



EXECUTIVE SUMMARY

Recommendation that the Broward College District Board of Trustees authorize an increase in fiscal authority and third and final one-year renewal option with United Data Technologies, Inc. (ITN-2019-129-JH) for computer equipment, laptops, and services. Fiscal Impact: \$1,000,000.00 (cumulative \$12,500,000.00).

Presenter(s): Raj Mettai, Chief Information Officer

What is the purpose of this contract and why is it needed?

This is to request an increase in fiscal authority for the College's main computer and accessories agreement with United Data Technologies, Inc. which resells Hewlett Packard (HP) devices and is the College's standard computer manufacturer. This is in preparation for the Board of Trustees approved project for FY2024-2025, Technology Refresh-Classrooms and Computer Labs via NFR-25-000034, as well as future spend from departments for non-grant and grant items.

The purpose of this contract is to procure products and services from United Data Technologies, Inc. such as desktop computers, laptops, speakers, mobile carts, printers, and other peripheral devices for the College. Services include computer imaging and laptop cart wiring, as well as consultation on emerging technology and standards. Some of the grants that utilize this contract include GR001082 "Talent Search-REACH", GR001083 "Talent Search-ASPIRE", GR000252 "Refugee Entering New Enterprises and Workforce", GR001084 "Trio EOC", GR001204 "HaHa Project", GR001190 "Connecting Minority Communities" and GR001207 "FAA Aircraft Pilots". This contract will also be leveraged for ongoing computer equipment goods needed across the various cost centers in the College on an as needed basis.

The third one-year renewal of this agreement and increase in fiscal authority are needed so that the College can continue purchasing computers and other devices at unmatched discounts for students and employees using existing and newly funded grants as necessary. With the increased fiscal authority, the College will be able to promptly purchase equipment and meet federal grant compliance deadlines. Approving these requests in anticipation for future technology purchases, will ensure that the College can obtain essential equipment in a timely manner, thereby supporting the academic mission and providing the latest technologies in the learning environment.

What procurement process or bid waiver was used and why?

The College procured this contract via a formal competitive solicitation (Invitation To Negotiate) in accordance with FLDOE Rue 6A-14.0734(1)(b) and College Procedure A6Hx2-6.34. The Invitation to Negotiate (ITN) provided the College the ability to solicit services from multiple vendors and select the most qualified vendor who met the specified requirements outlined on the solicitation with the best value proposition and negotiate pricing, terms, and conditions for the College.

The IT Department is working with the Procurement Department to issue a new solicitation February of 2025. We aim to have a new contract in place by 7/1/2025.

Is this a budgeted expenditure from the budget established at the last June Board of Trustees meeting?

Yes.

What fund, cost center and line item(s) were used?

Fund 108, CC0024, NFR-25-000034, GLC70600

Fund 200, CC0743, GR001190 "Connecting Minority Communities", GLCs may include 65500, 70600, 71010

Fund 200, CC0287, GR001082 "Talent Search-REACH", GLCs may include 65500, 70600, 71010

Fund 200, CC0287, GR001083 "Talent Search-ASPIRE", GLCs may include 65500, 70600, 71010.

Fund 200, CC0073, GR000252 "Refugee Entering New Enterprises and Workforce", GLCs may include 65500, 70600, 71010.

Fund 200, CC0071, GR001204 "HaHa Project", GLCs may include 65500, 70600, 71010.

Fund 200, CC0287, GR001084 "Trio EOC", GLCs may include 65500, 70600, 71010.

Other purchases on an as needed basis will be funded by multiple cost centers using Fund 100. GLCs may include 65500, 65500, 70600 and 71020.

Has Broward College used this vendor before for these products or services?

Yes, the College has been partnering with UDT for the past five years, procuring their products and services.

Was the product or service acceptable in the past?

The quality of the product and services has been acceptable for the past five years. They have help us to procure equipment in a timely matter enabling us to complete the HEERF as well as other grant-funded technology purchases within the required guidelines.

Was there a return on investment anticipated when entering this contract?

Yes, the College entered into a contract with UDT to obtain the latest computing devices at an unbeatable cost. UDT, being a platinum partner of HP, is able to provide top-notch service and products. The College was able to negotiate with UDT and secure discounts of over 50% or more on each of the computing device configurations' list prices. Additionally, discounts were obtained on HP Enterprise equipment, which includes servers and storage.

Does this directly or indirectly feed one of the Social Enterprise tactics and how? This is not applicable.

Did the vendor amend Broward College’s legal terms and conditions [to be answered by the Legal Office] if the College’s standard contract was used and was this acceptable to the Legal Office?

The General Counsel's office has reviewed the agreement and any deviation to the College's standard terms has been deemed acceptable.

FISCAL IMPACT:

Description: Approximately \$1,000,000.00 over one year from BU202, FD108, CC0024, NFR-25-000034, BU201, FD702, CC0374, ITP_000020 as well as from various grants and other funding sources across the College on an as needed basis. Cumulative spend on contract is \$12,500,000.00.

08/20/24	CC0374 · Facilities Planning Operations	(\$250,000.00)
	ITP_000020	

08/20/24	CC0024 · Bachelor Program Technology Fee	(\$750,000.00)
	NFR-25-000034	

TOTAL:	(\$1,000,000.00)
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Raj Mettai
Raj Mettai, Chief Information Officer

7/22/2024

Donald Astrab
Donald Astrab, VP, Academic Operations, Analytics, & Comm




7/23/2024

APPROVAL PATH: 12318 United Data Technologies, Inc. (ITN-2019-129-JH) (2024-2025) 3rd Renewal

 **Workflow**

 Edit View

 Add Work Item

Stage	Reviewer	Description	Due Date	Status	
1	Alina Gonzalez	Review & Approve		 Completed	
2	Raj Mettai	CIO Review		 Completed	
3	Donald Astrab	Chief Operating Officer		 Completed	
4	Natalia Triana-Aristizabal	Contracts Coordinator		 Completed	
5	Zaida Riollano	Procurement Approval 		 Completed	
6	Rabia Azhar	CFO Review		 Completed	
6	Christine Sims	Budget Departmental Review		 Completed	
6	Legal Services Review Group	Review and Approval for Form and		 Completed	
7	Board Clerk	Agenda Preparation		 Completed	
8	District Board of Trustees	Meeting	08/20/24 08:30 AM	 Pending	
9	Electronic Signature(s)	Signatures obtained via DocuSign b		 Pending	
10	Natalia Triana-Aristizabal	Contracts Coordinator		 Pending	

AMENDMENT NO. 1 (“AMENDMENT”) TO CONTRACT FOR SERVICES

This Amendment is made and entered into on **EXECUTION DATE**, to the Contract for Services (“Contract”) entered into on October 29, 2019, between the District Board of Trustees of Broward College, Florida (“College”) and United Data Technologies, Inc (“Vendor”) (Collectively the “Parties”).

WHEREAS, Section 14 of the Contract provides that the Contract may be amended only when reduced to writing and signed by both Parties;

WHEREAS, in late March 2020, the United States Congress acted to address the economic impact of the COVID-19 outbreak, passing the Coronavirus Aid, Relief and Economic Security Act (CARES Act). Pub. L. No. 116-136, 134 Stat. 281 (Mar. 27, 2020);

WHEREAS, the CARES Act appropriates federal funding for a wide array of purposes related to COVID-19, including directing funding through the U.S. Department of Education for institutions of higher education, Section 18001(b), Sec. 18004 (Higher Education Emergency Relief Fund, HEERF);

WHEREAS, Broward College received certain HEERF funding, including certain funds which may be used by institutions to cover any costs associated with significant changes to the delivery of instruction due to coronavirus, CARES Act, 18004(c);

WHEREAS, Broward College now anticipates it may need to fund this Agreement in part with federal funds received through its CARES Act, HEERF Award;

WHEREAS, applicable federal regulations require certain terms and conditions be included in contracts supported in whole or in part with federal funding, including CARES Act, HEERF funding;

NOW and THEREFORE, in consideration of the promises and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties wish to amend the terms and conditions of the Agreement to include federally required provisions as follows:

- 1) The Parties agree to add the attached “EXHIBIT “C” TO CONTRACT FOR SERVICES” with the referenced attestation entitled “**FEDERALLY FUNDED ATTESTATION – (NON-CONSTRUCTION PROGRAMS)**”.

WHEREAS, all other terms and conditions of the Contract remain unchanged.



IN WITNESS WHEREOF, the Parties have executed this Amendment as of the dates appearing under their signatures.

VENDOR

Fernando Fernandez
Fernando Fernandez (Aug 12, 2020 15:20 EDT)

Signature

Fernando Fernandez
Name

CFO
Title

08/12/2020
Date

COLLEGE

DocuSigned by:
Tony Casciotta
D622A22D4F5D4F8...

Signature

Tony Casciotta
Name

VP of IT
Title

8/3/2020
Date

By signing, Vendor attests that it is in full compliance with all the cited United States federal contractual requirement attestations.





EXHIBIT "C"
TO CONTRACT FOR SERVICES

SPECIAL PROVISIONS

The purpose of this Exhibit "C" is to delineate any and all changes, deletions and/or additions to the Contract for Services agreement. In the event of any conflict between this Exhibit "C" and any other provision specified in this Contract, this Exhibit "C" shall take precedence.

FEDERALLY FUNDED ATTESTATION – (NON-CONSTRUCTION PROGRAMS)

Note: Certain of these assurances may not be applicable to sale of your products or services. If you have questions, please contact the Broward College Purchasing Department. Further, certain Federal awarding agencies may require Broward College certify additional assurances. If such is the case, you will be notified. Our company understands this purchase has federal funding and by signing this attestation we agree to:

1. Give the Federal Government the Comptroller General of the United States through their authorized representative access the right to examine all records, books, papers or documents related to this purchase, as well as establish a proper accounting system in accordance with generally accepted accounting standards and to retain all records a minimum of five years.
2. Establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
3. Initiate and complete the scope of work within the applicable time frame after receipt of an approved Broward College purchase order.
4. Comply with the Intergovernmental Personnel Act of 1970 (42 U.S. C. 4728-4763 relating to prescribed standards for merit systems for programs funded under one of the nineteen statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
5. Comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L.. 88.352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681 – 1683, and 1685 – 1686), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 – 6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92.255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91.616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse



patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

6. Comply, or has already complied, with the requirements of Title II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91.646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
7. Comply with the provision of the Hatch Act (U.S.C. 1501 – 1508 and 7324 – 7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

Comply as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a - 276a 7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874, and the Contract Work Hours and Standards Act (40.327 – 333), regarding labor standards for federally assisted construction sub-agreements.

