and foster new business opportunities. The field rep and the inside reps work together to ensure optimal coverage. • The account team periodically launches outbound target marketing through a variety of mediums, including but not limited to outbound calls to the HP client and prospect base and outbound email campaigns • A series of targeted Webinars

	Requirements	A	B
			<ul style="list-style-type: none"> • Sponsorship of annual conference such as HP Software Universe • Partner events that leverage HP's and our partners' respective relationships within VITA. • Periodic limited time specials for clients and prospects • Participation and/or sponsorship of public sector conferences such as NASCIO, NACO, and Educause for example • Executive briefings hosted at HP's corporate headquarters in Cupertino, CA.,
8.	<p>Will your proposed product line be compatible with the following operating systems, Microsoft Windows 98, 2000, NT, 2003 Server, XP and Vista?</p>	N	<p>All Desktops and Notebooks are qualified and supported with Vista and XP pro. HP's desktops have limited support with Windows 2000. Windows NT and Windows 98 are no longer supported on our current products.</p> <p>Microsoft Windows Server 2000, 2003 and 2008 are supported on ProLiant servers. For a more complete and up-to-date listing of supported OSs and versions, please visit our OS Support Matrix at: http://www.hp.com/go/supportos</p> <p>HP Business Technology Optimization (BTO) Software is not supported Microsoft Windows 98 or Windows NT.</p>
9.	<p>Does your firm offer an employee, teacher or student purchase program? Please provide details.</p>	Y	<p>HP Direct offers personal purchasing programs that focus on the varying needs of students, teachers, staff, parents/relatives and alumni. Based upon feedback and analysis from programs that provided the same products for both institutional and personal purchases, HP has established a dual offering to provide discounts and special offers focused on accommodating the unique requirements of personal purchases in an academic environment. HP first recognized that some academic personal purchases require the robustness of business product solutions while others are looking for the latest in home and home office solutions. HP provides online Academic Purchasing and Home and Home Office stores for personal purchases requiring business capabilities and for home and home office needs. These stores are simple to use and registering is easy.</p>

	Requirements	A	B
			<p>Commercial Products Our online Academic Purchasing store offers customers a high-capacity electronic commerce system over the Internet employing the latest Internet security technology. Providing a customized, easy-to-use interface that displays products and information targeted to your specific needs and negotiated pricing table, the online store enables users to:</p> <ul style="list-style-type: none"> • View product specifications • Create quotes with real-time pricing • Place orders using a credit card • Inquire about order status • View product/price comparisons <p>Consumer Products The HP Home and Home Office Store offers everyday discounts and special offers on great HP and Compaq consumer products. Key features to this secure shopping solution:</p> <p>Easy to purchase options include, pre-configured units. Static pages give option to “configure & buy” and “configure to order.” Selection Assistant is available to help novice users select the right PC for them. Also, call center agents are very helpful in assisting with questions.</p> <p>The web site includes “more info” buttons that describes features and components to assist in the buying decision process. Once an order is placed, it can be tracked all the way through the fulfillment process via the web or through a toll free number. Customer service is available 7 x 24. Typical warranty 1 year parts/labor/onsite or carry-in depending on product type. 90-day technical support included. Option to “opt-in” for additional promotional offers from HP at check-out.</p> <p>For more information on the personal purchasing experience for academic users, please visit our site at www.hp.com/go/student.</p>

	Requirements	A	B
10.	Does your firm offer any product incentives, credits and or rebate programs? Please provide details.	Y	<p>Periodically HP offers incentives that may include higher discounts and creative product solution bundles.</p> <p>HP is proud to offer BonusPoints, a customer rewards program for HP's K-12 and State & Local Government customers. Customers earn BonusPoints on qualifying purchases made through HP Direct. You earn one BonusPoint for every two dollars you spend. BonusPoints can be used to purchase hardware from Hewlett Packard, services from Classroom Connect, and LearningPaqs. Visit the BonusPoints store to view available products. www.hpbonuspoints.com</p>

B. Reports

	Requirements	A	B
1.	Can your firm provide reports on request to users detailing products that have been placed in any of their locations? Please provide examples.	Y	<p>VITA users will have access to HP's online Order Status and Reporting tool. This tool is available at no cost through the HP B2B Portal and is designed to provide customers with timely and accurate order status, shipping and reporting information. The tool provides accurate and up-to-date information on HP Direct orders from the time of validation through final delivery. Customers can easily view information regarding all purchase orders submitted directly to HP, with access to 13 months of historical business data. Please refer to Attachment 4 for examples of some reporting options available to the tool's users.</p>
2.	Does your firm maintain an electronic service log that is available to users on specific computer hardware? Please provide examples.	Y	<p>HP can provide VITA complimentary access to HP's IT Resource Center (ITRC) website. Through the ITRC, VITA can submit and track electronic service requests. HP's Support Case Manager enables you to submit support cases and to check the status of support cases and hardware parts orders. These Support Cases can be for hardware and or software, based on contracts you have linked to your user ID.</p> <p>Service Features</p> <ul style="list-style-type: none"> • Submitting Cases: Submit cases to the HP Response Center for your HP products. • Viewing Case Details: Read detailed information from any of your cases, including your comments and replies from

	Requirements	A	B
			<p>HP Response Center Engineers.</p> <ul style="list-style-type: none"> • Adding Comments to Cases: Add follow-up comments for the HP Response Center Engineer to any of your open, electronic cases at any time. • Listing Summary of Cases: When you are in the HP's Support Case Manager, you may list and print your case history. <p>Please reference Attachment 5, for an example of a support case.</p>
3.	Does your firm provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.	Y	<p>HP's online Order Reporting tool offers a set of standard reports which have been pre-defined and can be used 'as is'. These reports were created to meet a common customer data needs.</p> <p>Once enabled, standard reports will automatically generate, based on a scheduled frequency (daily, weekly, or monthly) as mentioned in the report's description. Monthly reports are scheduled to run at the beginning of every month. Standard reports can be customized to meet individual customer data needs.</p> <p>Standard reports include:</p> <ul style="list-style-type: none"> • Direct Invoiced Revenue & Units - Monthly revenue summary report containing units invoiced per product family. • Direct Open Orders - Daily summary report showing the locations where orders have been placed but which do not yet have a shipped status. • Direct Serial Numbers - Monthly summary report showing all serial numbers of units shipped in the previous month. • Direct Shipment Orders - Weekly report showing the quantity and the value of orders shipped for the previous week. <p>Please refer to Attachment 4 or examples of some reporting options available to the tool's users.</p>

C. Related Services

	Requirements	A	B
1.	Does your firm have a customer support program? Please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.	Y	<p>HP understands that selling our products and services, and getting customers up-and-running is just the first step in a long-term relationship with our customer. Ongoing Account Management keeps HP in close contact with our customers and partners, ensuring goals and needs are met. And at HP our customers are a vital contributor in driving our product strategy and development through the continual and invaluable input they can provide.</p> <p>HP's Account Management includes:</p> <ul style="list-style-type: none"> • A long-term central point of contact for the customer • Issue resolution with team members • Evaluation of product and services outcomes against strategic goals • Obtaining customer satisfaction data at regular intervals • Identifying opportunities for additional product and service offerings to enhance customer outcomes and ROI • Obtaining customer input on product and service enhancements • Identifying trends in customer experience that may require operational changes within HP • Coordinating customer participation in User Groups <p>HP's Account Management Team is charged with building and fostering this strategic partnership with our customers. HP is committed to ensuring customer satisfaction, facilitating seamless problem resolution and identifying opportunities to integrate additional solutions to maximize our customers' return on investment.</p> <p>Specifically to VITA, the HP dedicated account team fosters a unified approach to our governance process with weekly standing meetings. At this meetings HP strives to: share new ideas, provide updates on new products, participation and contribution to new internal VITA IT projects, creative idea sharing on cost effective solutions to solve IT issues and mutually learn new ways to drive costs down. Additionally, the HP dedicated team provides monthly and/or quarterly roadmaps on product lifecycle management in terms of product transitions and end of life.</p>

	Requirements	A	B
			<p>HP also held quarterly report card reviews within IT to ensure total customer satisfaction.</p> <p>HP is confident that our Account Management Team concept will demonstrate HP's extensive coverage and experience in addition to providing VITA with effective and efficient management of issues such as procurement, availability, pricing, worldwide service and support and TCO reduction.</p>
2.	Does your firm provide installation services? Please provide details.	Y	<p>For hardware, the installation will include removing product from the box, removal of packaging materials, device assembly, and device testing.</p> <p>Deployment activities for hardware may include:</p> <ul style="list-style-type: none"> • Installing hardware options (extra memory, DVD drive, etc.) purchased on the same order and intended to go into the system box, or installing the add-on option(s) for an existing system • Installing the product into a previously installed rack, if applicable • Installing the necessary cables to integrate printers, monitors, and external storage devices • Physically connecting equipment to the LAN or WAN, as appropriate • Installing selected HP-supplied service tools <p>For HP Software products, installation service can be purchased for an additional fee and an HP Software Specialist can assist VITA with step-by-step installation assistance.</p> <p>Please reference Attachment 6 & 7, HP Software Services and Standard Installation and Option Services.</p>

	Requirements	A	B
3.	Is your firm able to respond to a user request for service within eight (8) business hours? Please provide detail on how this will be accomplished.	Y	<p>Typically, most HP products are provided with a Next-Business-Day response. If VITA is interested in having a same business day response, then VITA can choose to purchase the optional HP Same Business Day 9x5 Care Pack Service: Service is available between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. An HP authorized representative will arrive at VITA's site to begin hardware maintenance service within 4 hours of initial request.</p> <p>For HP Software service, HP typically responds within the next two hours from the initial service request.</p> <p>Please see Attachment 8, for BTO Software response times.</p>
4.	Is your firm willing to commit to service-level agreements? If so please refer to Appendix C and fill in the yellow shaded areas.	N	<p>HP does not believe a system focused on penalties is necessary to ensure that HP meets or exceeds the levels of service and performance required by VITA. Likewise, HP does not require incentives to ensure that our personnel will perform to their maximum capability and provide the highest value per dollar invested by VITA.</p> <p>It has been HP's experience that contractual commitments involving penalties are not conducive to establishing the type of relationship that our customers desire, and often creates unnecessary barriers to effective communication and performance. HP consistently ensures the terms and conditions of its contracts allow either party the right to terminate the agreement if one party is not meeting its contractual obligations. Overall, HP does not typically engage in performance penalties and does not expect a situation to arise in which performance penalties will be necessary during the course of this contract, since continual communication, feedback, and correction (if required) are part of our underlying management philosophy.</p> <p>Instead of SLAs with penalties, HP proposes service level objectives without penalties. If HP fails to adequately perform over a fixed period of time, then HP and VITA will have a mitigation meeting to discuss mutually agreeable resolution steps and timelines. Please reference Attachment 9, SLOs.</p>

