

<b>COMPANY NAME:</b>	<i>Hewlett-Packard Company</i>
<b>Contract Number</b> <i>(Must be included on purchase order):</i>	<i>HP-WSCA-04</i>
<b>ORDER INFORMATION</b>	
<b>Name</b>	<i>Hewlett Packard Company or HP</i>
<b>Address</b>	<i>10810 Farnam Drive,</i>
<b>City, State, Zip</b>	<i>Omaha, NE 68154</i>
<b>Email Address</b>	<i>PSOrderManagement@hp.com</i>
<b>Phone</b>	<i>1-800-707-2472 Select Option 1, then Option 2 and then Option 1 and then input your PIN number 1097</i>
<b>Fax</b>	<i>800/825-2329</i>
<b>Customer Ordering Process:</b>	<i>All Purchase Orders need to be made out to Hewlett Packard Company or HP with the address listed below. The <u>Purchase Order should include</u> the Contract Number #HP-WSCA-04 in the body of the Purchase Order. Please also be sure to include email address, the ship to location or drop ship locations, delivery date requirements and any other special information and if applicable, the HP Authorized Agent name or authorization number for the HP Agent providing you with support. Orders should be either <u>Faxed to 1-800-825-2329</u> or placed on the extranet site <u>www.hp.com/buy/REMC</u></i>
<b>High Volume Pricing Minimum Order Requirement (complete tab 6):</b>	<i>Based on the Volume purchase of \$250,000 in a single purchase or annually, upon request from a purchasing entity and as allowed under the contract, to negotiate "standard system configurations pricing" under a "ceiling fixed price" to cover that specific Purchasing Entity standard system requirements. Also, the HP sales representatives responsible for the individual purchasing entities will always be available to provide special opportunity pricing for large volume orders on systems configurations at a fixed price for 30 to 90 day timeline to exceed the catalog discount starting from 50 units on up.</i>
<b>URL for Michigan REMC Contract Products and Services Schedule (PSS):</b>	<i>www.hp.com/buy/remc</i>
<b>URL for Manufacturers Suggested Retail Prices (MSRP):</b>	<i>http://h18000.www1.hp.com/showroom/ipl.html</i>
<b>URL for National Educational Price (NEP) Schedule:</b>	<i>http://government.hp.com</i>
<b>Update Frequency of MSRP prices online</b>	<i>Weekly and sometimes daily</i>
<b>Universal Service Fund (E-rate) SPIN Number:</b>	<i>143007617</i>

<b>COMPANY CONTACT INFORMATION</b>	
<b>Product Specifications:</b>	
<b>Name</b>	<i>Stephen Schafnitt</i>
<b>Email Address</b>	<a href="mailto:Stephen.schafnitt@hp.com">Stephen.schafnitt@hp.com</a>
<b>Phone</b>	1-888-202-4682, extension 15710
<b>For Warranty Support:</b>	
<b>Name</b>	<i>HP Technical or Warranty Support Line Call Center or you can contact a local HP Service Provider</i>
<b>Email Address</b>	<i>Email: <a href="http://welcome.hp.com/country/us/en/contact/email_1.html">http://welcome.hp.com/country/us/en/contact/email_1.html</a> and URL: <a href="http://welcome.hp.com/country/us/en/support.html">http://welcome.hp.com/country/us/en/support.html</a></i>
<b>Phone</b>	<i>If you have purchased a CarePak (uplifted or extended warranty) or have a maintenance contract with HP call 1-800-633-3600 otherwise, call 1-800-HPinvent (800/474-6836) or contact your local service provider as listed on the extranet site (<a href="http://www.hp.com">www.hp.com</a>)</i>
<b>For Lease Information:</b>	
<b>Name</b>	<i>Sam Natale</i>
<b>Email Address</b>	<a href="mailto:sam.natale@hp.com">sam.natale@hp.com</a>
<b>Phone</b>	708 974 3621
<b>Order Status:</b>	
<b>Name</b>	<i>Jose Camarena</i>
<b>Email Address</b>	<a href="mailto:MIK12@hp.com">MIK12@hp.com</a>
<b>Phone</b>	<i>1-800-707-2472 Select Option 1, then Option 2 and then Option 1 and then input your PIN number 1097</i>
<b>Manufacturer Sales Representatives:</b>	
<b>Name</b>	<i>Chris Brown</i>
<b>Email Address</b>	<i>in care of <a href="mailto:Stephen.schafnitt@hp.com">Stephen.schafnitt@hp.com</a></i>
<b>Phone</b>	1-888-202-4682, extension 15710
<b>List of Models designated for Commercial Use:</b>	<i>All HP/Compaq branded products proposed are designated for commercial use</i>
<b>List and briefly describe Trade-Back/Trade-In Programs:</b>	<i>unwanted computers while also minimizing the impact on the environment, Trade In, Return for Cash, Recycling, and Donating.</i>
<b>List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):</b>	<i>operations and products by 20% by 2010 by integrating more efficient power supplies and lower-energy chipsets and other energy-saving technologies and processes. HP's Energy Savings Programs include Energy Star products, green storage, power management, smart cooling, energy efficient data centers, 80PLUS power supplies, RoHS compliancy, EPEAT standards, and also outreach programs working</i>