8. Comply, as applicable, with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969(P.L.91.190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et seq.) (f) conformity of Federal actions to State (Clear Air) implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93.523; and (h) protection of endangered species under the Endangered Species Act of 1973, as amended. (P.L 93.205).
9. Comply, as applicable, with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
10. Assist the US Federal Government (as requested) in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. 469a.1 et seq.).
11. Comply, as applicable, with P.L. 93.348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of



assistance.

12. Comply, as applicable, with the Laboratory Animal Welfare Act of 1966 (P.L) 89.544, as amended, 7 U.S.C. 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
13. Comply with all applicable requirements of all other Federal laws, executive orders, regulations and policies governing this purchase.
14. Strongly strive to provide subcontracting opportunities to small businesses owned and controlled by socially and economically disadvantaged individuals (WBE/MBE) in accord with Executive Order 12928.
15. Compliance with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 of October 13, 1967, and as supplemented in Federal regulations (41 CFR Chapter 60).
16. Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency Regulations (40 CFR part 15).
17. Compliance with mandatory standards and policies (as applicable) relating to energy efficiency which is contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94 – 163, 89 Stat. 871).
18. Compliance with the federal agency requirements and regulations (as applicable) pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract, as well as awarding agency requirements and regulations pertaining to copy-rights and rights in data.
 - A. Supplier agrees to provide access to the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents papers, and records or documents of the supplier which are directly pertinent to this specific contract for the purpose of making audit, examination, excerpts, and transcriptions.
 - B. Supplier agrees to retain all records relative to this procurement for five full years after College makes final payment and all other pending matters are closed.
19. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on



the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker¹²⁵⁴⁹ is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

20. Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide Excluded Parties List System in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1986 Comp., p. 189) and 12689 (3 CFR Part 1989 Comp., p. 235), “Debarment and Suspension.” The Excluded Parties List System in SAM contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

21. Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award of \$100,000 or more must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

22. See § 200.322 Procurement of recovered materials.

BC APPROVED

By: DocuSigned by:
Tony Casciotta Date: 8/3/2020

VENDOR APPROVED

By: Fernando Fernandez Date: 08/12/2020
Fernando Fernandez (Aug 12, 2020 15:20 EDT)








New - Amendment #1 UDT Contract for Services Cares Act Rev 1.. BC Signed

Final Audit Report

2020-08-12

Created:	2020-08-12
By:	UDT Legal (legalsupport@udtonline.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAADxSDH7aeGPaB4EG0sC5XI-K8H09Veq71

"New - Amendment #1 UDT Contract for Services Cares Act Rev 1.. BC Signed" History

-  Document created by UDT Legal (legalsupport@udtonline.com)
2020-08-12 - 7:16:18 PM GMT- IP address: 96.46.249.200
-  Document emailed to Fernando Fernandez (ffernandez@udtonline.com) for signature
2020-08-12 - 7:16:54 PM GMT
-  Email viewed by Fernando Fernandez (ffernandez@udtonline.com)
2020-08-12 - 7:19:55 PM GMT- IP address: 45.41.142.173
-  Document e-signed by Fernando Fernandez (ffernandez@udtonline.com)
Signature Date: 2020-08-12 - 7:20:43 PM GMT - Time Source: server- IP address: 96.46.249.200
-  Signed document emailed to UDT Legal (legalsupport@udtonline.com) and Fernando Fernandez (ffernandez@udtonline.com)
2020-08-12 - 7:20:43 PM GMT



**CONTRACT FOR SERVICES
TERMS AND CONDITIONS**

This contract for services ("Contract") is entered into as of 2019 between the District Board of Trustees of Broward College, Florida ("College") and United Data Technologies, Inc. ("Vendor") (collectively, the "Parties"), will be in effect until three (3) years after execution ("Contract").

1. INVOICES AND PAYMENTS.

A copy of all invoices (including an itemization of the date, hours expended, and description of the deliverable) shall be sent to the attention of Christian Block, cblock@broward.edu. Invoices may be submitted via email, facsimile or U.S. mail. The time at which payment will be due from the College will be approximately thirty (30) days from receipt of an undisputed invoice, acceptance of deliverables, and upon satisfaction of the College conditions that are detailed herein.

2. INDEMNIFICATION.

For value received, the Vendor shall indemnify and hold the College, its officers, directors, board of trustees, agents, assigns, and employees harmless from liabilities, damages, losses and costs, including, but not limited to reasonable attorneys' fees, to the extent caused by the negligence, recklessness or intentionally wrongful conduct of the Vendor and other persons employed or utilized by the Vendor in the performance of the Contract. The Vendor further acknowledges that it is solely responsible for ensuring its compliance and the compliance of its subcontractors, suppliers, agents, assigns, invitees and employees with the terms of this Contract. This paragraph shall survive the expiration or termination of this Contract.

3. INDEMNIFICATION FOR INFRINGEMENT OF ANY INTELLECTUAL PROPERTY CLAIMS.

For value received, the Vendor shall indemnify and hold the College, its officers, directors, board of trustees, agents, assigns, and employees harmless from liabilities, damages, losses and costs, including, but not limited to reasonable attorneys' fees for any claim or lawsuit brought alleging infringement of any intellectual property right based on any software, books, articles or any other materials ("Materials") used by Vendor in accordance with this Contract. Vendor warrants that the materials are owned by or licensed to the Vendor. Vendor is solely responsible for ensuring its compliance and the compliance of its subcontractors, suppliers, agents, assigns, invitees and employees with the terms of this Contract. This paragraph shall survive the expiration or termination of this Contract.

4. TERMINATION FOR DEFAULT.

A "material breach" of this Contract is defined as any substantial, unexcused non-performance by failing to perform an act that is an important part of the transaction or performing an act inconsistent with the terms and conditions of the Contract. If the Vendor materially fails to fulfill its obligations under this Contract, the College will provide written notice of the deficiency by forwarding a Cure Notice citing the specific nature of the material breach. The Vendor shall have thirty (30) days to cure the breach. If the Vendor fails to cure the breach within the thirty (30) day period, the College shall issue a Termination for Default Notice. The College may pursue whatever legal and/or equitable remedies it chooses regarding Vendor's breach of contract.

5. TERMINATION FOR CONVENIENCE.

The College may terminate this Contract with or without cause at any time for convenience upon 30 calendar days' prior written notice to the Vendor. In the event of termination for convenience, the College shall compensate the Vendor for all authorized and accepted deliverables and/or services completed through the date of termination in accordance with the Statement of Work, which is attached hereto and incorporated herein as Exhibit "A." The College shall be relieved of any and all future obligations hereunder, including but not limited to lost profits and consequential damages, under this Contract. The College may withhold all payments to the Vendor for such work until such time as the College determines the exact amount due to the Vendor.

6. AUDIT.

The Vendor shall maintain all records, books and documents pertinent to the performance of this Contract in accordance with generally accepted accounting principles consistently applied. The College shall have inspection and audit rights to such records for a period of 3 years from final payment under this Contract. Records relating to any legal disputes arising from performance under this Contract shall be made available until final disposition of the legal dispute. If the audit reveals that Vendor owes the College any funds, Vendor shall pay for the audit and return all funds to the College immediately.

7. NONDISCRIMINATION.

The Vendor hereby assures that no person shall be excluded on the grounds of race, color, religion, national origin, disability, age gender, marital status, sexual orientation or any other basis prohibited by law from participation in, denied the benefits of, or otherwise be subjected to discrimination in any activity hereunder. The Vendor shall take all measures necessary to effectuate these assurances.

8. PUBLIC ENTITY CRIMES/SDN LIST.

The Vendor, by its execution of this Contract, acknowledges and attests that neither it, nor any of its suppliers, subcontractors, affiliates or consultants who shall perform work which is intended to benefit the College, is a State of Florida convicted vendor or is included on the State of Florida's discriminatory vendor list. The Vendor further understands and accepts that this Contract shall be either void or subject to immediate termination by the College, in the event there is any misrepresentation or lack of compliance with the laws and the mandates of Section 287.133 or Section 287.134, respectively, Florida Statutes. The College, in the event of such termination, shall not incur any liability to the Vendor for any work or materials furnished.

9. PUBLIC RECORDS/REQUEST FOR CONTRACTOR RECORDS.

The Vendor shall allow public access to all project documents and materials in accordance with the provisions of Chapter 119, Florida Statutes. Should the Vendor assert any exemptions to the requirements of Chapter 119 and related statutes, the burden of establishing such exemption, by way of injunctive or other relief as provided by law, shall be upon the Vendor and Vendor shall bear all costs and fees related to the same.

If the Vendor meets the definition of “contractor” under Section 119.0701, Florida Statutes, in addition to other contract requirements provided by law, the Vendor must comply with public records laws, and shall:

- (a) Keep and maintain public records required by the College to perform the service.
- (b) Upon request from the College, provide the College with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
- (c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Vendor does not transfer the records to the College.
- (d) Upon completion of the Contract, transfer, at no cost, to the College all public records in possession of the Vendor or keep and maintain public records required by the College to perform the service. If the Vendor transfers all public records to the College upon completion of the Contract, the Vendor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Vendor keeps and maintains public records upon completion of the contract, the Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the College, upon request from the College’s custodian of public records, in a format that is compatible with the information technology systems of the College
- (e) IF THE VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE COLLEGE AT (954) 201-7639, LEGALSERVICES@BROWARD.EDU, OR 111 EAST LAS OLAS BOULEVARD, #523, FORT LAUDERDALE, FL 33301.