	Requirements	A	B
			<p>As part of the HP Software maintenance offering, HP has outlined precise service level objectives and targets. Those targets vary based on the maintenance options selected by our clients. Key maintenance options include 9x5 Support, 24x7 Support and Premium Support which includes options for support assistance that is delivered by dedicated technicians. Please refer to Attachments 10 & 11, HP Support Services and HP Premier Software Support Customer Datasheets for an overview of the support options, associated service level targets and respective fees that we are proposing in this response. Given the wealth of choices that HP can provide, HP proposes that VITA elects to procure from those choices to meet its support and service level requirements.</p>
5.	<p>Does your firm offer 8am to 5pm EST hardware and software support? Please provide details.</p>	Y	<p>Technical and hardware support are provided during those hours. VITA can contact any one of HP's Global Solution Centers, available 24 hours a day, 7 days a week for remote support. Onsite service is provided depending on the mutual Service Level Agreement between VITA and HP. The standard response time for onsite support is typically Next-Business-Day.</p> <p>HP Software offers customers direct, high-quality, responsive technical support. We offer various levels of support to fit your individual business needs:</p> <ul style="list-style-type: none"> • 9x5 - Phone-in assistance during local business hours, patch downloads, product updates • 24x7 - Phone-in assistance including holidays and weekends, patch downloads and product updates • Support Engineering Days - Provides even greater flexibility in the form of software technical assistance delivered either remotely or on-site by highly qualified and experienced support personnel to fit your business needs • Premier - Option of assigned enterprise support manager and/or named response center engineer, specialist team days, accelerated support delivery, bi-annual reviews and other priority services <p>All offerings above include web-based 24x7 self-solve support and Customer Connection. www.hp.com/go/hpssoftwaresupport</p>



	Requirements	A	B
6.	For security reasons, will your firm allow the user to keep a failed hard drive while receiving a new hard drive that is covered under warranty? Please provide details.	Y	HP provides an optional HP Defective Media Retention service, where VITA can keep the malfunctioned hard drive while receiving a replacement hard drive under warranty. For more information, please reference Attachment 12 .
7.	Does your firm provide custom imaging? Please provide details.	Y	<p>HP Direct offers three standard services within our Image Development offering that include an image loading process for PCs. HP has a complete image management offering, and customers may select from the following categories of fee-based imaging support.</p> <p>Image Development: <i>Image Loading-</i> HP will process and load customer-provided images at HP factories prior to delivery. <i>Image Design & Loading-</i> HP will modify or create a new custom image based upon a customer's functional needs and specifications by making any changes, including adding, removing, or revising applications, operating systems, service packs, and system software and hardware drivers; and will process the image to be loaded at HP factories worldwide prior to delivery. <i>Cross Platform Image Design & Loading-</i> HP will create a new single custom image supporting multiple desktop, notebook, workstation, and tablet PC platforms based upon a customer's functional needs and specifications. This image may include changes to applications, operating systems, service packs, and system software and hardware drivers and will be processed for loading at HP factories worldwide prior to delivery.</p> <p>Image Recovery <i>Recovery CD Design-</i> HP will develop a single specialized restore solution capable of recovering a custom image <i>Recovery Media Design & Duplication-</i> HP will develop a specialized restore solution capable of recovering a custom image and ship a copy of the specialized restore CD/DVD with each unit.</p>

	Requirements	A	B
			<p>Image Qualification <i>Advanced Image Qualification-</i> HP will perform additional comprehensive testing and provide a standard report outlining configurations tested prior to Image Loading. <i>Customer Defined Qualification-</i> HP will perform customer defined testing and provide a custom report outlining configurations tested prior to Image Loading.</p>
8.	Does your firm provide in-house quality assurance and testing processes for all hardware? Please provide details.	Y	<p>A series of quality checks occurs throughout the process ensuring that each order is built accurately. All orders must pass a minimum of six quality checks as they move through the manufacturing process.</p> <p>Before material is delivered to the production environment, an incoming inspection is completed and the order is reviewed for complete and accurate instructions. During the unit build, a systemic verification of technical compatibility of the components on the order and that the correct components have been installed is completed on all units. Units can not move to the next steps until these have been completed along with a process check of the unit. Two levels of functional test are performed on every unit built – one is interactive and performs a basic check of components installed in the unit and a second is a robust test of the functionality of the unit. In addition to these validations and tests on all units, a random sampling of units is tested to validate both the unit build and the customer out-of-box experience. When the manufacturing process is complete, the unit build history and test records are generated and saved.</p>
9.	Does your firm provide service and repair for warranty and non-warranty maintenance for hardware? Please provide details and time frames.	Y	<p>All HP products are sold with standard warranty, thus is entitled to warranty repair service. For HP products that are no longer under warranty, VITA can opt to purchase an HP post warranty Care Pack service in order to receive repair for the HP products. VITA should be aware that only certain HP products are eligible for the post warranty HP Care Pack service.</p>
10.	Do your service and maintenance technicians have and maintain current industry certifications? Please provide details and types of certifications.	Y	<p>All HP service technicians have the appropriate and current certifications to perform warranty service on HP products.</p>

	Requirements	A	B
11.	Does your firm provide onsite and/or depot warranty and repair? Please provide details.	Y	The standard warranty for HP Desktops and HP Servers typically include onsite repair. For HP Notebooks, the standard warranty includes depot repair, known as The Pick-Up and Return Service: an HP-authorized courier picks up VITA's failed equipment at the site and delivers it to the HP-designated repair facility. An HP-authorized courier returns the repaired or replaced equipment to VITA's location. Return shipment is by first-class ground transportation and usually takes between 3 and 7 days.
12.	Does your firm offer the use of spare parts/loaner equipment on both warranty and out of warranty parts? Please provide details.	Y	Spare parts and loaners can be provided on a case by case basis.
13.	Does your firm provide asset management and equipment tracking services? Please provide details.	Y	<p>Asset Tagging and Labeling HP offers flexible fee-based options for asset tagging and labeling of systems, peripherals, components, and/or packaging in the Customization Facilities prior to shipment. Asset tag numbers will be captured for inclusion in invoices and asset reporting at no additional charge. HP will affix a customer supplied physical asset tag or label, or will create labels to meet a customer's requirements. HP's standard asset tags are bar code readable and can accommodate up to four customer-defined data fields. For customers that require more than four fields of data, special graphics or labels, or whose tags require specialized software or hardware to produce the tag or label, HP also offers custom asset tags and labels. In addition, HP is able to create electronic asset tags by electronically recording asset tag numbers into the system BIOS as a separate service.</p> <p>Procurement Reporting The Order Status and Reporting tool, described in response to B - Reports, uses an order report generator to pull data from the order management database and publish in a variety of formats (CSV, tab delimited, MS Excel sheet and DHTML). This variety of formats is intended to provide customers with a convenient option for updating their existing asset management databases. Customer-specific reports can be stored on-line and/or sent to a user specified email distribution, once, or on a recurring basis - automatically.</p>

	Requirements	A	B
14.	Does your firm ship all in stock orders same day? Please list all shipping timelines and include caveats for delay, etc..	N	<p>As an Original Equipment Manufacturer providing products and services through a Direct fulfillment model, HP manages our manufacturing processes according to customer forecasts. The actual positioning of product is internally managed using these forecasts, so our supply chain exists on the component level rather than “in stock” finished product.</p> <p>In the event of product/component shortages, our inventory management model also gives us extended visibility into the component supply chain. This visibility allows HP to project shortages against customer forecasts, and on a case-by-case basis, customers are better able to prepare for the impact of a product shortage if HP can identify the shortage before it occurs. HP positions materials in two ways: flex and buffer. In short, buffer is component inventory positioned at all manufacturing sites. Flex strategy is the incremental demand added to the forecasted demand. Flex percentage, or the percentage of incremental demand added to the forecasted demand, is used by the business units as incremental demand to our forecast to guard against demand volatility.</p> <p>Please refer to Attachment 13 for a listing of HP Direct’s order cycle timeframes by product category.</p> <p>HP Software offers the flexibility to receive software and documentation through an eShipment. eShipments provide HP with the ability to ship software and software license keys via email. As such, many of our shipments can take place within 24 hours from the time the order is booked in the HP order entry system.</p> <p>Delays to shipments, however, may result if orders include both electronic and hardcopy media or CDs.</p>

	Requirements	A	B
15.	Does your firm have an in-house order tracking system that can be accessed 24 x7 by a user? Please provide details.	Y	<p>The Order Status and Reporting tool, described in response to B - Reports, Allows users to access order status online 24x7.</p> <p>User Order Tracking Process:</p> <ul style="list-style-type: none"> • Launch your internet browser and access your HP Business to Business site. • Log on using your individual secure User ID and Password • Select order reporting • Select “Simple order status” • Search Options: <ul style="list-style-type: none"> – Search by purchase order number – Search for all purchase orders with a common status (Open, Shipped, invoiced, etc.) – View a list of all open orders and orders shipped within 30 days, or delivered in the last 20 days. or all shipped orders by simply leaving all fields blank and selecting the “Display” Button
16.	Does your firm have the ability to deliver large quantities of equipment to multiple locations? Please describe your firm’s process and experience including delivery time and scheduling procedures.	Y	<p>HP has the infrastructure and experienced personnel to manage, stage and deploy customized rollouts. A Solution Manager is assigned to develop and oversee the implementation plan. They will assist in developing rollout schedules and coordinating forecasts within HP to meet customer-provided schedules for delivery. With the development of a rollout schedule, HP will automatically release and deliver orders to meet these schedules and facilitate a process that requires minimum oversight by the customer.</p> <p>If a location does not want a true rollout but would simply like to place a single purchase order detailing delivery to multiple locations, this is a routine process for the order management teams. Within HP’s systems they will create individual orders for each location. In this scenario, the order cycle timeframes described in Attachment 13, would apply.</p>
17.	Does your firm have a return policy? Please provide details?	Y	<p>For hardware, please refer to Attachment 14 for a copy of the HP Direct Returns Policy.</p> <p>HP’s return policy for HP software is as follows: If notified of a valid warranty claim during the warranty period (usually 90 days), HP will, at its option, correct the warranty defect for HP Branded Software, or replace such</p>

	Requirements	A	B
			Software. If HP is unable, within a reasonable time, to complete the correction, or replace such Software, Customer will be entitled to a refund of the purchase price paid upon prompt return of such Software to HP.
18.	Does your firm charge a re-stocking fee on returned equipment? Please provide details.	N	A description of product qualifying for returns is provided in Attachment 14, HP SLED Customer Return Policy . Qualifying returns are not subject to re-stocking fees.
19.	Does your firm offer IT equipment disposal and recycling services? Please provide details.	Y	<p>The HP Trade-in Program can help VITA increase its return on IT investment by redeeming the value of current HP or non-HP products and applying that value toward the purchase of new HP products. The flexible trade-in program eliminates the challenges of used equipment disposition, makes new equipment purchases more affordable, and provides investment protection for valuable technology assets. The HP Trade-in Program is offered in partnership with Market Velocity, Inc., a leading provider of electronic marketplace management solutions. This partnership allows HP trade-in to support the wide breadth of product categories that HP offers, providing an integrated and easy-to-use Web-based solution while supporting a very high touch customizable solution as well. Incorporating the HP Trade-in Program into VITA's IT management processes can assist you in lowering the cost of upgrading to new HP equipment, maximize the value of aging technology and to securely dispose of old hardware and making certain that all of your sensitive data is protected and securely removed from the old equipment.</p> <p>The flexibility of the program allows HP to create a customized solution for you based on your specific needs. A dedicated support representative will be assigned to assist with all aspects of the transaction, which includes coordinating logistics such as making shipping arrangements, including multi-location pickups, sorting, packaging and palletizing, as required. HP will track the trade-in process from beginning to end and provide timely audits and reports as requested. In addition, customized onsite technical services can be provided to scrub (to department of defense standards), shred or pull all hard drives, as well as onsite equipment reporting, valuation and packaging services.</p>