**CUSTOMER ELIGIBILITY**

<b>K- 12 schools:</b> <i>Public, Non-Public, Charter and Private Schools</i>	<i>Eligible</i>
<b>Higher Education:</b> <i>Community Colleges, Colleges and Universities</i>	<i>Eligible</i>
<b>Libraries:</b> <i>Public, County, and the Library of Michigan</i>	<i>Eligible</i>
<b>Governmental Agencies:</b> <i>City, Township, County and State</i>	<i>Eligible</i>
<b>List of Certified Education Partners</b>	<i>All products are acquired directly from HP. Purchase Orders are made out to HP and fulfilled by HP. HP Certified Education Partners provide pre and post sales support. Please refer to HP's REMC web site for a listing of HP's Education Partners.</i>

## Vendor Service Profile Survey 2008

Company Name: Hewlett Packard

Completed by: Debra Lee

## REMC Customers Can Expect...

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
<b>Customer Communication</b>		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	_AM to _PM	(24x7 Service) and 8:00AM to 8:00PM EST for pre and post sales
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes to the best of our ability
<b>Order Verification, Billing, and Customer Account information</b>		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	No
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	No charge for shipping unless special delivery is requested outside of HP's standard shipping
Required contract number	Yes or No	Yes
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	Yes
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	No
MACUL, March 14-16, 2007	Yes or No	Yes
MSBO, April 25-26, 2007	Yes or No	No
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	No
MIEM, January 30-February 1, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	TBD

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<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
Delivery timelines from receipt of orders		
Equipment	days	20 Business Days or as mutually agreed
Supply/Paper	days	6 Business Days or as mutually agreed
Software	days	8 Business Days or as mutually agreed
<b>Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.</b>		
All products purchased shall be at F.O.B. Destination and all shipping charges for standard ground shipping is included at no additional cost. Additional fees may be incurred for quick ship requests to upgraded shipping service levels (2nd day or overnight shipping) or any special shipping services requested, such as inside delivery, lift gate requirements, or special palletization requests.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes. Phone assistance is available at 1-800-652-6672.
Onsite assistance at no cost	Yes or No	Yes and No (varies by product). Standard warranty for products does vary based on the product family and can include on-site support depending on product selected. HP can uplift the standard warranty to include on-site support at an additional cost
Onsite assistance at extra cost	\$ or N/A	Yes and No (varies by product). Standard warranty for products does vary based on the product family and can include on-site support depending on product selected. HP can uplift the standard warranty to include on-site support at an additional cost
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	30
Method of refund	Refund/Voucher	Credit or Refund

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Restocking fees _____% after ___ days		HP does not charge a restocking or handling fee for product returned within 30 days. If a product return is accepted after 30 days a restocking fee may apply, which would be 15% after 30 days
<b>Please provide a brief summary of return policies:</b>		
Please refer to Attachment 1-C which describes HP's Good Will 30 Day Return Policy for State and Local Governments.		
<b>Warranty Policies</b>		
Product to be replaced with new if reported within	30 days	Yes and No, your first option for problem resolution of a failed computer will be to repair the unit under warranty. This support process covers deficient products received by the end user within the first 30 days from date of delivery.
Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes. HP uses either new or equivalent-to-new parts and components in providing restoration to products under service. HP's expectation is that replacement components will be provided as part of any OEM warranty. In other cases, HP uses its internal standards to ensure that reconditioned parts meet or exceed OEM standards of functionality and reliability
Call tag to be issued	Yes, No or N/A	Yes, the quickest resolution to an inoperable condition is for you to contact your normal service and warranty channels first. If initial service is not successful you can request an additional service event or replacement unit

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Legend

**Respond in this column**

**Please provide a brief summary of warranty policies.** Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty. Under the HP Global Limited Warranty program, products purchased in one c

If so, your HP authorized service provider can provide you with details. HP is not responsible for any tariffs or duties that n

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component pe  
Exclusions

HP DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FRE

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STC  
HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE M

**Repair Policies (Non-warranty)**

On-site repair service is provided by company or subcontractor in:

Upper Peninsula	Yes, No or N/A	Yes. Depending on product family the on-site repair service will be provided by HP direct or an authorized service provider
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes. Depending on product family the on-site repair service will be provided by HP direct or an authorized service provider
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes. Depending on product family the on-site repair service will be provided by HP direct or an authorized service provider

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Legend

**Respond in this column**

**Please provide a brief summary of repair policies.**

When support is needed, the REMC end-user customer may contact an HP Global Solution Center by using a toll-free number, electronically submitting a service request through forms provided over the Internet, or via e-mail. The REMC end-user customer will be asked to provide the following information:

- Contact name
- Phone number
- Alternate phone number, such as pager number
- Address, city, state, and ZIP code
- System type
- Failed device
- Serial number, or site ID
- Option
- Problem statement

Each service event is assigned a reference number for tracking by HP and the REMC end-user customer. Once logged, service events are managed by HP's automated event management system. The event management database contains contract and equipment information, as well as site, system, and product history.

In general, incoming service requests from end users are routed directly to a technical support engineer (TSE) who will work the call. In most cases the TSE can diagnose the problem (using the Diagnose-Before-Dispatch procedure) and resolve it without dispatching to the field. If the problem requires onsite service, the TSE will perform the initial diagnosis.

**Notebook Standard Warranty Hardware Support**

If your portable computer needs a hardware repair that is covered under warranty, then HP will deliver packaging, pick up

**Desktop and Notebook with Onsite Warranty/Support**

If the Global Solution Center TSE determines that the resolution requires onsite service, the TSE will perform a "part # call