IN ADDITION, THE VENDOR ACKNOWLEDGES THAT THE COLLEGE CANNOT AND WILL NOT PROVIDE LEGAL ADVICE OR BUSINESS ADVICE TO THE VENDOR WITH RESPECT TO ITS OBLIGATIONS PURSUANT TO THIS SECTION RELATED TO PUBLIC RECORDS. THE VENDOR FURTHER ACKNOWLEDGES THAT IT WILL NOT RELY ON THE COLLEGE OR ITS COUNSEL TO PROVIDE SUCH BUSINESS OR LEGAL ADVICE, AND THAT THE VENDOR IS HEREBY ADVISED TO SEEK BUSINESS/LEGAL ADVICE WITH REGARD TO PUBLIC RECORDS MATTERS ADDRESSED BY THIS CONTRACT. THE VENDOR ACKNOWLEDGES THAT ITS FAILURE TO

COMPLY WITH FLORIDA LAW AND THIS CONTRACT WITH RESPECT TO PUBLIC RECORDS SHALL CONSITUTE A MATERIAL BREACH OF THIS CONTRACT AND GROUNDS FOR TERMINATION PURSUANT TO PARAGRAPH 4.

10. NO WAIVER OF SOVEREIGN IMMUNITY.

Nothing contained herein shall be construed or interpreted as: (1) denying to either party any remedy or defense available to such party under the laws of the State of Florida or the United States; (2) the consent of the State of Florida or their respective officers, employees, servants, agents, agencies, or public bodies corporate to be sued; or (3) a waiver of sovereign immunity of the State of Florida or the United States by any agency or political subdivision to which sovereign immunity may be applicable or of any rights or limits to liability existing under Florida Statutes Section 768.28 or beyond that provided by applicable law. This section shall survive the termination of all performance or obligations under this Contract and shall be fully binding until such time as any proceeding brought on account of this Contract is barred by any applicable statute of limitations.

11. COLLEGE'S TAX EXEMPTION.

The Vendor shall not utilize the College's tax exemption certificate number issued pursuant to Sales and Use Tax Law, Chapter 212, Florida Statutes, when purchasing materials used to fulfill its contractual obligations with the College. The Vendor shall be responsible and liable for the payment of all applicable FICA/Social Security and other taxes resulting from this Contract.

12. ASSIGNMENT/GUARANTOR.

The Vendor shall not assign, delegate or otherwise transfer its rights and obligations as set forth in this Contract without the prior written consent of the College. Any attempted assignment in violation of this provision shall be null and void. The Vendor shall not pledge the College's credit or make the College a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness. Pledging the College's credit shall also be construed to include the use of "factoring agents" or the practice of selling business accounts receivables to a third party at a discount for the purpose of obtaining funding which is also expressly prohibited.

13. FORCE MAJEURE.

Notwithstanding any provisions of this Contract to the contrary, the Parties shall not be held liable for any failure or delay in the performance of this Contract that arises from fires, floods, strikes, embargoes, acts of the public enemy, unusually severe weather, outbreak of war, restraint of government, riots, civil commotion, force majeure, act of God, or for any other cause of the same character which is unavoidable through the exercise of due care and beyond the control of the Parties. Failure to perform shall be excused during the continuance of such circumstances, but this Contract shall otherwise remain in effect.

14. AMENDMENTS.

This Contract may be amended only when reduced to writing and signed by both Parties.

15. ENTIRE AGREEMENT.

This Contract states the entire understanding and agreement between the Parties and no course or prior dealing, usage of the trade or extrinsic or parol evidence shall be relevant to supplement, vary or explain any term used with respect to this Contract. The acceptance or acquiescence of any course of performance rendered under this Contract shall not be construed as a waiver nor shall it be relevant to define or vary any term stated herein. This Contract shall inure to the benefit of and shall be binding upon the Parties, their respective assigns and successors in interest.

16. COMPLIANCE.

The Vendor, its employees, subcontractors or assigns shall comply with all applicable federal, state and local laws and regulations relating to the performance of the Contract.

17. APPLICABLE LAW/VENUE.

The laws of the State of Florida shall govern all aspects of the Contract. In the event it is necessary for either Party to initiate legal action regarding the Contract, venue for all claims shall be in Broward County, Florida.

18. VENDOR NOT TO LIMIT WARRANTY.

The Vendor shall not limit or exclude any express or implied warranties and any attempt to do so shall render this Contract void, at the option of the College. The Vendor warrants that the services comply with the deliverables in the Statement of Work, and are expressly fit for their particular purpose, and are in accordance with industry standards.

19. TERMS/PROVISIONS.

Should any term or provision of this Contract be held, to any extent, invalid or unenforceable, as against any person, entity or circumstance during the term hereof, by force of any statute, law, or ruling of any forum of competent jurisdiction, such invalidity shall not affect any other term or provision of this Contract, and the Contract shall remain operable, enforceable and in full force and effect to the extent permitted by law.

20. STATEMENT OF SERVICES.

The Vendor shall, to the satisfaction of the College, fully and timely perform all work items described in the Statement of Work. As part of the services to be provided by the Vendor under this Contract, the Vendor shall substantiate, in whatever form reasonably requested by the College, the methodology, lab analyses, scientific theories, data, reference materials and research notes to formulate its opinions. This requirement shall survive the expiration or termination of this Contract. The Parties agree that time is of the essence in the performance of each and every obligation hereunder. It is the Vendor's responsibility to advise its employees or hired workers of the nature of the project, as described in the Contract and the Statement of Work attached hereto. The Vendor shall determine the method, details and means of performing the services, within the parameters established by the Statement of Work. The College may provide additional guidance and instructions to the Vendor's employees or hired workers where necessary or appropriate as determined by the College. The Vendor agrees to abide by any and all additional guidance and instructions.

21. COMPENSATION/CONSIDERATION.

The total consideration for all work required by the College pursuant to the Contract shall not exceed the amount indicated in the Statement of Work. Should the Vendor incur any travel expenses, payment for such travel will be in accordance with Section 112.061, Florida Statutes. The Vendor shall supply the College with receipts and supporting documentation for all reimbursable travel expenses. The Vendor, by executing the Contract, certifies to truth-in-negotiation, specifically, that wage rates and other factual unit costs supporting the consideration are accurate, complete and current at the time of contracting. If the total consideration for this Contract is subject to multi-year funding allocations, funding for each applicable fiscal year of this Contract will be subject to College Board of Trustees budgetary appropriation. In the event the College does not approve funding for any subsequent fiscal year, this Contract shall terminate upon expenditure of the current funding, notwithstanding other provisions in this Contract to the contrary. The College will notify the Vendor of the termination in writing.

22. INSURANCE.

The insurance requirements in terms of types of insurance and the amount of insurance will vary depending on the Statement of Work. The College will determine the amounts and types of insurance required, if any, for the work performed. The Vendor shall procure and maintain, through the term of this Contract, insurance coverage required by the College, each with a limit of not less than \$ see Exhibit A in general liability insurance, \$ see Exhibit A in automobile liability insurance, \$ 0 in professional liability insurance, and all Florida statutorily required workers' compensation insurance. The coverage required shall extend to all employees and subcontractors of the Vendor. The Vendor must provide a Certificate of Insurance completed in full, indicating the producer, insured, carrier's name, and Best rating, policy numbers and effective and expiration dates of each type of coverage required. The Certificate of Insurance shall be signed by an authorized representative and shall identify the College as an additional insured as required. No work is authorized until such time as the College has received a Certificate of Insurance in compliance with the above requirements.

23. OWNERSHIP.

The College shall retain exclusive title, copyright and other proprietary rights in all work items, including, but not limited to, all documents, technical reports, research notes, scientific data, computer programs, including the source and object code, which are developed, created or otherwise originated hereunder by the Vendor under this Contract. The Vendor shall grant to the College a perpetual, non-transferable, exclusive right to use any proprietary software, if any. Any equipment purchased by the Vendor with College funding shall be returned and title transferred from the Vendor to the College upon expiration or termination of the Contract.

24. COMPLIANCE/LICENSES.

The Vendor, its employees, subcontractors or assigns, shall obtain, at its own expense, all licenses, permits and other authorizations necessary to comply with all applicable federal, state and local laws and regulations relating to the performance of the Contract. The Vendor is also responsible for compliance with all labor and employment laws as well as all Federal, State, and local discrimination laws. The Vendor is solely responsible for compliance with all labor and tax laws pertaining to its officers, agents, and Vendor employees and shall indemnify and hold the College harmless from any failure by Vendor to comply with such laws.

25. INDEPENDENT CONTRACTOR.

The Vendor shall be considered an independent contractor and nothing in this Contract shall be interpreted to establish any relationship other than that of an independent contractor between the Parties and their respective employees, agents, subcontractors or assigns, during or after the term of the Contract. Both Parties are free to enter into contracts with other Parties for similar services. The College assumes no duty with regard to the supervision of the Vendor and the Vendor shall remain solely responsible for compliance with all safety requirements and for the safety of all persons and property at the site of performance under the Contract. In the event the Vendor is a sole proprietor, the Vendor is responsible for submitting legally required tax returns to the Federal Government.

26. DISPUTES.

In the event a dispute arises which the Vendor and the College cannot resolve between themselves, the Parties shall have the option to submit to nonbinding mediation. The mediator or mediators shall be impartial, shall be selected by the Parties and the cost of the mediation shall be borne equally by the Parties. The mediation process shall be confidential to the extent permitted by law. Mediation shall not occur unless both Parties agree in writing.

27. IMMIGRATION.

The Vendor shall be responsible for verifying employee authorization to work in the U.S. and make a good faith effort to properly identify employees by timely reviewing and completing appropriate documentation, including but not limited to, USCIS Form I-9. Written verification shall be kept by the Vendor and made available for inspection on demand by the College. The hourly rate of pay for each employee shall comply with State law and industry standards for similar work performed under the Contract. The Vendor shall maintain records verifying the rate of pay for each employee working on this Contract and make such records available for inspection on demand by the College. Failure to comply with these provisions shall be a material breach of the Contract and cause for termination of the Vendor.

28. CHANGE IN PERSONNEL.

The College may at any time and at its sole discretion request that the Vendor replace any Vendor personnel provided by the Vendor to work on this Contract if the College believes that it is in the best interest of the College to do so. The College may, but will not be required to, provide a reason for requesting the replacement of personnel. Such change in personnel shall be made immediately upon the College's written request for a change of personnel. The Vendor shall place the above language in any contract that it has with subcontractors. The Vendor will enforce the replacement of subcontractor personnel upon a request by the College.