	Requirements	A	B
			<p>Benefits are:</p> <ul style="list-style-type: none"> • A necessary end of life solution: trade in rebates, recycling, and donate option. • A complete pass through tool designed to lower your cost of ownership, secure data and protect the environment. • HP and non HP products are eligible. • Provides solutions for environmental mandates on proper disposal of used equipment • Eliminates the hassles and costs of old technology disposal by simplifying the shipping process • Can accommodate special requirements of Public Sector customers • Trade any combination and any number of products* <p>* Exception: data storage, server, and networking products must be traded for like products</p>
20.	Does your firm adhere to Energy Star 4.0 energy efficiency standards for computer hardware products? Please provide list of qualified products.	Y	<p>HP understands and recognizes the growing importance of product energy efficiency to our customers and to society, and is fully committed to increasing the energy efficiency of our products as well as our internal operations.</p> <p>HP knows there is a lot at stake when it comes to energy efficiency, from the rising cost of resources to environmental impact. HP has a long history of backing its commitment to energy efficiency with real resources, not just money, but our people and products. From product design to our own operations, HP leads by example, inspiring customers, governments, communities, and other organizations to make a commitment to creating a more energy-efficient environment.</p> <p>Energy Star standards do not apply to ProLiant and Blades. However, HP Power Meter and Power Regulator for ProLiant servers deliver industry leading energy efficiency with its integrated power monitoring, server level and policy based power management which equates to savings on system power and cooling costs.</p> <p>Below is a list of HP Energy Star 4.0 certified Desktops, Notebooks and Workstations:</p> <ul style="list-style-type: none"> • HP Compaq 2210b Notebook PC

	Requirements	A	B
			<ul style="list-style-type: none"> • HP Compaq 2510p Notebook PC • HP Compaq 2710p Notebook PC • HP Compaq 6510b Notebook PC • HP Compaq 6515b Notebook PC • HP Compaq 6710b Notebook PC • HP Compaq 6710s Notebook PC • HP Compaq 6715s Notebook PC • HP Compaq 6720s Notebook PC • HP Compaq 6820s Notebook PC • HP Compaq 6910p Notebook PC • HP Compaq 6930p Notebook PC • HP Compaq 8510p Notebook PC • HP Compaq 8510w Notebook PC • HP Compaq 8710p Notebook PC • HP Compaq 8710w Notebook PC • HP Compaq 8730w Notebook PC • HP Compaq dc5750 MT • HP Compaq dc5750 SFF • HP Compaq dc5800 MT • HP Compaq dc5800 SFF • HP Compaq dc7800 CMT • HP Compaq dc7800 SFF • HP Compaq dc7800 USDT • HP RP5700 Desktop Business PC • HP xw4400 Workstation • HP xw4550 Workstation • HP xw4600 Workstation

PC

Intel or AMD Based

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Desktop Offering	\$868.00 (does not include monitor) \$229.00 monitor	40% - years 1 & 2 (37% - years 3-5) monitor: 22% years 1 & 2 (19% years 2-5)	year 1 & 2: \$520.00 (does not include monitor) Year 1 & 2: \$179.00 monitor
2.4 Ghz Core 2 Duo E6600/ 2 Ghz Athlon 64 X2 3800+ or equivalent			
Graphics Media Accelerator (256mb RAM minimum)			
2GB RAM or greater			
80GB SATA drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Two Front Facing USB Ports or greater			
17" LCD Monitor (minimum)			
Two button optical mouse with scroll wheel			
Keyboard with 103 keys			
10/100/1000 RJ-45			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Desktop Offering	\$1328.00(does not include monitor) \$319.00 monitor	40% - years 1 & 2 (37% - years 3-5) monitor: 22% years 1 & 2 (19% years 3-5)	Year 1 & 2: \$797.00 (does not include monitor) Year 1 & 2: \$258.00 monitor
3-GHz Core 2 Duo E6850 or equivalent			
Discrete Graphics Media Accelerator (256mb RAM minimum)			
2GB RAM or greater			
120GB SATA drive or greater			

CDRW/ DVD+/-RW Combo Drive
Microsoft Vista Business Capable
Two Front Facing USB Ports or greater
21" LCD Monitor
Two button optical mouse with scroll wheel
Keyboard with 103 keys
10/100/1000 RJ-45

Warranty is three years on-site.

Units above are base offerings.

AMD processors must be at least equivalent to listed Intel processors

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Notebook

Intel/ AMD Based

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Notebook Offering	\$1,243.00	27% Years 1 & 2 (24% Years 3-5)	Year 1 & 2: \$908.00
2 GHz Core 2 Duo T7300 or equivalent			
Integrated Graphics Media Accelerator (256mb RAM min)			
1GB RAM or greater			
80GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
14.1 inch screen or greater			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Notebook Offering	\$1,781.00	30% - Years 1 & 2 (27% Years 3 -5)	Year 1 & 2: \$1,246.00
2.4 GHz Core 2 Duo T7700 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
120GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (Optional)			
802.11a/b/g/draft-n intergrated wireless			
17 inch screen or greater			
10/100/1000 RJ45			

Warranty is three years on-site. Additionally, you may offer depot.

Tablet

Intel/ AMD Based

	Unit Price	Discount %	Unit Discounted Price
C. Tablet Offering	\$2,473.00	30% Years 1 & 2 27% - Years 3-5	Year 1 & 2: \$1,731.00
1.6-GHz Core 2 Duo L7500 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
80 GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive (external ok)			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
12 inch screen or greater			
10/100/1000 RJ-45			

Warranty is three years on-site.

AMD processors must be at least equivalent to listed Intel processors

Units above are base offerings.

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Rugged Notebooks

Intel/ AMD Based

Partial Mil Spec 810.F (shock, vibration, etc)

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Rugged Notebook Offering	\$1,293.00	24% - Years 1 & 2 21% - Years 3-5	Year 1 & 2: \$979.00
2 GHz Core 2 Duo T7300 or equivalent			
Integrated Graphics Media Accelerator (256mb RAM min)			
1GB RAM or greater			
80GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
12 inch screen or greater			
10/100/1000 RJ45			
56K RJ-11			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Rugged Notebook Offering	\$2,225.00	46% - Years 1 & 2 43% (Years 3-5)	Year 1 & 2: \$1,200.00
2.4 GHz Core 2 Duo T7700 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
120GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (Optional)			
802.11a/b/g/draft-n intergrated wireless			
14 inch screen or greater			

10/100/1000 RJ-45
56K RJ-11

Warranty is three years on-site.

Units above are base offerings.

AMD processors must be at least equivalent to listed Intel processors

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Peripherals

Minimum Configurations

A. Flash Drives	Unit Price	Discount %	Unit Discounted Price
2 GB	\$8.75	17%	\$7.26
4 GB	\$12.37	17%	\$10.28
8 GB	\$23.33	17%	\$19.36

B. Monitors (wide aspect)	Unit Price	Discount %	Unit Discounted Price
17" LCD	\$212	6%	\$199
19" LCD	\$222	6%	\$208
*21" LCD(HP does not offer a 21" monitor, price quoted is 22")	\$300	6%	\$282

C. Docking Station	Unit Price	Discount %	Unit Discounted Price
Ethernet- RJ45	\$202	17%	\$167
Audio Line In/Out			
Video- 15 Pin High Density			
Keyboard USB			
Mouse USB			

D. Port Replicator	Unit Price	Discount %	Unit Discounted Price
Audio Headpnone	\$202	17%	\$167
Audio RCA Digital Coax			
Ethernet- RJ45			
Video- S-Video			

Video- RCA Composite
Serial- 9 Pin D-Shell
Serial- RJ 11 Mod

E. External USB Floppy Drive	Unit Price	Discount %	Unit Discounted Price
1.44MB	\$29	17%	\$24

F. Network Interface Cards	Unit Price	Discount %	Unit Discounted Price
10/100/1000 BASE-T (RJ 45)	\$47	17%	\$39

G. Mouse	Unit Price	Discount %	Unit Discounted Price
Optical Scroll Mouse- PS/2	\$16	17%	\$13
Optical Scroll Mouse- USB	\$16	17%	\$13

H. Keyboard	Unit Price	Discount %	Unit Discounted Price
Standard Keyboard- PS/2	\$29	17%	\$24
Standard Keyboard- USB	\$29	17%	\$24

I. Battery Back Up Unit	Unit Price	Discount %	Unit Discounted Price
Outout Capacity- 865Watts/ 1440VA	\$219	17%	\$182
Nominal Output/Input Voltage- 120V			

Output Connection Type- (6) NEMA 5-15R	
Half Load Run Time- 20 minutes	
Full Load Run Time- 7 minutes	
Rackmount/Tower	

Warranty is manufacturer's warranty

Units above are base offerings.

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

	Unit Price	Discount %	Unit Discounted Price
Blade Peripherals/add-ons			
All C3000 Blade Peripherals/add-ons	**	16%	
All C7000 Blade Peripherals/add-ons	**	16%	

Services

In the fields below, enter any services you chose to offer, as well as pricing

HP SKU	Description	List Price	250 - 500 hours	501 - 1000 hours	1001 hours and above
			10% discount from List	15% discount from List	20% discount from List
HE814A1	HP Tier 4 Technical Manager/Project Manager	\$300	\$270	\$255	\$240
HE813A1	HP Tier 3 Consulting Principal Consultant	\$250	\$225	\$213	\$200
HE812A1	HP Tier 2 Technical/Staff Consultant	\$180	\$162	\$153	\$144

Product-Option	Description	Description of Service
<p>Since Technology Services Maintenance contractual pricing is contingent on hardware and volume, each Product-Option cost will be generated with a custom quote at a 12% discount plus applicable E24 discounts (Pre-pay, volume, multi-Yr). Custom services will be delivered through a client customized HP Statement of Work and include a 12% discount.</p>		
HA154AC - Contractual HA177AC – Per-Event	HP Availability Partnership	<p>The Availability Partnership offer applies a continuous improvement process to achieve and maintain the customer’s desired level of availability. Customized capabilities of the service are embodied in a comprehensive Partnership Support Plan, which specifies:</p> <ul style="list-style-type: none"> • The customers mission and success criteria • The computing environment • Frequency and type of service <p>Availability Partnership is sold on a contractual or per-event basis.</p>
HA152AC	HP Hardware Maintenance Offsite	<p>The Hardware Maintenance Offsite offer provides repairs for HP products at an HP designated location. Multiple service levels are available, including carry-in services, courier pickup, and a range of turnaround times. Hardware Maintenance Offsite is ideal for customers who need committed support levels but do not require onsite services at their own facilities.</p> <p>Hardware Maintenance Offsite is sold and priced per device.</p>
HA151AC	HP Hardware Maintenance Onsite	<p>The Hardware Maintenances Onsite offer provides reliable, high-quality remote and onsite support for HP and selected third-party hardware products. Deliverables in this offer help customers improve</p>