29. BACKGROUND CHECKS.

This clause applies to long term Vendors working on site, including, but not limited to, Childcare services, Janitorial Services, Food Services and Security. Vendor shall conduct thorough background checks for all of the Vendor's employees or hired workers who will be working on any College site. The background checks shall consist of education verification, a national criminal check for state and federal felonies and misdemeanors, and a check on immigration status in accordance with the above provision titled "IMMIGRATION." After reviewing the results of the background check, the Vendor shall determine whether the Vendor's employee and/or hired worker meets the necessary criteria for the position sought to be filled by the College. The College

will rely on the Vendor's assessment of its employees' or hired workers' suitability to be hired for the position(s) sought to be filled by the College, based on the background check conducted by the Vendor. Prior to allowing any employees or hired workers to work on-site at College facilities, the Vendor will provide written verification to the College that a complete background check, as described above, was conducted for any such employee or hired worker. The Vendor will place the above language in any contract that it has with its subcontractors and is responsible for enforcement of this provision.

Vendor who has long term onsite workers performing work at College facilities agrees to be bound by the College policies and standards of conduct listed in the "Contractor Policy Code Acknowledgement Form," which is attached hereto and incorporated herein as Exhibit "B."

30. MARKETING.

Vendor may use the College's name in marketing materials for the purpose of publicizing contract awards; however, Vendor is prohibited from obtaining affirmations from College staff regarding its products or services. Affirmations include any kind of testimonials or endorsements of the Vendor as well as the products and/or services offered by the Vendor. The College, as a government entity, must fairly and equitably compete for goods and services, and therefore the endorsement of any particular firm, product, or service is strictly prohibited. Vendor is strictly prohibited from releasing any statements to the media regarding work performed under this Contract without the review, and the express prior written approval of the College. The College's approval is at its sole discretion; however, such approval will not be unreasonably withheld.

31. EMPLOYMENT BENEFITS.

Vendor expressly understands and agrees that Vendor, its officers, agents, and employees, are not entitled to any employment benefits from the College.

32. STOP WORK ORDER.

The College may order that all or part of the work stop if circumstances dictate that this action is in the College's best interest. Such circumstances may include, but are not limited to, unexpected technical developments, direction given by the College's Board of Trustees, a condition of immediate danger to the College, the Vendor or the public, or the possibility of damage to equipment or property. This provision shall not shift responsibility for loss or damage, including but not limited to, lost profits or consequential damages sustained as a result of such delay, from the Vendor to the College. If this provision is invoked, the College shall notify the Vendor in writing to stop work as of a certain date and specify the reasons for the action, which shall not be arbitrary or capricious. The Vendor shall then be obligated to suspend all work efforts as of the effective date of the notice and until further written direction from the College is received. If deemed appropriate by the College and in the event work is resumed, the College may amend this Contract to reflect any changes to the Statement of Work and/or the project schedule.

33. ADDITIONAL TERMS AND CONDITIONS.

Parties shall initial here if there are any additional terms and conditions and they are contained in Exhibit "C."

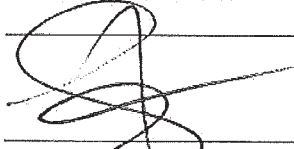
College Vendor

FOR VENDOR USE ONLY

Vendor Name (type) United Data Technologies, Inc. Tax ID No. 65-0566138

Authorized Representative Fernando Fernandez Title CFO

Address 2900 Monarch Lakes Blvd #300
Miramar, FL 33027 Telephone 954-308-5100

Signature of Vendor  Date 08/26/2019

Attested By Name (type) Jennifer Bianco Title Legal & contracts Analyst

Signature of Attester J Bianco Date Signed 08/26/2019

FOR COLLEGE USE ONLY

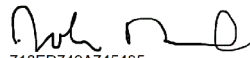
Contract Originator Name _____ Title _____

Signature _____ Date _____

AVP/Dean Name _____ Title _____

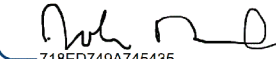
Signature _____ Date _____

Campus President/VP Name _____ Title Vice President, Operations

DocuSigned by:

718ED749A745435...

Signature _____ Date 10/29/2019

Senior Vice President _____ Title _____

DocuSigned by:

718ED749A745435...

Signature _____ Date _____

IF REQUIRED

College President Name Gregory A. Haile, Esq.

Signature _____ Date 10/22/2019

Approved as to Form and Legality



Signature _____ Date _____

Board Chairperson Name _____

Signature _____ Date _____



Contract for Services

Statement of Work

Exhibit "A"

SCOPE OF SERVICES: The required scope of services encompasses the procurement by the College of goods and services described in ITN-2019-129-JH Computer Equipment, PC, Laptops, Desktops, and Services and as may have been clarified, revised and/or updated during the procurement process. The Vendor's proposed solution and methodology from their response to the ITN, also as may have been clarified, revised and/or updated during negotiations, is incorporated herein by reference. Any negotiation clarifications, revisions or updates are identified in the documents attached to, and incorporated into, this Contract.

TERM: The contract term begins with the execution of the Contract and continues for a period of 36 months to provide service for three (3) years. The term of the Contract may, by mutual agreement between the College and the Vendor, upon final College approval, be renewed for three (3) additional one-year periods and if needed, extended for 120 days beyond the expiration date of the final renewal period.

The COLLEGE, will, if considering renewal, request a letter of intent to renew from each awardee, prior to the end of the current contract period. The awardee will be notified when the recommendation has been acted upon by the College. All prices submitted shall be firm for the term of the contract unless agreed to otherwise in writing.

EXHIBIT "A" ATTACHMENTS: Also included as part of this Exhibit "A" are the following attachments:

- 1) Exhibit "A-1" Pricing
- 2) Exhibit "A-2" Vendor Response to ITN Questions/Clarifications dated 7/25/19
- 3) Exhibit "A-3" Vendor Value Add Letter and attachment dated 7/25/19
- 4) Exhibit "A-4" UDT and Partners Internship/Hiring Programs
- 5) Exhibit "A-5" UDT Lifecycle Management Services
- 6) Exhibit "A-6" The UDT Configuration Center
- 7) Exhibit "A-7" HP Care Service Definitions
- 8) Exhibit "A-8" HP Self Maintainer Program
- 9) Exhibit "A-9" HP Brief Priority Services
- 10) Exhibit "A-10" HP Datasheet Priority Access, Priority Access Plus and Priority Management Services
- 11) Exhibit "A-11" HP Datasheet Accidental Damage Protection



CONTRACT FOR SERVICES SECTION 22 INSURANCE: Amounts and types of insurance coverages shall be no less than -

- a) Commercial General Liability \$1,000,000 each occurrence and \$3,000,000 aggregate
- b) Automobile Liability \$1,000,000 combined single limit
- c) Umbrella Liability \$10,000,000 each occurrence and aggregate
- d) Workers Compensation \$1,000,000
- e) Cyber Liability \$10,000,000
- f) D&O/EPL/Fiduciary \$5,000,000/\$5,000,000/\$1,000,000
- g) Crime \$1,000,000.

CONTRACT DOCUMENTS AND ORDER OF PRIORITY: This Contract consists of the following documents and are incorporated herein:

- a) Contract for Services Terms and Conditions
- b) Contract for Services Statement of Work Exhibit A
- c) Contract for Services Exhibit "A-1" through "A-10"
- d) ITN-2019-129-JH
- e) Vendor Proposed Solution and Methodology included in Vendor ITN response
- f) Information Security Affidavit

In the event of conflict between the documents, the order of priority shall be as follows:

- a) Contract
- b) Amendments to the ITN, if any, with the latest taking precedence and chronologically thereafter
- c) ITN
- d) Amendments to the Vendor proposal, if any, with the latest taking precedence and chronologically thereafter
- e) Vendor proposal



BROWARD COLLEGESM

ITN 2019-129-JH Computer Equipment, PC, Laptops
July 25th, 2019

A person is silhouetted against a night sky, holding a smartphone up to take a picture of a city's lights. The city lights are blurred and glowing in the background. On the left side of the image, there is a decorative pattern of white triangles of various sizes and orientations. A green rectangular box is superimposed over the center of the image, containing the title text.

Response to ITN Questions/Clarifications





QUESTION 1

Spare parts locker for rapid warranty repair for each of the 3 Broward College Campuses - 10K value

Yes, HP / UDT will work with BC to create parts lockers at their main 3 campuses and will stock the most common field replaceable components based on the BC catalog

\$10,000 Value



QUESTION 2

Zero cost for L2 support (BC makes minimal calls to Level 2)

Yes

Technical Case Escalation

Zero Cost

BC – Direct L2 Tech Support

UDT - L3 Engineering Access





QUESTION 3

Device Self-Maintainer Program Agreement – BC Staff Training & Certification

Yes, See HP SM Summary Info – Next Slide



HP SELF MAINTAINER PROGRAM HIGHLIGHTS

HP training & accreditation

- Training is free and all WBT – Web Based Training.
- Self Maintainers become Service Qualified to perform warranty service on HP commercial products.
- Training is fully transferable between HP authorized service providers.

HP knowledge and tools

- SMs have access to view proprietary technical knowledge, advisories including videos and servicing tools.
- Self Maintainers gain access to system board configuration tools for both Windows PCs and Chromebooks. This would include the DMI-Tools and the RMA Shim tool.

Warranty Parts & free shipping

- Self Maintainers gain access to all HP warranty parts including system boards and LCDs.
- All shipping costs are free. Parts will ship NBD – Next Business Day for customers with NBD Care Packs.
- Standard warranty parts may ship with 2 business day delivery

35 % discount on non-warranty parts

Self Maintainers will have the benefit of a 35% discount on Non-warranty parts purchased through the HP Parts Store.

Bulk quantities of parts can be purchased at a greater than 35% discount.

Using the HP Store, SMs can maintain a stock of parts and accelerate the turnaround time on repairs.

QUESTION 4

Antivirus built in to each device if available

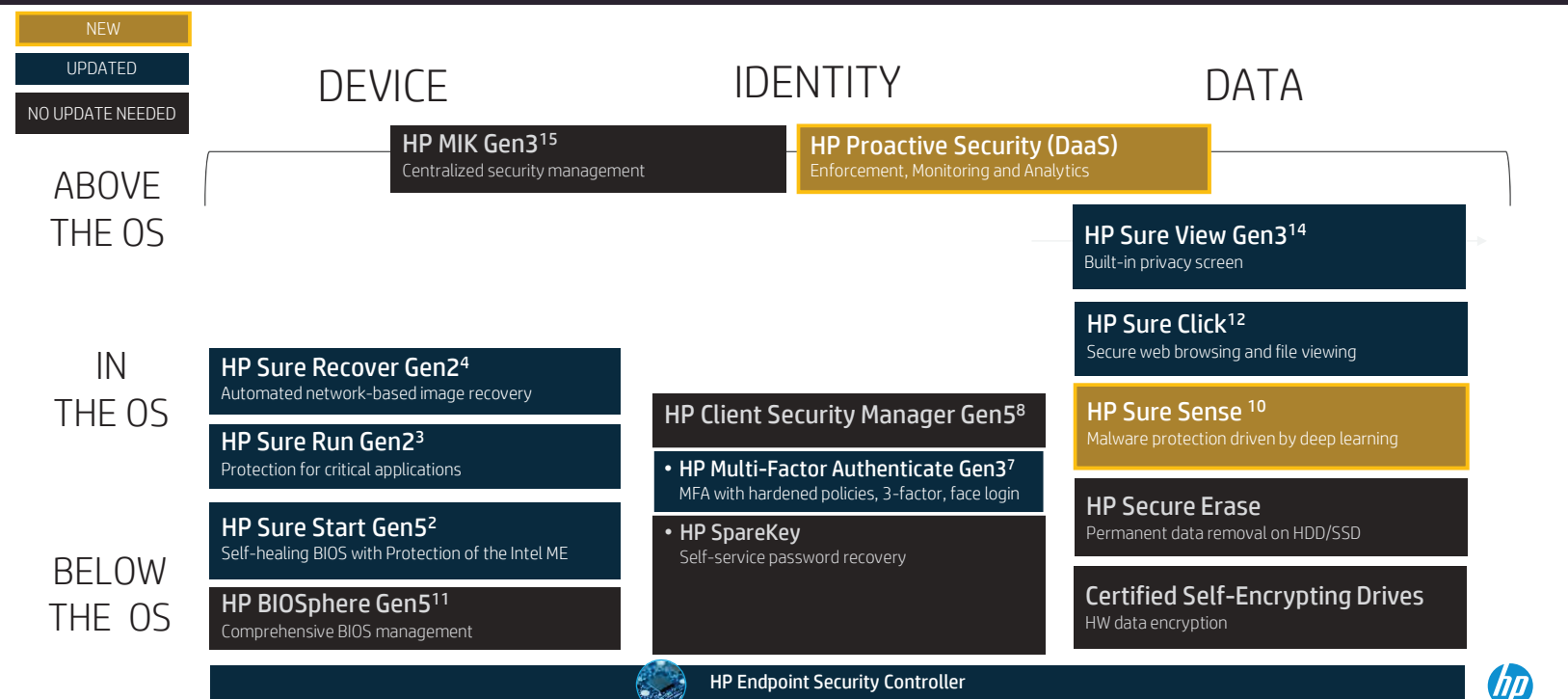
Yes Windows Defender is included on all BC configs
Included

HP Security Stack 2019
Included



4) Additional Functionality / Security

HP ENDPOINT SECURITY STACK 2019



QUESTION 5

Balance of line discounts on product accessories

Yes, UDT will offer a minimum balance of line discount of 3% on over 1M items from the UDT catalog of products. Discounts vary by manufacturer and are negotiable

QUESTION 6

Balance of line discounts on HP/Lenovo Catalog devices and or equipment

HP will offer a balance of line discount of 40% PCs, Laptops, Accessories, peripherals
HP will offer a balance of line of 30% on printing and imaging products



QUESTION 7

1.5% Rewards on all Broward College Contract Purchases

Yes, UDT will offer a 1.5% rebate to Broward College on contract purchases to be used towards additional HP purchases (will be calculated on a quarterly basis)

QUESTION 8

Contract should be opened to all state agencies in Florida to purchase from

Yes, Contract can be used by all State Agencies and Educational Institutions in Florida



QUESTION 9

1% hot spares or HP donated systems based on Broward College contract sales - for every 100 units of a specific model that BC purchases, will provide qty 1 of that same configuration to BC at no charge

Yes, UDT will offer a 1% hot spare program to BC

Asset procurement reports will be provided to BC on a quarterly basis

Qualified Hot Spare units to be delivered to the college quarterly



A person is seen from behind, holding a smartphone up to take a picture of a sunset. The sky is a mix of blue and orange, and the city lights below are blurred. In the top left corner, there is a white geometric pattern of overlapping triangles.

QUESTION 10

External UDT/HP or Lenovo Website for Broward College for all BC PC configs and bundles

Yes, UDT will provide Broward College with a website listing all of their standard configurations, bundles, and options. Broward College can decide what additional products or services to list on this website



QUESTION 11

External UDT/HP or Lenovo Website for Broward College API interface with our Workday ERP System

UDT will provide a website and will work with BC IT and Finance team to interface with Broward College's Workday ERP System. UDT will then create, maintain, and update a punch out catalog with all of Broward College's PC standards and any additional products the College would like to add

QUESTION 12

External UDT/HP or Lenovo Website for Broward College Employees and Students discount product purchases with Percentage discounts

HP will offer all of Broward College Students access to the HP Back to School student dedicated website where they will have access to discounted HP portfolio that's relevant to education
<https://store.hp.com/app/slp/back-to-school-guide/college-essentials>





QUESTION 13

UDT/HP or Lenovo partner with a local company for discounted pricing on mobile device repairs both parts and labor. I.e. iPhone, iPad, out of warranty PCs for employees and students

Yes, UDT and Phone and Pad Warehouse will provide discounted pricing on mobile device repairs for both parts and labor. We can additionally offer to have a campus day where we'll be onsite on a designated day of the week at different campuses for convenience. Additionally, our partner Phone and Pad Warehouse is willing to train and certify students to perform the repairs, and hire them for these "on campus" repair days.



QUESTION 14

BC Student Internship with HP/UDT if possible in an IT related field – i.e.. Network, systems, security

Yes, UDT will create an apprentice program for Broward College students
Attached detailed Information

QUESTION 15

BC Student Internship with Partner on mobile device repairs

Yes, Phone and Pad to work with UDT/BC to finalize repair and support internship program details

Visitors
2,958




Internship Program



QUESTION 16

Final round of Best Pricing on all configs with a focus on Configs B, D & F



A person is silhouetted against a night sky, holding a smartphone up to take a photo of a city's lights. The city lights are blurred into a bokeh effect. In the upper left corner, there is a decorative pattern of white triangles of various sizes and orientations. A green rectangular border frames the central text.

Additional Value Add Information



HP CAMPUS OF THE FUTURE

HP Campus of the Future + Broward College

Virtual and Augmented Reality for next-generation industry certification



As Florida's leader in industry certifications and a perennial national leader on Aspen Institute's Prize for Community College Excellence Program rankings, HP believes that Broward College is the ideal partner to explore the current and future implications of extended reality technologies (XR) in career and technical training. **HP will provide four virtual reality clusters comprised of HP Reverb VR headsets, HP VR Backpack G2's, and high resolution displays.** In addition, **HP will provide two sets of Microsoft Holo lens 2 head-mounted Augmented Reality displays** when they become available to the public. In addition to the XR hardware, HP will name Broward College a participant in the global HP Campus of the Future program, establishing links between Broward College and other institutions across five countries who are exploring emergent use cases for XR in higher education.



PROFESSIONAL DEVELOPMENT

Professional development for Campus of the Future systems

Half Day Agenda (3 Hours)

- Explore the HP VR solution
 - HP Reverb VR headsets and hand controllers
 - HP VR Backpack G2's
 - PC and display for spectator viewing
- Explore the Microsoft VR solution
 - Microsoft HoloLens head-mounted Augmented Reality solution
- Navigate and explore various VR apps and services in both VR solutions that support the curriculum
- Find resource centers for support materials
- Examine real world VR/AR use cases
- Discuss and begin to develop a VR Implementation strategy that aligns with the school's vision

HP's Campus of the Future framework is designed for today's millennials to encompass maker spaces, virtual reality and design labs, and fabrication facilities. The goal is to help build a future of next-generation experiences for students while equipping them with technology to pursue their passions and provide students with the opportunity to successfully conduct pioneering projects in Virtual Reality and Augmented Reality.

UDT's Education Strategists and Professional Development Consultants work hand in hand with educational institutions to bring these opportunities to fruition. As part of the process in accomplishing this, UDT will provide 2 half day sessions (3 hours each) consisting of no more than 10 participants.

Just in Time Delivery

UDT will receive all of Broward College Shipments at our Orlando Configuration Center

- UDT will provide secure warehousing for all of Broward College assets
- UDT will inventory all shipments to ensure all items ordered are accounted for
- Custom delivery schedule to minimize College's onsite storage
 - UDT will record all assets serial numbers



UDT Connect

UDT will donate a complete UDTConnect conference room kit

- **75" 4K Commercial Interactive Samsung Display**
- **Samsung Magicinfo license**
- **Samsung signage player box**
- **UDTConnect License / Connected Campus**
- **Cisco Webex Mini Room Kit**
- **Installation (at a designated BC conference room)**

Value \$8500.00

UDTConnect™ is a complete, fully managed, proprietary solution from United Data Technologies (UDT) for collaboration and content sharing, communications, broadcast media, as well as comprehensive digitally supported security and safety. Delivered in partnership with Samsung® Electronics and developed using the Miracast™ standard for wireless connections between laptops, tablets, and smartphones to smart displays running on Microsoft® Windows 10, the system utilizes server and integration software run on Microsoft Windows or Microsoft Azure® Cloud. (UDT is a Microsoft Gold Competency Partner in multiple Microsoft business and technology disciplines.)