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

		<p>uptime and productivity. With Hardware Maintenance Onsite, customers get the flexibility to choose coverage windows, response, or repair times to meet their unique needs.</p> <p>Hardware Maintenance Onsite is sold and priced per device or per system.</p>
HA175AC	HP Hardware Technical Support Incident Support	<p>The Hardware Technical Incident Support offer provides telephone support for HP Intel-based systems and printers. This offer is targeted for enterprise accounts and self maintainers who require a higher level of support than that provided by HP's Level 1 technical resources.</p> <p>Hardware Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support cal1s to be logged and closed during the contract period. A minimum purchase of 25 incidents is required; quantity price breaks apply for purchases of more than 50 incidents. See also HA153AC</p>
HA153AC	HP Hardware Technical Unlimited Support	<p>The Hardware Technical Unlimited Support offer provides telephone support for HP Intel-based and non-intel-based systems, plus proactive hardware support for HP Intel-based systems and access to vendors' third-level support. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources.</p> <p>Hardware Technical Unlimited Support is sold per device or per system. See also HA175AC</p>
HA172AC	HP License Subscription	<p>The License Subscription offer provides license rights to use all revisions of HP and HP supported software products released during the contract period.</p>
HA160AC	HP Mission Critical Service	<p>The Mission Critical offer provides high-level proactive services that can be combined with reactive services to create packages appropriate for mission-critical environments (for example, Critical Service and Proactive 24)</p>
HA170AC	HP Mission Critical Customer-Specific SVC (shadow offer)	<p>The Mission Critical Customer Specific shadow offer provides a dedicated parts inventory for customers in mission-critical environment.</p>
HA308AC	HP Mission Critical Device Dependent Proactive Service (shadow offer)	<p>The Mission Critical Device Dependent Proactive Service shadow offer provides core proactive services that can be combined with reactive services in packages for mission-critical environments</p>
HA182AC	HP Mission critical HP Open View Services	<p>The Mission Critical HP Open View Services shadow offer provides high-level proactive services that can be combined with reactive</p>

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

	(shadow offer)	services in packages for mission-critical environments that use HP Open View products.
HA171AC	HP Mission Critical Priority Recovery Service (shadow offer)	The Mission Critical Priority Recovery shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Business Recovery Specialists have full access to information about customer environments and support needs, and use escalation procedures to enlist HP's highest-level resources and technical specialists to resolve problems quickly.
HA162AC	HP Mission Critical Priority Recovery Plus Service (shadow offer)	The Mission Critical Priority Recovery Plus shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Priority Recovery Plus includes a robust set of integrated and accelerated reactive processes, tailored to customer resources and procedures, for engaging HP's top technical experts to restore customer systems as quickly as possible
HA162AC	HP Open Environment Support	The Open Environment Support offer provides single-point-of-contact reactive and proactive support for environments that include both HP and third-party products. Reactive support for third-party products for which HP is not an authorized service provider may be provided through the customer's support provider of choice, but managed by HP via agency agreements. This offer currently includes network-specific deliverables only.
HA161AC –Contractual HA178AC – Per-Event	HP Operations Service	The Operations Service offer contains capabilities for onsite and remote technical services for the “manage and evolve” stage of the enterprise IT lifecycle. Deliverables in this offer can be used individually or combined to accommodate technical service package designs and customer needs. Each technical services package specifies the activities performed for each deliverable The Operations Service Offer is sold on a contractual or per-event basis
HA166AC	HP Recover-All	The Recover-All offer extends the coverage for mechanical failure provided in HP's service agreements to protect customers' multivendor computer equipment against a wide range of disasters, accidents, and environmental hazards. Recover-All provides repair or replacement of HP and multivendor equipment damaged as a result of a covered peril and reimburses the customer, up to defined limits, for many costs associated with the return to normal operations.
HA164AC	HP Relocation Services	The Relocation Services offer provides deinstallation, transportation, and reinstallation of single computer systems or complete IT environments. Planning, management, and site preparation ensure

		that systems are operational in their new locations as soon as possible
HA165AC – Contractual HA165AC- Per-Event	HP Resources	The Resources offer provides project management, software and hardware technical, and business critical consultant resources. The Resources offer is sold on a contractual or per-event basis
HA173AC	HP Software Media & Documentation Updates	The Software Media and Documentation Updates offer provides new revisions of HP and HP-supported software binaries and documentation to help customers keep their software platforms current. Software updates are available as binaries and documentation for individual products or platform-specific consolidations, such as OpenVMS/VAX, OpenVMS/Alpha, or Tru64 UNIX /Alpha. This offer is for customers who receive the right to install updated software versions through License Subscription services or the purchase of an update or upgrade license
HA159AC	HP Software Technical Incident-Based Support	The Software Technical Incident Support offer provides software problem identification and resolution assistance for customers in Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum of 3 incidents is required for upfront purchases; a minimum of 10 incidents is required for contractual purchases. See also HA158AC.
HA158AC	HP Software Technical Unlimited Support	The Software Technical Unlimited Support Offer provides software problem identification and resolution assistance for customers in HP-UX, OpenVMS, Tru64 UNIX, Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Unlimited Support is sold per product or per bundle. Quantity price breaks apply. See also HA159AC
HA174AC	HP Software Update Installation	The Software Update Installation offer provides installation of all software updates on a customer's system for a single monthly fee
HA156AC	HP Software Updates Support	The Software Updates offer provides: <ul style="list-style-type: none"> • License to use and right to copy software product updates to all systems covered by the original software license

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

		<ul style="list-style-type: none"> • Updates to HP and selected HP supported software products • 24-hour access to electronic software information, including the ability to download HP-released software patches <p>Customers can register to use the Software Update Manager (SUM) to view order status and history. For some products, customers can elect to receive electronic notification of new software updates, plus download software and documentation updates</p>
HA183AC	HP User Application Support	The User Application Customer Support Offer provides features and usage assistance for desktop applications and utilities not covered by the standard User Application Incident and Unlimited Support offers. A statement of work (SOW) and custom pricing are required.
HA180AC	HP User Application Incident Support	<p>The User Application Incident support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.</p> <p>User Application Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 10 incidents is required; quantity price breaks apply for purchases of more than 25 incidents. See also HA163AC</p>
	HP User Application Unlimited Support	<p>The User Application Unlimited Support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.</p> <p>User Application Unlimited Support is sold per seat, based on the number of users. A minimum purchase of coverage for 10 seats is required; quantity price breaks apply for coverage of more than 25 seats. See also HA180AC</p>
HA103AC	HP 4 Hr, 13x5 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time during a 13-hour coverage window on standard office days, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverable and the Defective Material Retention and Named Engineer choice modifiers are available with the contractual version of the package</p>
HA104AC	HP 4 Hr, 24x7 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time. Service is available 24 hours per day, 7 days per week, including HP holidays.</p> <p>The optional Preventive Maintenance deliverable and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Defective Material Retention for disc drives or products containing disc drives

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

		<ul style="list-style-type: none"> • Page Limit 600,000 Pages for high-performance printers • Named Engineer
HA116AC	HP 4 Hr, 9x5 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time during standard office hours, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverable and the Defective Material Retention, and Named Engineer choice modifier are available with the contractual version of the package</p>
HA105AC	HP 6 Hr Call-to Repair Hardware Support	<p>HP services hardware at the customer's location, with a 6-hour repair time commitment. Service is available 24 hours per day, 7 days per week, including HP holidays.</p> <p>The optional Preventive Maintenance deliverable and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Defective Material Retention for disk drives or products containing disc drives • Page Limit 600,000 Page for high-performance printers • Named Engineer
HA101AC	HP Next Day Hardware Support	<p>HP services hardware at the customer's location, with a next business-day response time during standard office hours, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverables and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Standard Office Hours, Day 6 and/or Day 7 coverage • Holidays coverage • Defective Material Retention for disc drives or products containing disk drives
HA101AC	HP Next Day Hardware Support with Page Limit	<p>HP services hardware at the customer's location, with a next-business day response time during standard office hours, as defined in the countries.</p> <p>The Page Limit 600,000 Pages modifier applies</p>
HA111AC	HP Proactive 24 Service	<p>HP provides mission-critical-level proactive and reactive service. Proactive coverage is available for servers, storage, SANs, and networks. The default reactive service level includes 24x7 hardware and software support, with a 4-hour onsite response for hardware problems and a 2-hour callback for software</p> <p>Many optional deliverables and choice modifiers are available in the contractual version of this package, including:</p> <ul style="list-style-type: none"> • Customer Support Team Days • Named Response Center Engineer • Named Reactive Support Specialist • 30-Minute Critical Remote Response for software problems • 2-Hour Onsite Response for hardware repairs • 8-, 6-, or 4-Hour Call to Repair commitment.
HA327AC	HP Proactive Essentials Incident SVC	<p>HP provides entry-level mission-critical proactive and reactive hardware and software services for low-end enterprise, commercial, and public-sector customers with servers running Windows or Linux operating systems. Incident-based service is also available for storage and SAN devices, but not for HP-proprietary operating systems, networks or application software. .</p>
HA326AC	HP Proactive Essentials	<p>HP provides entry-level mission-critical proactive and reactive hardware and software</p>

	Unlimited SVC	services for low-end enterprise, commercial and public-sector customers with servers running HP-proprietary operating systems, Windows, or Linux. Unlimited service is also available for storage and SAN devices, but not for networks or application software. Two upfront packages support storage and SAN devices and Windows or Linux servers. A contractual package adds support for HP-proprietary operating systems and a range of proactive and reactive support choices.
HA112AC	HP Critical Service	<p>HP Provides a combination of proactive and reactive services to maximize availability and performance across the customer's IT infrastructure. An assigned team uses leading-edge technologies, processes, and technical services to minimize downtime, increase productivity, and improve return on IT investments. The minimum reactive service level includes immediate access to a Business Recovery Specialist, 6-hour call-to-repair coverage, and 24x7 software technical support. Service is modular and scalable, with server, storage, SAN, and network technology modules available for purchase, depending on customer needs.</p> <p>A call-to-restoration enhancement, available for selected servers, provides fast resolution of complex problems and a relationship with HP that aligns support activities with Customer IT strategies and business goals. This enhancement includes HP's commitment to resolve hardware and operating system problems and restore network connectivity within 4 hours of the customer's call.</p>
HA120AC	HP Mission Critical Partnership Service	<p>HP provides high-level, customized support for critical IT infrastructures, with a Service Relationship Manager acting as the customer's prime contact and ensuring coordination of all service activities, including regular service reviews. A Partnership Plan defines service activities and lists key HP and customer contacts. Service begins with an IT Service Management Baseline and Gap Analysis, with results documented and areas for improvement prioritized in a Service Improvement Plan. The HP team maintains data relevant to service delivery in a Partnership Information Repository.</p> <p>Optional deliverables available with this package include:</p> <ul style="list-style-type: none"> • Infrastructure Audit • Availability Modeling • High Availability Report • System Administration & Monitoring • Change Management Consulting • Security Management Consulting • ITIL Complaint Process Support • Shared Risk Contact
HA327AC	HP Proactive Essentials Incident SVC	HP provides entry-level mission-critical proactive and reactive hardware and software services for low-end enterprise, commercial, and public-sector customers with servers running Windows or Linux operating systems. Incident-based service is also available for storage and SAN devices, but not for HP-proprietary operating systems, networks or application software. .
HA326AC	HP Proactive Essentials	HP provides entry-level mission-critical proactive and reactive hardware and software