UDT UDT Connect

The Silos

Instruction

Whiteboards
Projectors
Displays
Audio Systems
Document Cameras



Communications & Marketing

Print
Displays
Set Back Boxes
Media Players



Facilities

Building Management
Building Safety
Fire Safety



Security Student Safety

Intercom Systems
Physical Security
Video Surveillance



TV Broadcast Media Services

Analog Broadcast
TV Studios
Microwave
TV's
Set Back Boxes



The Convergence



THANK YOU



ACCOMPLISH MORE

HEADQUARTERS
2900 Monarch Lakes Blvd
Miramar, FL 33027
954.308.5100





July 25th, 2019

Jose Luis Hidalgo
Procurement Contracting Officer
Broward College
6400 NW 6th Way Fort Lauderdale, FL 33309
Fort Lauderdale, FL 33309

RE: Negotiation Meeting ITN-2019-129-JH Computer Equipment, PCs, Laptops, Desktops, MACS, and Services

Dear Mr. Hidalgo,

We are honored and excited to be included as a finalist for this ITN. The following are our written responses to questions, both general and unique to United Data Technologies (UDT).

We have included our detailed responses to Value-add request and Best and Final pricing.

We look forward to our presentation Wednesday, July 25th at 1pm and the opportunity to answer questions directly from the evaluation team.

Thank you again for your consideration of UDT.

Kindest regards,

Alex Betancourth
Account Manager



ITN-2019-129-JH Computer Equipment, PCs, Laptops, Desktops, MACS, and Services Negotiation Meeting

Value Add Responses:

1. Spare parts locker for rapid warranty repair for each of the 3 Broward College Campuses - 10K value

UDT Response:

HP / UDT will work with BC to create parts lockers at their main 3 campuses and will stock the most common field replaceable components based on the BC catalog

\$10,000+ Value

2. Zero cost for L2 support (BC makes minimal calls to Level 2)

UDT Response:

- Technical case escalation
- Zero cost
- BC Direct L2 tech support
- UDT – L3 Engineering access

3. Device Self-Maintainer Program Agreement – BC Staff Training & Certification

UDT Response:

HP / UDT will assist Broward College transition to a self-maintainer program. HP will provide free online certification courses for all product categories in the contract. (attached program summary)

HP SELF MAINTAINER PROGRAM HIGHLIGHTS

HP training & accreditation	HP knowledge and tools	Warranty Parts & free shipping	35 % discount on non-warranty parts
<ul style="list-style-type: none"> Training is free and all WBT – Web Based Training. Self Maintainers become Service Qualified to perform warranty service on HP commercial products. Training is fully transferable between HP authorized service providers. 	<ul style="list-style-type: none"> SMs have access to view proprietary technical knowledge, advisories including videos and servicing tools. Self Maintainers gain access to system board configuration tools for both Windows PCs and Chromebooks. This would include the DMI-Tools and the RMA Shim tool. 	<ul style="list-style-type: none"> Self Maintainers gain access to all HP warranty parts including system boards and LCDs. All shipping costs are free. Parts will ship NBD – Next Business Day for customers with NBD Care Packs. Standard warranty parts may ship with 2 business day delivery 	<p>Self Maintainers will have the benefit of a 35% discount on Non-warranty parts purchased through the HP Parts Store.</p> <p>Bulk quantities of parts can be purchased at a greater than 35% discount.</p> <p>Using the HP Store, SMs can maintain a stock of parts and accelerate the turnaround time on repairs.</p>

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4. Antivirus built in to each device if available

UDT Response:

- All configurations on this contract include MS Windows Defender malware protection at no charge
- HP Endpoint Security Stack 2019 (attached information)

5. Balance of line discounts on product accessories

UDT Response:

- UDT will offer a balance of line discount of 3% on over 1M items from the UDT catalog of products. Discounts vary by manufacturer and are negotiable

6. Balance of line discounts on HP/Lenovo Catalog devices and or equipment

UDT Response:

- HP will offer a balance of line discount of 40% PCs, Laptops, Accessories, peripherals
- HP will offer a balance of line of 30% on printing and imaging products

7. 1.5% Rewards on all Broward College Contract Purchases

UDT Response:

UDT will offer a 1.5% rebate to Broward College on contract purchases to be used towards additional HP purchases (will be calculated on a quarterly basis)

8. Contract should be opened to all state agencies in Florida to purchase from

UDT Response:

Contract can be used by all State Agencies and Educational Institutions in Florida

9. 1% hot spares or Lenovo donated systems based on Broward College contract sales - for every 100 units of a specific model that BC purchases, will provide qty 1 of that same configuration to BC at no charge

UDT Response:

HP / UDT will offer a 1% spare program donated to Broward College. (Will be calculated and delivered to BC on a quarterly basis)



10. External UDT/HP or Lenovo Website for Broward College for all BC PC configs and bundles

UDT Response:

UDT will provide Broward College with a website listing all of their standard configurations, bundles, and options. Broward College can decide what additional products or services to list on this website (sample screenshot)

UDT Business Contact: United Data Technologies Inc | charles.grau@udtonline.com
Top Links Top Link 1 | Top Link 2 | Top Link 3

Home Products View Cart Checkout

Products Search Advanced Options

Sample Banner

Keep the office humming
Our skilled field technicians can help
[LEARN MORE](#)

Spotlight

	HP Chromebook 11 G5 Sample Product Part #: 1P182UT#ABA In Stock: 0	Price: \$249.00 MSRP: 249.00 Add to Cart
	Lenovo 300e Chromebook 81H0 Sample Product Part #: 81H00000U5 In Stock: 0	Price: \$279.00 MSRP: 279.00 Add to Cart
	HP Chromebook 11 G6 Sample Product Part #: 3NUS7UT#ABA In Stock: 2	Price: CALL MSRP: 269.00 Add to Cart
	HP Chromebook 14 G5 Sample Product Part #: 3NUG3UT#ABA In Stock: 2	Price: \$279.00 MSRP: 279.00 Add to Cart
	HP Chromebook 11 G6 Sample Product Part #: 3PD93UT#ABA In Stock: 2	Price: \$309.00 MSRP: 309.00 Add to Cart

BROWARD COLLEGE

Browse by Category

- Office Supplies
- Shipping & Packaging
- Furniture
- Construction & Repair
- Toys, Kids & Baby
- Systems
- Memory
- Storage Devices
- Input Devices
- Output Devices
- Networking
- Software
- Learning Resources
- Video
- Audio
- Cameras & Optical Systems
- CE Options
- Office Machines
- Communication
- Large Appliances
- Small Appliances
- Studio Equipment
- Photo Storage & Presentation
- Professional Video
- Professional Audio
- Area Security Systems
- Additional Products
- Willis Lease HW

Product Selectors

- Memory
- Battery & Power
- Ink & Toner

Left Links

- Left Link 1
- Left Link 2
- Left Link 3

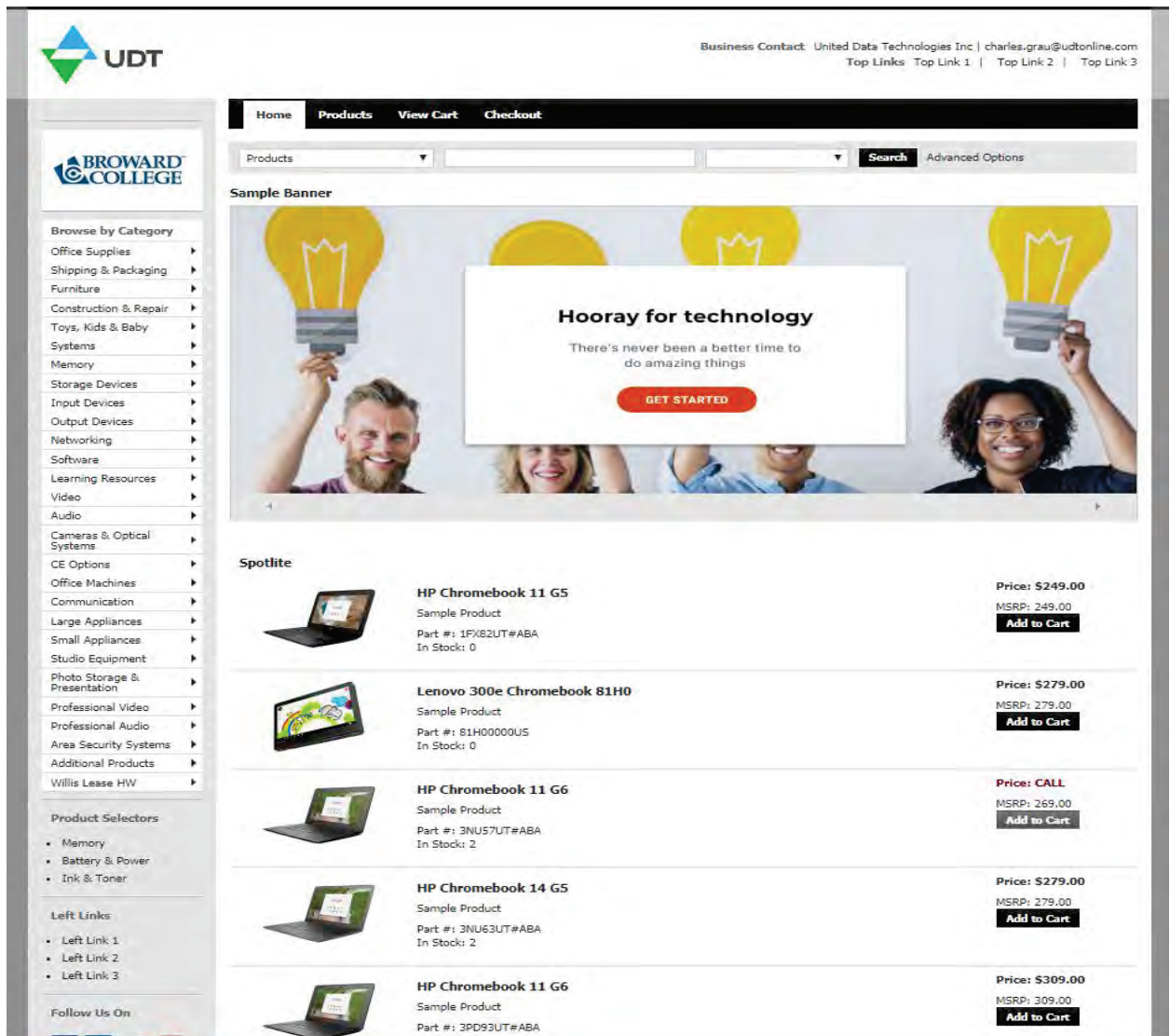
Follow Us On



11. External UDT/HP or Lenovo Website for Broward College API interface with our Workday ERP System

UDT Response:

UDT will provide a website and will work with BC IT and Finance team to interface with Broward College's Workday ERP System. UDT will then create, maintain, and update a punch out catalog with all of Broward College's PC standards and any additional products the College would like to add (sample screenshot)



12. External UDT/HP or Lenovo Website for Broward College Employees and Students discount product purchases with Percentage discounts

UDT Response:

Broward College employees can receive discounts on award-winning HP products through the HP Employee Purchase Program (EPP). The products include our full home computing portfolio from tablets and notebooks to gaming powerhouses, photo printers, and supplies. The following list outlines the range of products and accessories available via the EPP:

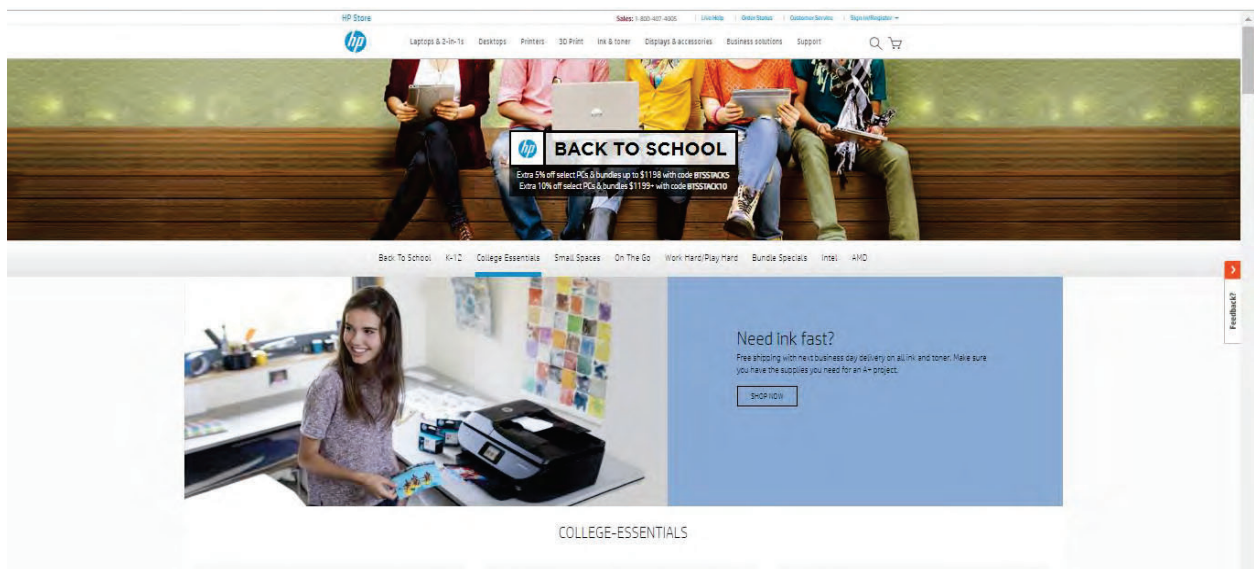
- HP Pavilion, ENVY, Spectre, OMEN Notebook and Desktop PCs
- HP Displays and Accessories
- HP LaserJet, OfficeJet, and Inkjet Printers
- Ink, Toner, and Paper
- Support Products and Services

The program offers competitive everyday discounts up to 35%. For even more savings, EPP members can combine national mail-in and instant rebates, coupons, and exclusive EPP deals with the standard discount. Special promotions are announced via an e-newsletter.

Key benefits

- No cost to you
- Hassle free implementation and communication
- Continuously new and attractive special offers
- HP top products at top prices
- Direct from the manufacturer
- Ease of ordering online or by phone
- Basic discounts of 5% to 35% (on select products)
- Weekly deals with up to 50% discount
- Secure payment options using major credit card, PayPal Express, or HP.com gift certificate

<https://store.hp.com/app/slp/back-to-school-guide/college-essentials>



The screenshot shows the HP Store website interface. At the top, there is a navigation bar with the HP logo and various product categories like Laptops & 2-in-1s, Desktops, Printers, 3D Print, Ink & toner, Clippage & accessories, Business solutions, and Support. Below the navigation bar is a large banner for the 'BACK TO SCHOOL' promotion, featuring a group of students sitting on a wooden bench. The banner includes the HP logo and the text 'BACK TO SCHOOL' along with promotional details: 'Extra 5% off select PCs & bundles up to \$1198 with code #PSS5N0G5' and 'Extra 10% off select PCs & bundles \$1199+ with code #PSS1XK10'. Below the banner is a navigation menu with links for 'Back To School', 'K-12', 'College Essentials', 'Small Spaces', 'On The Go', 'Work Hard/Play Hard', 'Bundle Specials', 'Intel', and 'AMD'. The main content area features a 'Need link fast?' section with a 'SHOP NOW' button. The bottom of the page has a 'COLLEGE-ESSENTIALS' label.



13. UDT/HP or Lenovo partner with a local company for discounted pricing on mobile device repairs both parts and labor. I.e. iPhone, iPad, out of warranty PCs for employees and students

UDT Response:

UDT and Phone and Pad Warehouse will provide discounted pricing on mobile device repairs for both parts and labor. We can additionally offer to have a campus day where we'll be onsite on a designated day of the week at different campuses for convenience. Additionally, our partner Phone and Pad Warehouse is willing to train and certify students to perform the repairs, and hire them for these "on campus" repair days.

14. BC Student Internship with HP/UDT if possible in an IT related field – i.e.. Network, systems, security

UDT Response:

"Giving hands-on experience through real-life training."

UDT will offer a Tech Apprentice Program (UDT TAP), seven-week paid internship opportunity at the UDT Headquarters, Network Operations "NOC" Center, or Security Operations Center "SOC" for technology-skilled college students. This apprenticeship is an ideal opportunity for students considering pursuing IT, and Technology, majors at Broward College who need a work-based experience to focus their efforts and understand the options available to them in the high tech arena. Student tech apprentices are engaged in a variety of real world, hands-on activities, services currently offered to UDT customers. Apprentice's first shadow and train with UDT employees, learning to perform the following

Technical Services:

- Network Monitoring and management
 - Troubleshooting
 - Remediation
 - Help desk
- Cybersecurity
 - Penetration tests
 - Vulnerability assessments
 - Remediation
 - Prevention

UDT is very flexible and will work with Broward College to select and offer the internship program to the best suited candidates to define the parameters of the tech apprenticeship program, including job descriptions, internship requirements, and selection process. In addition to technology internships we can work with Broward College to expand the program to other areas such as business, accounting, and marketing



15.BC Student Internship with Partner on mobile device repairs

UDT Response:

Phone and Pad Warehouse (PPW) in conjunction with UDT, believes that a hands on teaching method is the fastest learning type and we would like to accomplish this goal by allowing students to repair the service tickets across all of Broward College Campuses (with direct supervision of course). We would be following your current SLA deadlines to assure a smooth transition and excellent follow through. Training will be provided to prepare the technician for on- Site troubleshooting, repairs, and development prior to giving them campus property. PPW would hire and compensate the technicians for their hourly work. The hands-on training in the field will propel our future IT professionals forward and benefit the IT field at Broward College. We believe that this program will benefit the College and the community as so many students are looking for a career path that will be around for years to come. The Technicians will become familiar with the warranty repair process and the accurate way to close service calls throughout the campuses. Ultimately students will be able to put critical job experience on their resumes making Broward College at a huge advantage regarding the incentives it offers to students in career training education.

This program is designed to prepare an entry-level /help desk technician and train them up to be a level 2/3 level in the Information Technology field. Students will be graduating with the skills to troubleshoot mobile, desktop, and Laptop devices and how to successfully replace and/or repair any issues on the Microsoft Windows platform.

The program highlights preparation for recognized certifications such as but not limited to:

- HP Repair Certified
- Mobile Device repairs
- Lenovo Repair Certified
- Microsoft Certified Technology Specialist (MCTS) (optional)
- A+ (optional)
- Microsoft Office Specialist (optional)

We will work with the College to determine the best way to select candidates as well as to make sure the guidelines of the program conform to Broward College's policies



THE REMAINDER OF THIS DOCUMENT IS NO LONGER THE MOST CURRENT CONFIGURATION AND/OR PRICING. SEE EXHIBIT "A-1" PRICING FOR CONTRACT PRICING.

16. Final round of Best Pricing on all configs with a focus on Configs B, D & F
UDT Response:

**Complete price matrix and summary attached
Focus on Configs B, D, F**

	Original Price	Best and Final
Config B - ProOne 600	\$ 721.34	\$ 662.00
Config D - Probook 440	\$ 654.25	\$ 649.00
Config F - HP X360 / 830	\$ 1,085.28	\$ 1,055.00
Additional Pricing Request:		
Config A1 - with 20in Monitor		\$ 675.00
Config C1 - HP Z2 with E243 Monitor		\$ 1,229.00
Config D1 - Probook 440 with Docking Bundle		\$ 989.00
Config F1 - HP X360 / 830 with Docking Bundle		\$ 1,395.00

EXHIBIT "A-4"

UDT AND PARTNERS

INTERNSHIP/HIRING PROGRAMS

UDT commits to Broward College to create no less than five paid internships in technology fields for Broward College Students on a yearly basis with the goal of long term job retention for students that excel in their programs. Additionally, our minority partner Phone and Pad Warehouse will also commit to create and offer a minimum of an additional five paid internships year per year for warranty support, phone and tablet support, as well as to hiring BC students for on-campus support needs in addition to assist these students to achieve industry certifications. UDT will work with Broward College to create meaningful internship programs that truly promote work based learning and provide hands on experience in their fields by working alongside top accredited professionals. Our HP and technology departments will work with Broward College to establish a fair application and selection process that fosters diversity and inclusion and fully aligns with Broward College's Mission and strategic goals.