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

	Unlimited SVC	services for low-end enterprise, commercial and public-sector customers with servers running HP-proprietary operating systems, Windows, or Linux. Unlimited service is also available for storage and SAN devices, but not for networks or application software. Two upfront packages support storage and SAN devices and Windows or Linux servers. A contractual package adds support for HP-proprietary operating systems and a range of proactive and reactive support choices.
HA118AC	HP Pick-up & Return	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, HP picks up the faulty equipment and ships repaired or replacement units back to the customer. Turn-around time is standard, as defined in the countries.
HA118AC	HP Pick-up & Return with 2-day TAT	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, HP picks up the faulty equipment and ships repaired or replacement units back to the customer. Turn-around time is two business days.
HA118AC	HP Return Service	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, the customer delivers the faulty equipment to the repair center and HP ships repaired or replacement units back to the customer. Turn-around-time is standard, as defined in the countries. The following choice modifiers are available with the contractual version of the package: <ul style="list-style-type: none"> • Two, Three, Five, or Seven Business Days Turn-Around-Time • Pickup by HP of faulty equipment at the customer's site • Defective Material Retention for disc drives or products containing disc drives.
HA118AC	HP Return to Depot with ADP	HP repairs hardware at an HP-designated site as defined in the countries. repair center, during standard office hours, Service begins with remote diagnosis; if necessary, the customer delivers the faulty equipment to the repair center and HP ships repaired or replacement units back to the as defined in the countries. Turn-around time is standard; This package includes the Accidental Damage Coverage modifier.
HA108AC	HP Software Product Update Service	This subscription service gives customers license rights to use and copy new software revisions and provides software updates and associated documentation updates. Customers may select software update and documentation update media types (if the customer's preferred media type is not available, the HP-recommended media type is delivered). The service also includes the Electronic Software Information deliverable
HA106AC	HP Software Support	HP provides access to technical resources for software problem analysis and resolution, features support, and installation/interoperability advice. Service is available during standard office hours. The callback time is 2 hours. This package includes license rights to new software versions, software updates, and electronic access to software product information and patches.
HA107AC Support	HP Software 24x7 Support	HP provides access to technical resources for problem analysis and resolution, features support, and installation/interoperability advice. Service is available 24 hours per day, 7 days per week, including HP holidays. The callback time is 2 hours. This package includes

		license rights to new software versions, software updates, and electronic access to software product information and patches
HA109AC	HP Support Plus Service	<p>HP provides combined hardware and software support, plus software updates and education services. This package includes:</p> <ul style="list-style-type: none"> • Hardware repairs at the customer's site • Access to technical resources for software problem analysis and resolution, features support , and installation/interoperability advice • Electronic access to software product information and patches • License rights to new software versions and software updates • One Integrated Learning Pack(ILP) <p>Service is available 13 hours per day on standard office days. The onsite response time for hardware is 4 hours. The call back time for software is 2 hours.</p> <p>The following choice modifiers are available with the contractual version of the package</p> <ul style="list-style-type: none"> • Preventative Maintenance (hardware) • Standard Office Hours, Standard Office Days coverage (software only) • Additional Named Callers for software technical support beyond the standard 3 callers • Defective Material Retention for disc drives or products containing disc drives • Named Engineer
HA110AC	HP Support Plus 24 Service	<p>HP provides combined hardware and software support, plus software updates and education services. This package includes:</p> <ul style="list-style-type: none"> • Hardware repairs at the customer's site • Access to technical resources for software problem analysis and resolution, features support, and installation/interoperability advice • Electronic access to software product information and patches • License rights to new software versions and software updates • One Integrated Learning Pack (ILP) <p>Service is available 13 hours per day on standard office days, as defined in the countries. The onsite response time for hardware is 4 hours. The call back time for software is 2 hours.</p> <p>The following choice modifiers are available with the contractual version of this package.</p> <ul style="list-style-type: none"> • Preventive Maintenance (hardware) • Standard Office Hours, Standard Office Days coverage (software only) • Additional Named Callers for software technical support beyond the standard 3 callers • Defective Material Retention for disc drives or products containing disc drives • Named Engineer

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

HA154AC - Contractual HA177AC –	Per-Event HP Availability Partnership	The Availability Partnership offer applies a continuous improvement process to achieve and maintain the customer's desired level of availability. Customized capabilities of the service are embodied in a comprehensive Partnership Support Plan, which specifies: <ul style="list-style-type: none"> • The customers mission and success criteria • The computing environment • Frequency and type of service Availability Partnership is sold on a contractual or per-event basis.
HA152AC	HP Hardware Maintenance Offsite	The Hardware Maintenance Offsite offer provides repairs for HP products at an HP designated location. Multiple service levels are available, including carry-in services, courier pickup, and a range of turnaround times. Hardware Maintenance Offsite is ideal for customers who need committed support levels but do not require onsite services at their own facilities.] Hardware Maintenance Offsite is sold and priced per device.
HA151AC	HP Hardware Maintenance Onsite	The Hardware Maintenance Onsite offer provides reliable, high-quality remote and onsite support for HP and selected third-party hardware products. Deliverables in this offer help customers improve uptime and productivity. With Hardware Maintenance Onsite, customers get the flexibility to choose coverage windows, response, or repair times to meet their unique needs. Hardware Maintenance Onsite is sold and priced per device or per system.
HA175AC	HP Hardware Technical Support Incident Support	The Hardware Technical Incident Support offer provides telephone support for HP Intel-based systems and printers. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources. Hardware Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 25 incidents is required; quantity price breaks apply for purchases of more than 50 incidents. See also HA153AC
HA153AC	HP Hardware Technical Unlimited Support	The Hardware Technical Unlimited Support offer provides telephone support for HP Intel-based and non-Intel-based systems, plus proactive hardware support for HP Intel-based systems and access to vendors' third-level support. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources. Hardware Technical Unlimited Support is sold per device or per system. See also HA175AC
HA172AC	HP License Subscription	The License Subscription offer provides license rights to use all revisions of HP and HP supported software products released during the contract period.
HA160AC	HP Mission Critical	The Mission Critical offer provides high-level proactive services that can be combined with

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

	Service	reactive services to create packages appropriate for mission-critical environments (for example, Critical Service and Proactive 24)
HA170AC	HP Mission Critical Customer-Specific SVC (shadow offer)	The Mission Critical Customer Specific shadow offer provides a dedicated parts inventory for customers in mission-critical environment.
HA308AC	HP Mission Critical Device Dependent Proactive Service (shadow offer)	The Mission Critical Device Dependent Proactive Service shadow offer provides core proactive services that can be combined with reactive services in packages for mission critical environments
HA182AC	HP Mission critical HP Open View Services (shadow offer)	The Mission Critical HP Open View Services shadow offer provides high-level proactive services that can be combined with reactive services in packages for mission-critical environments that use HP Open View products.
HA171AC	HP Mission Critical Priority Recovery Service (shadow offer)	The Mission Critical Priority Recovery shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Business Recovery Specialists have full access to information about customer environments and support needs, and use escalation procedures to enlist HP's highest-level resources and technical specialists to resolve problems quickly.
HA162AC	HP Mission Critical Priority Recovery Plus Service (shadow offer)	The Mission Critical Priority Recovery Plus shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Priority Recovery Plus includes a robust set of integrated and accelerated reactive processes, tailored to customer resources and procedures, for engaging HP's top technical experts to restore customer systems as quickly as possible
HA162AC	HP Open Environment Support	The Open Environment Support offer provides single-point-of-contact reactive and proactive support for environments that include both HP and third-party products. Reactive support for third-party products for which HP is not an authorized service provider may be provided through the customer's support provider of choice, but managed by HP via agency agreements. This offer currently includes network-specific deliverables only
HA161AC – Contractual HA178AC – Per-Event	HP Operations Service	The Operations Service offer contains capabilities for onsite and remote technical services for the “manage and evolve” stage of the enterprise IT lifecycle. Deliverables in this offer can be used individually or combined to accommodate technical service package designs and customer needs. Each technical services package specifies the activities performed for each deliverable The Operations Service Offer is sold on a contractual or per-event basis
HA166AC	HP Recover-All	The Recover-All offer extends the coverage for mechanical failure provided in HP's service agreements to protect customers' multi-vendor computer equipment against a wide range of disasters, accidents, and environmental hazards. Recover-All provides repair or replacement of HP and multivendor equipment damaged as a result of a covered peril and reimburses the customer, up to defined limits, for many costs associated with the return to normal operations.
HA164AC	HP Relocation Services	The Relocation Services offer provides deinstallation, transportation, and reinstallation of

HP Computers Peripherals COTS Software and Related Services Appendix A Pricing Sample Products List

		single computer systems or complete IT environments. Planning, management, and site preparation ensure that systems are operational in their new locations as soon as possible
HA165AC – Contractual HA165AC Per-Event	HP Resources	The Resources offer provides project management, software and hardware technical, and business critical consultant resources. The Resources offer is sold on a contractual or per-event basis
HA173AC	HP Software Media & Documentation Updates	The Software Media and Documentation Updates offer provides new revisions of HP and HP-supported software binaries and documentation to help customers keep their software platforms current. Software updates are available as binaries and documentation for individual products or platform-specific consolidations, such as OpenVMS/VAX, OpenVMS/Alpha, or Tru64 UNIX /Alpha. This offer is for customers who receive the right to install updated software versions through License Subscription services or the purchase of an update or upgrade license
HA159AC	HP Software Technical Incident-Based Support	The Software Technical Incident Support offer provides software problem identification and resolution assistance for customers in Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum of 3 incidents is required for upfront purchases; a minimum of 10 incidents is required for contractual purchases. See also HA158AC.
HA158AC	HP Software Technical Unlimited Support	The Software Technical Unlimited Support Offer provides software problem identification and resolution assistance for customers in HP-UX, OpenVMS, Tru64 UNIX, Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Unlimited Support is sold per product or per bundle. Quantity price breaks apply. See also HA159AC
HA174AC	HP Software Update Installation	The Software Update Installation offer provides installation of all software updates on a customer's system for a single monthly fee
HA156AC	HP Software Updates Support	The Software Updates offer provides: <ul style="list-style-type: none"> • License to use and right to copy software product updates to all systems covered by the original software license • Updates to HP and selected HP supported software products • 24-hour access to electronic software information, including the ability to download HP-released software patches Customers can register to use the Software Update Manager (SUM) to view order status and history. For some products, customers can elect to receive electronic notification of

		new software updates, plus download software and documentation updates
HA183AC	HP User Application Support	The User Application Customer Support Offer provides features and usage assistance for desktop applications and utilities not covered by the standard User Application Incident and Unlimited Support offers. A statement of work (SOW) and custom pricing are required.
HA180AC	HP User Application Incident Support	The User Application Incident support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities. User Application Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 10 incidents is required; quantity price breaks apply for purchases of
	HP User Application Unlimited Support	The User Application Unlimited Support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.
		User Application Unlimited Support is sold per seat, based on the number of users. A minimum purchase of coverage for 10 seats is required; quantity price breaks apply for coverage of more than 25 seats. See also HA180AC
HE808AC	Mature Hardware support	HP Mature Hardware Onsite Support Service provides mature product diagnosis and mature onsite hardware support for selected products that have reached HP's end of supportability status. The service benefits listed below are being offered for a limited time only. Mature hardware support is offered only on products with existing hardware support coverage with HP. Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to fully resolve all problems or fully restore the product to full operating condition. HP makes no representations as to the effectiveness of this support. HP reserves the right to terminate support without notice if continued support is not reasonably feasible

EXHIBIT F

EXHIBIT E: CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:

Sheila B. Wright

Printed Name:

Sheila B. Wright

Organization:

Hewlett-Packard Company

Date:

January 26, 2009

EXHIBIT G

AWARDED CATEGORIES

- DESKTOP
- NOTEBOOK
- RUGGED
- PERIPHERALS



Information Technology Services Contract

Between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

Hewlett-Packard

INFORMATION TECHNOLOGY SERVICES CONTRACT

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INFORMATION TECHNOLOGY SERVICES CONTRACT

THIS INFORMATION TECHNOLOGY SERVICES CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (VITA) pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia (hereinafter referred to as "VITA"), and Hewlett Packard ("Supplier"), a Company headquartered at 3000 Hanover St Palo Alto CA 94304 to be effective as of February 2, 2009 ("Effective Date").

1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which Supplier shall provide services ("Services") to the Authorized Users.

2. DEFINITIONS

A. Acceptance

Successful performance of the Services at the location designated in the applicable Statement of Work, or completed and successful Acceptance testing in conformance with the Requirements as determined by the Authorized User in the applicable Statement of Work. Such testing and requirements will be agreed upon by both parties.

B. Agent

Any third party independent agent of any Authorized User.

C. Authorized Users

All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

D. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to any other Party in connection with or as a result of discussions related to this Contract or any order or SOW issued hereunder, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

E. Deliverable

The tangible work product resulting from the performance of Services excluding Products and Custom Products.

F. Party

Supplier, VITA, or any Authorized User.

G. Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Service(s) and Deliverables as set forth in Exhibit A and the applicable Statement of Work and such other parameters, characteristics, or performance standards that may be agreed upon in writing by the Parties.

H. Service

1. *Professional Service* means consulting, integration, or technical services performed by HP under a Statement of Work or other Transaction Document.
2. *Service* means Support and Professional Services.

I. Statement of Work (SOW)

Any document in substantially the form of Exhibit B (describing the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment for which Supplier shall be providing Services to an Authorized User), which, upon signing by both Parties, shall be deemed a part of this Contract.

J. Supplier

Means the Supplier and any of its Affiliates (i.e., an entity that controls, is controlled by, or is under common control with Supplier).

K. Work Product

Work designated in the applicable SOW (works made for hire) at VITA's request. The term Deliverable or Work Product shall not be deemed to include any Pre-Existing rights Of HP or Generalized tools including without limitation the underlying methodologies and processes used to create Deliverables.

3. TERM AND TERMINATION

A. Contract Term

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding for a period of two (2) years. VITA, in its sole discretion, may extend this Contract for up to three (3) additional one (1) year periods after the expiration of the initial two (2) year period. VITA will issue a written notification to the Supplier stating the extension period, not less than thirty (30) days prior to the expiration of any current term. Performance of an order or SOW issued during the term of this Contract may survive the expiration of the term of this Contract, in which case all terms and conditions required for the operation of such order or SOW shall remain in full force and effect until Services pursuant to such order or SOW have met the final Acceptance criteria of the applicable Authorized User.

B. Termination for Convenience

VITA may terminate this Contract, in whole or in part, or any order or SOW issued hereunder, in whole or in part, or an Authorized User may terminate an order or SOW, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason.

C. Termination for Breach or Default

VITA shall have the right to terminate this Contract, in whole or in part, or any order or SOW issued hereunder, in whole or in part, or an Authorized User may terminate an order or SOW, in whole or in part, for breach and/or default of Supplier. Supplier shall be deemed in breach and/or default in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order or SOW issued hereunder.

If VITA deems the Supplier to be in breach and/or default, VITA shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) business days to cure the breach and/or default. If Supplier fails to cure the breach as noted, VITA may immediately terminate this Contract or any order or SOW issued hereunder, in whole or in part. If an Authorized User deems the Supplier to be in breach and/or default of an order or SOW, such Authorized User shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) business days to cure the breach and/or default. If Supplier fails to cure the breach and/or default as noted, such Authorized User may immediately terminate its order or SOW, in whole or in part. Any such termination shall be deemed a Termination for Breach or a Termination for Default. In addition, if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 USC 1352 or if Supplier becomes a party excluded from Federal Procurement and Non-procurement Programs, VITA may immediately terminate this Contract, in whole or in part, for breach. VITA shall provide written notice to Supplier of such termination and Supplier shall provide written notice to VITA if Supplier is charged with violation of 31 USC 1352 or if federal debarment proceedings are instituted against Supplier.

D. Termination for Non-Appropriation of Funds

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate any order or SOW, in whole or in part, or an Authorized User may terminate its order or SOW, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative

action is completed with a minimum of thirty (30) days notice and Authorized User will pay for all accepted work..

E. Effect of Termination

Upon termination, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for Deliverables accepted by the Authorized User or Services rendered by Supplier and accepted by the Authorized User prior to the termination date.

In the event of a Termination for Breach or Termination for Default, Supplier shall accept return of any Deliverable that was not accepted by the Authorized User(s), and Supplier shall refund any monies paid by any Authorized User for such Deliverable, and all costs of de-installation and return of Deliverables shall be borne by Supplier.

F. Transition of Services

Prior to or upon expiration or termination of this Contract and at the request of VITA, Supplier shall provide all assistance as VITA or an Authorized User may reasonably require to transition Services to any other supplier with whom VITA or such Authorized User contracts for provision of services identical or similar to the Services provided by Supplier pursuant to this Contract. This obligation may extend beyond expiration or termination of the Contract for a period not to exceed three (3) months. In the event of a termination for breach and/or default of Supplier, Supplier shall provide such assistance at no charge or fee to VITA or any Authorized User; otherwise, Supplier shall provide such assistance at the hourly rate or a charge agreed upon by Supplier and VITA or an Authorized User.

G. Contract Kick-Off Meeting

Within 30 days of Contract award, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, the VITA and/or other CoVa Agency project manager(s) or authorized representative(s), technical leads, VITA representatives for SWaM and Sales/IFA reporting, as applicable, and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract. The Supplier may be required to have its assigned account manager as specified in Section 6.0 and a representative from its contracts department in attendance. The time and location of this meeting will be coordinated with Supplier and other meeting participants by the VITA contract manager.

H. Contract Closeout

Prior to the contract's expiration date, Supplier may be provided contract close out documentation and shall after review and said documents and agreement, complete, sign and return to VITA Supply Chain Management within 30 days of receipt. This documentation may include, but not be limited to: Patent/Royalty Certificate, Tangible Property/Asset Certificate, Escrow Certificate, SWaM Reports Completion Certificate, Sales Reports/IFA Payments Completion Certificate, and Final Payment Certificate. Supplier is required to process these as requested to ensure completion of close-out administration and to maintain a positive performance reputation with the Commonwealth of Virginia. Any closeout documentation not received within 30 days of Supplier's receipt of our request will be documented in the contract file as Supplier non-compliance.

Supplier's non-compliance may affect any pending payments due the Supplier, including final payment, until the documentation is returned.

4. SERVICES

A. Nature of Services and Engagement

This Contract is optional use and non-exclusive and all Authorized Users may, at their sole discretion, receive benefits from third party suppliers of services similar to, or in competition with, services provided by Supplier.

By operation of this Contract, any SOW resulting in a commitment of any individual employee or contractor of Supplier, whether employed by Supplier or a contractor or subcontractor of Supplier, for more than one thousand (1,000) hours of work during any six (6) month period or of any such individual employee or contractor for more than eight (8) months in any twelve (12) month period shall be voidable by VITA, in its sole discretion. If an SOW is voided by VITA, such SOW shall no longer be binding on either Party and all obligations with respect to such SOW shall expire.

B. Statement of Work (SOW)

All Services shall be performed at the times and locations set forth in the applicable SOW and at the rates set forth in Exhibit D herein. Unless VITA issues a written authorization for a time and materials type SOW, any SOW shall be of a fixed price type but may, with the written approval of VITA, contain a cost-reimbursable line item(s) for pre-approved travel expenses. For time and materials type SOWs, Supplier personnel shall maintain daily time records of hours and tasks performed which shall be submitted or made available for inspection by the Authorized User upon forty-eight (48) hours advance written notice.

C. Change Orders

All changes to the Services to be provided pursuant to any given SOW must be described in a written change request (template provided as Exhibit C), which includes any appropriate adjustments to the SOW. Either Party to an SOW may issue a change request that will be subject to written approval of the other Party before it becomes part of this Contract. In no event shall any SOW or any modification thereto require the Supplier to perform any work beyond the scope of this Contract as such scope is defined in Exhibit A hereto.

D. Acceptance

Service(s) shall be deemed accepted when the Authorized User determines that such Service(s) meets the Requirements set forth in the applicable SOW. If applicable, Supplier shall be responsible for ensuring that any individual Deliverable functions properly with any other Deliverable provided pursuant to the SOW. Depending upon the original requirements and with mutual agreement, should a previously Accepted Deliverable require further modification in order to work properly with any other Deliverable, Supplier shall be responsible for all costs associated with such modification.

Authorized User shall commence Acceptance testing within five (5) days, or within such other period as set forth in the applicable SOW, after receipt of the Service. Acceptance testing will be no longer than five (5) days, or such longer period as may be agreed in writing between Authorized User and Supplier, for each Deliverable or for the first instance of each Service type set forth in Exhibit B. Supplier agrees to provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing. Authorized User shall provide to Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) days following the Acceptance testing period, the Service shall be deemed Accepted.

E. Cure Period

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit such non-conforming Service for re-testing within seven (7) business days of the appropriate Authorized User's written notice of non-conformance, or as otherwise agreed between such Authorized User and Supplier in the applicable SOW. Should Supplier fail to cure the non-conformity or deliver a Service which meets the Requirements, the Authorized User may, in its sole discretion: (i) reject the Service in its entirety, and any Service rendered unusable due to the non-conforming Service, and recover amounts previously paid hereunder for all such Services; (ii) issue a "partial Acceptance" of the Service with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable Service while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Service to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a default by Supplier. In the event of such default, the Authorized User may, at its sole discretion, terminate its order or SOW, in whole or in part, for the Services to be provided thereunder by Supplier.

5. RIGHTS TO WORK PRODUCT

If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, any license to pre-existing work shall be held by, and all rights in, title to, and ownership of Work Product shall vest with the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, any license to pre-existing work shall be held by, and all rights in, title to, and ownership of Work Product shall vest with that public body.

A. Work Product

VITA and Supplier each acknowledge that performance of this Contract may result in Work Product. The Parties shall document all Work Product specifications and such specifications shall be made an incorporated exhibit to this Contract. Supplier agrees that it shall promptly and fully disclose to the Commonwealth or the Authorized User any and all Work Product generated, conceived, reduced to practice or learned by Supplier or any of its employees, either solely or jointly with others, during the term or performance of this Contract, which in any way relates to the business of the Commonwealth, VITA, or any Authorized User. Supplier further agrees that neither Supplier nor any of Supplier's employees, contractors, agents or subcontractors, nor any party claiming through Supplier or Supplier's employees, shall, other than in the performance of this Contract, make use of or disclose to others any proprietary information relating to the Work Product. All Services performed hereunder shall include delivery of all Work Product documentation. Supplier shall at no time deny access to the Work Product, regardless of form, by the Commonwealth or the Authorized User.

B. Ownership

(i) Rights of VITA (including Authorized User). Right, title and interest in and to all data, ideas, discoveries, programs, systems, methods, interfaces, protocols, databases, software, creation, artwork, articles, books programming, processes, designs or other property, equipment, supplies and materials which are provided by or belong to VITA shall remain at all times vested in VITA ("Customer Property"), and nothing contained herein shall be deemed in any way to transfer ownership interested therein to HP. HP will identify Deliverables as "Category I" or "Category II" in the relevant Statement of Work. Customer will own the copy of the Category I Deliverables provided by HP and the copyright created in Category I Deliverables. Customer grants HP a non-exclusive, worldwide, irrevocable, unlimited, royalty-free right and license to use, copy, make derivative works of, modify, and distribute Category I Deliverables, and permit third parties to do the same. Supplier agrees that all Work Product discovered, created or developed under this Contract shall be and shall remain the sole and exclusive property of the Commonwealth of Virginia and its assigns or the Authorized User and its assigns.

(ii) Pre-Existing Rights of HP. In providing the Professional Services, HP will exercise and utilize certain of its intellectual property rights that HP developed and owned prior to or independently of any contact with VITA and that do not contain, use, include disclose or refer to, and are not based on or derived from any Customer Property. HP will remain the sole owner of Pre-Existing Rights of HP. However, to the extent provided or delivered to Customer within the Professional Services or Deliverables, HP grants Customer a perpetual, royalty-free and non-exclusive license to Pre-Existing Rights of HP solely in the scope and as part of the Customer's applicable use and distribution of the Professional Services and the Deliverables.

(iii) Generalized Tools. Any tool, methodologies, processes or technologies created or adapted by HP under and pursuant to this agreement or requisite SOW which does not contain, use, include, disclose, or refer or relate to, and are not derived from Customer's Property will be and remain HP's sole property. HP assigns to Customer a perpetual, non-exclusive and royalty free license to use such Generalized Tools within the terms of this agreement.

(iv) License to HP. Customer grants HP a non-exclusive, worldwide, royalty-free right and license (or sub-license) to use, copy, make derivative works of, distribute, display, perform, and transmit Customer's and third parties' intellectual property rights only to the extent necessary for HP to perform its obligations and exercise its rights under this Agreement.

(v) License to Customer. Except for copyright, HP retains all intellectual property rights in Category I Deliverables. HP will retain all intellectual property rights in Category II Deliverables. To the extent the Deliverables incorporate new or pre-existing intellectual property rights of HP, HP grants Customer a non-exclusive, worldwide, royalty-free, non-transferable right and license to use the Deliverables for Customer's internal business use. Also as it pertains to custom Category I Deliverables, Customer has the right to receive source code (not to be held in escrow) minus pre-existing IP by HP upon finalization of a specific project.

(vi) Definitions. "Category I Deliverable" means any document to be prepared and delivered by HP during the delivery of Professional Services and specifically identified as "Category I" in the Statement of Work. "Category II Deliverable" means any Deliverable, other than a Category I Deliverable, to be prepared and delivered by HP during the performance of Professional Services. If a Deliverable is not specifically identified as Category I in the Statement of Work, it will be considered a Category II Deliverable.

C. Return of Materials

Upon termination of this Contract, Supplier shall immediately return to VITA or the appropriate Authorized User all copies, in whatever form, of any and all Confidential Information, Work Product and other properties provided by VITA or such Authorized User, which are in Supplier's possession, custody or control.

6. SUPPLIER PERSONNEL

A. Selection and Management of Supplier Personnel

Supplier shall take such steps as may be necessary to ensure that all Supplier personnel performing Services under this Contract are competent and knowledgeable of the contractual arrangements and the applicable SOW between Authorized User and Supplier. Supplier shall be solely responsible for the conduct of its employees, agents, and subcontractors, including all acts and omissions of such employees, agents, and subcontractors, and shall ensure that such employees and subcontractors comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws, including export regulations. Authorized User reserves the right to require the immediate removal from such Authorized User's premises of any employee, subcontractor or agent of Supplier whom such Authorized User believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

B. Supplier Personnel Supervision

Supplier acknowledges that Supplier or any of its agents, contractors, or subcontractors, is and shall be the employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Supplier personnel.

C. Key Personnel

An SOW may designate certain of Supplier's personnel as Key Personnel or Project Managers. Supplier's obligations with respect to Key Personnel and Project Managers shall be described in the applicable SOW. Failure of Supplier to perform in accordance with such obligations may be deemed a default of this Contract or of the applicable SOW.

D. Subcontractors

Supplier shall not use subcontractors to perform the Services unless specifically authorized in writing to do so by the Authorized User. If an order or SOW issued pursuant to this Contract is supported in whole or in part with federal funds, Supplier shall not subcontract any Services pursuant to such order or SOW to any subcontractor that is a party excluded from Federal Procurement and Non-procurement Programs. In no event shall Supplier subcontract any Services to any subcontractor which is debarred by the Commonwealth of Virginia or which owes back taxes to the Commonwealth and has not made arrangements with the Commonwealth for payment of such back taxes.

7. GENERAL WARRANTY

With respect to the Services provided by Supplier, Supplier represents and warrants the following:

A. Ownership

Supplier has the right to provide the Services, including Deliverables, without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

B. Supplier's Viability

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract; that Supplier has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Supplier that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

C. Supplier's Past Experience

Supplier warrants that the Services have been successfully performed for a non-related third-party without significant problems due to the Services or Supplier.

D. Performance

- i). All Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in its profession, and Supplier shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, Deliverables and Services furnished under this Contract;
- ii). Services pursuant to a particular Request for Proposal ("RFP"), quote, or Request for Quote (RFQ), and any associated Deliverables shall be fit for the particular purposes specified by VITA in the RFP and in this Contract and, if applicable, by the Authorized User requesting such quote or issuing such RFQ, and Supplier is possessed of superior knowledge with respect to the Services and Deliverables and is aware that all Authorized Users are relying on Supplier's skill and judgment in providing the Services and Deliverables;
- iii). The Services and Deliverables shall meet or exceed the Requirements;
- iv). The documentation which Supplier is required to provide under this Contract shall be sufficient in detail and content to allow a user/programmer to understand and fully utilize the Deliverables without reference to any other materials or information.

E. Malicious Code

Supplier has used its best efforts through quality assurance procedures to ensure that there are no computer viruses or undocumented features in any of the media or means used to deliver the Services. Supplier has used the best available means to scan any media on which Deliverables are provided to the Authorized User.

F. Limited Warranty Period and Remedy

During the warranty period of ninety (90) days, or as specified in the applicable SOW, Supplier warrants that the Services shall meet or exceed the Requirements. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the warranty period that result in a failure of the Services to meet the Requirements. If Supplier is unable to make the

Service/Deliverable conform, in all material respects, to the Requirements within ten (10) days following written notification by an Authorized User, Supplier shall, at such Authorized User's request, accept return of such Deliverable and any other related Deliverable(s) rendered unusable, and return all monies paid by such Authorized User for the non-conforming Services and Deliverable and such other related Deliverable(s) rendered unusable.

THE OBLIGATIONS OF SUPPLIER UNDER THIS GENERAL WARRANTY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

8. TRAINING AND DOCUMENTATION

Any training or documentation as necessary and as agreed to by both parties for an Authorized User to have full benefit of the Service shall be deemed included in the scope of the applicable SOW unless expressly excluded.

9. ORDERS AND COMPENSATION

A. Request for Quote

Authorized Users of this Contract, depending on the complexity of services required and/or each supplier's available resources have the option to select one or more suppliers to provide type of services. In addition, an Authorized User may determine that a competitive process is required to ensure it receives the best value. In either or both of such circumstances, the Authorized User may, at its sole discretion, use a Request for Quote (RFQ) process to obtain services identical or similar to those provided by Supplier pursuant to this Contract.

Supplier shall respond to the RFQ by providing a quote, including an estimated total price, and, if requested by the Authorized User, a proposal and documentation of the qualifications of the individual(s) proposed for providing services to the Authorized User. In no event shall Supplier's quote exceed Supplier's Contract pricing. Should Supplier be unable to respond to the RFQ due, for example, to resource constraints, Supplier shall notify Authorized User in writing of its inability to perform the work requested by such Authorized User, and provide the reasons for such inability to perform, prior to the due date for the submission of quotes in response to the RFQ. Supplier's repeated failure to provide a quote in response to an RFQ may be grounds for termination of this Contract.

B. Order

Supplier is required to accept any order placed by an Authorized User through the eVA electronic procurement website portal ([eVA Home Page](#)). eVA is the Commonwealth of Virginia's e-procurement system. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

- i). Purchase Order (PO): An official PO form issued by an Authorized User.
- ii). Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User.

This ordering authority is limited to issuing orders for the Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract. An order from an Authorized User may contain additional terms and conditions; however, to the extent that the terms and conditions of the Authorized User's order are inconsistent with the terms and conditions of this Contract, the terms of this Contract shall supersede.

Notwithstanding the foregoing, Supplier shall not accept any order from an Authorized User if such order is to be funded, in whole or in part, by federal funds and if, at the time the order is placed, Supplier is not eligible to be the recipient of federal funds as may be noted on any of the Lists of Parties Excluded from Federal Procurement and Non-procurement Programs.

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH

AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS SUCH AUTHORIZED USER IS VITA.

C. Purchase Price and Price Protection

Exhibit D sets forth the fees and the appropriate Commonwealth discounts. Fees shall not increase and discounts shall not decrease for a period of not less than two (2) years from the Effective Date. No such increase shall exceed the lesser of three percent (3%) or the annual increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, All Items, not seasonally adjusted, as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior. Any such change in price shall be submitted in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Supplier agrees to offer price reductions to ensure compliance with the Competitive Pricing Section.

D. Invoice Procedures

For an order with a period of performance not expected to exceed one (1) month, Supplier shall remit each invoice to the "bill-to" address provided with the order promptly after all Deliverables or Services have been accepted and in accordance with the milestone payment schedule, if any, in the applicable order. For a time and materials type SOW with a period of performance expected to exceed one (1) month, Supplier shall submit invoices to the ordering Authorized User monthly in arrears, unless otherwise specified in such SOW. For a fixed price type SOW, Supplier shall invoice in accordance with the milestone payment schedule, if any, in the applicable SOW; if such SOW does not include a milestone payment schedule, Supplier shall invoice after all Deliverables or Services have been accepted by the ordering Authorized User. No invoice shall include any costs other than those identified in the executed order or SOW, which costs shall be in accordance with Exhibit D. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit D, or as noted in any executed order or SOW referencing this Contract. Any cost reimbursable work performed or expenses incurred by Supplier prior to the effective date of the order shall not be billed to or reimbursed by the Authorized User. Invoices issued by the Supplier shall identify at a minimum:

- i). Deliverable or Service type, or project milestone, and description
- ii). Quantity, charge and extended pricing for each Deliverable and/or Service item or milestone; or, for a time and materials type order or SOW, the name(s) of the assigned employee(s), the hourly rate(s), and the number of hours worked;
- iii). Applicable order date or SOW date
- iv). This Contract number and the applicable order number
- v). Supplier's Federal Employer Identification Number (FEIN).

Any terms included on Supplier's invoice shall have no force or effect and will in no way bind VITA or any Authorized User.

E. Purchase Payment Terms

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Services have been performed or milestones have met Acceptance criteria. Charges for Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid, except in accordance with a milestone payment schedule. Should Supplier repeatedly over bill Authorized User, Authorized User may assess a one percent (1%) charge for the amount over billed for each month that such over billing continues.

If there are any disputed items, the appropriate Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with such Authorized User, provide such Authorized User with documentation to support the charge. If such charges remain in dispute, such dispute shall be resolved in accordance with the Dispute Resolution section of this Contract. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, Authorized User

may not pay the disputed amounts and may consider the matter concerning the specific identified amounts closed. All payment terms are net 30 days after Acceptance.

F. Reimbursement of Expenses

If allowable pursuant to an Authorized User's SOW, such Authorized User shall pay, or reimburse Supplier, for all reasonable and actual travel-related expenses for greater than thirty (30) miles from portal to portal incurred by Supplier during the relevant period; provided, however, that such Authorized User shall only be liable to pay for Supplier's travel-related expenses, including transportation, meals, lodging and incidental expenses, that have been authorized by such Authorized User in advance and which will be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts (http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics/20335_Meals_Lodging_102007.pdf), or a successor URL(s).

All reimbursed expenses will be billed to the Authorized User on a pass-through basis without any markup by Supplier. At Authorized User's request, Supplier shall provide copies of receipts for all travel expenses over US\$30.00.

10. REPORTING

A. Supplier's Report of Sales and Industrial Funding Adjustment

By the 10th day of every month, the Supplier shall submit the "Supplier Monthly Report of Sales". A template showing the format in which the report is to be submitted and contact information for submission is available at [VITA:Supplier / Vendor Reporting Requirements](#). The report shall be submitted via electronic mail to the VITA IFA Coordinator and shall report total sales (defined for purposes of this report as all invoiced payments received by Supplier from all Authorized Users) for this Contract during the preceding month. Supplier shall be responsible for submitting the monthly report of sales even if Supplier has had no sales (i.e., a \$0.00 total sales value) for the reporting period.

The Supplier shall submit the Industrial Funding Adjustment (IFA) payment for the period covered by such "Supplier Monthly Report of Sales" within thirty (30) days after submitting the "Supplier Monthly Report of Sales". The IFA payment is equal to two percent (2%) of total sales reported during the relevant month.

The IFA payment shall be submitted to VITA, Attention VITA Controller in the form of a check or electronic payment, made payable to the Treasurer of Virginia. The IFA payment shall reference this Contract number, "report amounts", and "report period" and shall be accompanied by a copy of the relevant "Supplier Monthly Report of Sales". Contact information for submission of IFA payments is available at [VITA:Supplier / Vendor Reporting Requirements](#).

Failure to comply with reporting, payment and distribution requirements of this section may result in default of the Contract.

B. Small Business Participation

Supplier and VITA agree to meet promptly after the Effective Date of this Contract to discuss the participation of Virginia Department of Minority Business Enterprise (DMBE)-certified Small Businesses as subcontractors and second-tier suppliers under this Contract.

Supplier and VITA agree to meet annually thereafter to review small business subcontracting reports and discuss further action with respect to small business subcontracting and spend.

In addition, by the 10th day of every month, Supplier shall submit to VITA the Small Business Subcontracting Monthly Report (template to be provided). Supplier's report should include spend on all Supplier's contracts with second-tier suppliers which provide products or services under this Contract. The report should specify the amount of such spend provided to small businesses. Supplier shall submit the report to SWaM@vita.virginia.gov.

11. STEERING COMMITTEE

In order to facilitate mutually beneficial contractual relationships with suppliers, VITA has procedures for establishing a steering committee ("Steering Committee"), consisting of senior management personnel, including personnel involved in the contractual relationship, from VITA and Supplier.

Roles of the Steering Committee include but are not limited to a) identifying potential issues which may arise during the performance of a contract, b) discussing and assigning roles and responsibilities, c) establishing methods for quickly resolving potential disputes, d) setting rules for communication and decision making, e) monitoring and measuring the business relationship between the parties, and f) acting as a final decision board for escalated problems.

A meeting of the Steering Committee is intended to be a forum for brainstorming and sharing ideas, emphasizing respect, cooperation, and access, with the end goal of developing relationships to avoid conflict. A facilitator may, but is not required to, conduct a meeting of the Steering Committee.

A Steering Committee for this Contract will be formed at VITA's option. Meetings may be held at any time during the Contract term, should VITA, at its sole discretion, determine that a meeting(s) would be beneficial to the contractual relationship, and Supplier agrees to participate in such meeting(s). In addition, Supplier may at any time submit a written request to VITA for a meeting of the Steering Committee, which VITA will not unreasonably deny.

Supplier shall ensure the availability of the appropriate personnel to meet with the VITA contract management team. Additional Steering Committee meetings involving representatives from VITA, the Supplier, and an Authorized User may be required prior to or during performance on any specific Statement of Work issued pursuant to this Contract.

12. CONFIDENTIALITY

A. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of such Authorized User that are bound by non-disclosure contracts with such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Authorized User, Supplier shall (i) at its own expense, (a) promptly return to the disclosing Authorized User all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Authorized User, or (b) upon written request from the disclosing Authorized User, destroy such Confidential Information and provide the disclosing Authorized

User with written certification of such destruction, and (ii) cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

VITA or the Authorized User shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth of Virginia's records retention policies or, if Authorized User is not subject to such policies, in accordance with such Authorized User's own records retention policies.

D. Confidentiality Statement

All Supplier personnel, contractors, agents, and subcontractors performing Services pursuant to this Contract shall be required to sign a confidentiality statement or non-disclosure agreement. Any violation of such statement or agreement shall be deemed a breach of this Contract and may result in termination of the Contract or any order or SOW issued hereunder.

13. INDEMNIFICATION AND LIABILITY

A. Indemnification

Supplier agrees to indemnify, defend and hold harmless the Commonwealth, VITA, or any Authorized User, their officers, directors, agents and employees (collectively, "Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines, penalties (whether criminal or civil), judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) breach of any representation, warranty or covenant of Supplier contained herein, (iv) any intellectual property (copyright or trademark) defect in the Services or Deliverables provided by Supplier, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services or Deliverables. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the Authorized User against whom the claim has been asserted. VITA is to promptly notify HP of the claim in writing and cooperate with HP in the defense of the claim.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that use of any Deliverable or that the provision of Services under this Contract infringes any third party's intellectual property rights and Supplier is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, Supplier shall immediately notify VITA and the affected Authorized User(s) in writing, via certified mail, specifying to what extent Supplier believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Commonwealth's Indemnified Parties and secure a continuance to permit VITA and the affected Authorized User(s) to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected Authorized User(s) may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services or Deliverables, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense and option, either (a) procure for all Authorized Users the right to continue use of such infringing Services or Deliverables, or any component thereof; or (b) replace or modify such infringing Services or Deliverables, or any component thereof, with non-infringing products or services satisfactory to VITA. . If HP determines that none of these alternatives are reasonably available, then HP will issue Customer a refund equal to, (a) the purchase price paid for the affected item if within one year of delivery, or the Customer's net book value thereafter, or (b) the claim relates to infringing

Support, the lesser of twelve (12) months charges for the claimed infringing Support or the amount paid by the Customer for that Support.

B. Liability

Supplier shall have unlimited liability with respect to (i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) claims for bodily injury, including death, and real and tangible property damage, (iv) Supplier's indemnification obligations, (v) Supplier's confidentiality obligations, and (vi) Supplier's security compliance obligations. Supplier agrees that it is fully responsible for all acts and omissions of its employees, agents, and subcontractors, including their gross negligence or willful misconduct.

FOR ALL OTHER CONTRACTUAL CLAIMS, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

14. SECURITY COMPLIANCE

Supplier agrees to comply with all provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User's then-current security procedures as are pertinent to Supplier's operation and which have been supplied to Supplier by such Authorized User. Supplier shall also comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of this Contract.

Supplier shall indemnify, defend, and hold the Commonwealth, VITA, the Authorized User, their officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from the Commonwealth, VITA, the Authorized User, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant this Section.

15. IMPORT/EXPORT

In addition to compliance by Supplier with all export laws and regulations, VITA requires that any data deemed "restricted" or "sensitive" by either federal or state authorities, must only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the boundaries of the United States.

16. GENERAL PROVISIONS

A. Relationship between VITA and Authorized User and Supplier

Supplier has no authority to contract for VITA or any Authorized User or in any way to bind, to commit VITA or any Authorized User to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an

employee of VITA or any Authorized User, and neither VITA nor any Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties, including, but not limited to, any federal, state or local withholding or employment taxes, imposed, assessed or levied as a result of this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.

B. Incorporated Contractual Provisions

The then-current contractual provisions at the following URL are mandatory contractual provisions, required by law or by VITA, and that are hereby incorporated by reference:

<http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf> are also incorporated by reference.

The then-current terms and conditions in documents posted to the aforementioned URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia, change in VITA policy, or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URLs periodically.

C. Compliance with the Federal Lobbying Act

Supplier's signed certification of compliance with 31 USC 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act") is incorporated as Exhibit E hereto.

D. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

E. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures, if any. Supplier may invoke such public body's ADR procedures at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include the right to terminate any license or support services hereunder.

F. Advertising and Use of Proprietary Marks

Supplier shall not use the name of VITA or any Authorized User's name or refer to VITA or any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of VITA or such Authorized User. In no event may Supplier use a proprietary mark of VITA or an Authorized User without receiving the prior written consent of VITA or the Authorized User.

G. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the US mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. VITA or Supplier may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

H. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

I. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract, delegate or otherwise convey this Contract or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

J. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

K. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

L. Survival

The provisions of this Contract regarding License, Rights to Work Products, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

M. Force Majeure

No Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination, and in addition an Authorized User may terminate any order or SOW affected by such postponement or delay.

N. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

O. Right to Audit

VITA reserves the right to audit those Supplier records that relate to the Services rendered or the amounts due Supplier for such Services under this Contract. VITA's right to audit shall be limited as follows:

- i). Three (3) years from Service performance date;
- ii). Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- iii). Excludes access to Supplier cost information.

The Supplier shall not have the right to audit, or require to have audited, VITA or any Authorized User.

P. Offers of Employment

During the first twelve (12) months of the Contract, should Supplier hire an employee of an Authorized User who has substantially worked on any project covered by this Contract without prior written consent, the Supplier shall be billed for fifty percent (50%) of the employee's annual salary in effect at the time of termination.

Q. Contract Administration

Supplier agrees that at all times during the term of this Contract an account executive, at Supplier's senior management level, shall be assigned and available to VITA. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

R. Entire Contract

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- i). Exhibit A Service Requirements
- ii). Exhibit B Statement of Work (SOW) Template
- iii). Exhibit C Change Order Template
- iv). Exhibit D Service Fees
- v). Exhibit E Certification Regarding Lobbying

This Contract, its Exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier and supersede any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. Any and all terms and conditions contained in, incorporated into, or referenced by the Supplier's Proposal shall be deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual shall not apply to this Contract or any order or SOW issued hereunder. This Contract may only be amended by an instrument in writing signed by VITA and Supplier. In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit A, any individual SOW, Exhibit D.

Any modification to an SOW that extends the period of performance beyond one (1) year or increases the value of such SOW above US\$100,000 shall, absent the prior written approval of VITA, be voidable by VITA, in its sole discretion. If an SOW is voided by VITA, such SOW shall no longer be binding on either Party and all obligations with respect to such SOW shall expire.

An Authorized User and Supplier may enter into an ordering agreement pursuant to this Contract. To the extent that such ordering agreement, or any order or SOW issued hereunder, include any

terms and conditions inconsistent with the terms and conditions of this Contract, such terms and conditions shall be of no force and effect.

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier
By: Sheila B. Wright
(Signature)

Name: Sheila B Wright
(Print)

Title: Contracts Manager

Date: January 26, 2009

Address for Notice:

804 Wooded Glen Ct
Ellicott City MD
21043

Attention: Sheila B Wright

VITA
By: James T. Roberts
(Signature)

Name: James T. Roberts
(Print)

Title: Director Finance & Administration

Date: 2-02-09

Address for Notice:

Attention: Contract Administrator