Lastly, UDT is working with many of our large corporate partners like HP Inc, HPE, Cisco Systems, Palo Alto Networks, Fortinet, and NetApp to actively seek out additional nationwide internship programs to offer to BC students and at minimum guarantee making it to the interview in the selection process.

EXHIBIT "A-5" Lifecycle Management Services

Making Streamlined Technology Possible

Free Yourself to Focus on Core Objectives Trust UDT For All Your Technology Implementations

It is important that your new hardware is up and running immediately upon receipt; you want fully customized, end-user configured devices ready for instant use. All equipment needs to be imaged, provisioned, asset tagged and laser etched – and tailored to your environmental requirements. You need a complete asset lifecycle management partner. UDT has the experience and capabilities to be your trusted advisor throughout the asset procurement, implementation and support processes.

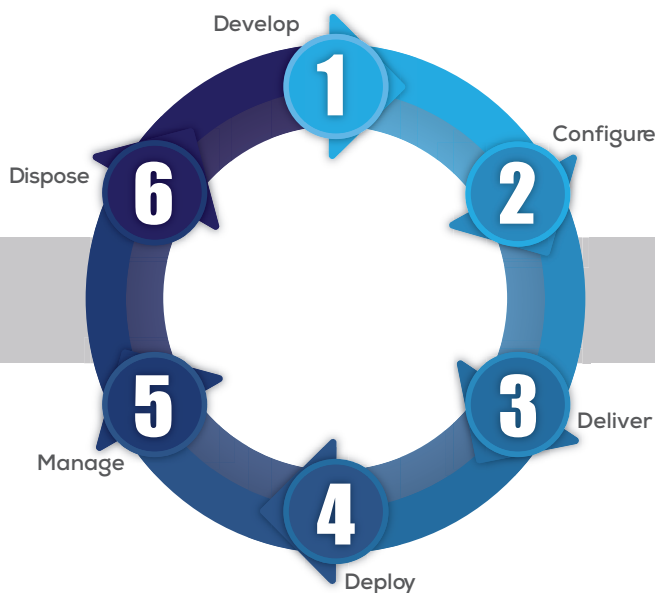


That's why mission-focused organizations rely on the Technical Services of United Data Technologies to resolve the challenges of technology implementation, enabling them to concentrate on what they do best.

It All Starts in the UDT Configuration Center

UDT's state-of-the-art facility in Orlando, FL, can configure thousands of units daily, enabling UDT to handle high-volume device implementations. Your technology implementation is critical for your core organizational objectives. UDT's best practice processes and multiple levels of customization allow for ultimate flexibility to support these objectives regardless of size and scope.

Lifecycle Management Services Cycle





The UDT Configuration Center provides a full array of end-to-end customized device configuration solutions including:

Configuration	Asset Reporting
Post Image Scripting	Secure Warehouse Storage and Consolidation
Laser Etching	Component Installation
Asset Management/Device Assignment	Remote VPN Connection
Asset Tagging	Data Formatting and Destruction
Install Automation	Just-in-time Delivery

UDT can provide configuration services across any software ecosystem or platform as well as a variety of devices, including desktops, laptops/tablets, printers and networking equipment.

Managed Deployment

UDT can assist or fully manage the deployment of your new technology assets and the renewal of your legacy devices, freeing your IT team to focus on core organizational objectives. Additionally, UDT can dismantle and remove end-of-life hardware for repurpose or environmentally responsible disposal.

Ongoing Support Capabilities

For Technical Services, configuration and deployment are just the beginning: UDT offers complete device warranty and support services as well as onsite and depot repair options to keep your new technology assets running at peak uptime and efficiency. UDT's asset management capabilities include a customized device assignment tool that helps your IT staff track and assign assets within your environment.

You Get More with UDT Lifecycle Management Services

- **Customization** – UDT has the capacity to manage high-volume workloads while maintaining the flexibility to answer your specific requests around configuration, delivery, deployment, reporting and support.
- **Communication** – UDT's dedicated Customer Support Team understands your environment and integration requirements. The team will constantly keep you updated throughout every step of the implementation processes, providing a seamless flow of communication.
- **Technical Consultation** – UDT's team of experienced technical engineers can assume whatever role is required to ensure a successful technology deployment, from trusted advisors to end-to-end management support.



EXHIBIT "A-6"

THE UDT CONFIGURATION CENTER

Your assets and time are important to you and your core business objectives. That is why it is imperative that your product is fully configured and ready for immediate use upon receipt. This includes how it is uniquely customized to your needs:

Do you need your devices imaged for specific end user upon receipt?

What information do you need on your asset tags?

Do you need specific side-loaded applications by department?

Do you have special delivery requirements like green shipping or Customer Service delivery coordination?

Do you want to stand out and laser etch your assets?

Do you need to supplement your resources to meet a deployment deadline?

To learn more about fully customizing your devices, call 1-(800) 882-9919 or visit <https://udtonline.com/portfolio-item/technical-services>



IMAGING CAPABILITY:
6,000 UNITS DAILY



ETCHING CAPABILITY:
2,000 UNITS DAILY



PALLET CAPABILITY:
400+



PORTFOLIO:
FULL RANGE
OF PRODUCTS

THE UDT CONFIGURATION CENTER
PROVIDES A FULL ARRAY OF END-
TO-END SOLUTIONS TO INCLUDE:

IMAGING & CONFIGURATION

- Image Consulting & Maintenance
- Imaging, Automation & BIOS Configuration
- Multi-Platform Device Configuration
 - (Microsoft/Google/Apple)
- Post-Image VPN Connection
- Complete product portfolio configuration capability

ASSET MANAGEMENT

- Asset Management Tool (ATMS)
- Custom Asset Tagging
- Laser Etching (Logo/Verbiage/Unique ID/Color)
- Reporting & Analytics

LOGISTICS & COORDINATION

- Secure Inventory Storage
- Custom Product Consolidation
- Kitting of Product for Project Deployments
- White Glove Service w/ Just-in-Time Delivery
- Green Shipping Methodology
- Complete Logistics Management
- Customer Support & Project Coordination

ASSET DISPOSITION

- Data Back-Up
- Data Format
- Asset Disposition & Recycling
- Certified Liability of Destruction

United Data Technologies' (UDT) state-of-the-art facility in Orlando, Florida, can configure thousands of units daily, enabling UDT to handle high-volume device implementations yet still customize to meet your exact needs. Your technology implementation is critical for your core organizational objectives and UDT's proven industry best practices and multiple levels of customization allow for ultimate flexibility to support these objectives regardless of size and scope.

To learn more about fully customizing your devices, call 1-(800) 882-9919
or visit <https://udtonline.com/portfolio-item/technical-services>



Guide

HP Care Services Definitions

Acronym/Name	Description
1/1/0	Service or warranty covers 1-year parts, 1-year labor. Onsite service is not included
3/3/0	Service or warranty covers 3-year parts, 3-year labor. Onsite service is not included
1/1/1	Service or warranty covers 1-year parts, 1-year labor and 1-year onsite
3/3/3	Service or warranty covers 3-year parts, 3-year labor and 3-year onsite
13x5	Service is available 13 hours per day, five days a week, excluding HP holidays
13x7	Service is available 13 hours per day, seven days a week, including HP holidays
2 hour SW phone-in response	Once a software problem is logged, an HP representative will respond to the call within two hours. See datasheet for more details
24x7	Service is available 24 hours per day, Monday through Sunday, including HP holidays
4 hour response	HP will use commercially reasonable efforts to respond (either via onsite maintenance or hardware exchange) within 4 hours of receiving and acknowledging the service request. See datasheet for more details
9x5	Service is available 9 hours per day, five days a week excluding HP holiday
Absolute DDS	Absolute® DDS, formerly Absolute Computrace®, is an adaptive endpoint security Care Pack solution. It provides you with a persistent connection to all of your computer endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorized user. Your connection to each device provides you with the insight you need to assess risk and apply scenario-appropriate security measures
Accidental Damage Protection (ADP)	Accidental Damage Protection allows the customer to avoid out-of-pocket repair or replacement costs caused by accidents such as drops, spills or electrical surges. Refer to local datasheet for detailed coverage
Account Support Manager (ASM)	The Account Support Manager is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. See datasheet for more details
Advanced Exchange	HP will ship a replacement product to the Customer's site for delivery generally within 4–7 business days after the service request has been logged. Delivery time may vary based on geographic location
Battery Replacement	One (1) replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a battery cell failure has occurred before the 50% limit is reached
Computer Tracing	Helps customers track and recover stolen or lost devices. It also makes it possible to delete data remotely in order to protect confidential information
Call to Repair (CTR)	For critical incidents, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a fixed time after the initial service request has been received and acknowledged. See datasheet for more details
Data Recovery	Helps recover data lost due to mechanical failure, malware, human error, or operating system error
Defective Media Retention (DMR)	Defective Media Retention provides a replacement drive while allowing customers to keep their malfunctioning drive on which their sensitive data is stored
Exchange	Provides a replacement product or part to be delivered free of freight charges to your location
Helpdesk Software and Technical Support	Provides phone and online technical assistance, covering computer software, hardware, connectivity, and networking issues across a range of computers, tablets, and smartphones
In warranty	Services cover products that are within the warranty period
Installation (PC and Printer)	Provides installation support for HP PCs and Printers which are carried out by HP authorized representatives as per product documentation
Maintenance Replacement Kit	Provides professional replacement of maintenance kit parts plus a professional cleaning, around the area of the kit, scheduled at the customer's convenience
Mon-Fri (13 hrs)	Coverage window is Monday through Friday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Mon-Fri (9 hrs)	Coverage window is Monday through Friday, 9 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window

Mon-Sun (12 hrs)	Coverage window is Monday through Sunday, 12 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Mon-Sun (13 hrs)	Coverage window is Monday through Sunday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Mon-Sun (24 hrs)	Coverage window is Monday through Sunday, 24 hours each day, subject to local availability
Mon-Sun (9 hrs)	Coverage window is Monday through Sunday, 9 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Next Business Day (NBD)	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the next business day after the call has been received and acknowledged by HP
Next Business Day Exchange	For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next business day. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day and serviced within the following business day
Next Coverage Day (NCD)	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP
Onsite	Onsite Service makes an HP authorized representative available at the customers' premises to begin hardware maintenance service
Pickup and Return	Provides access to an HP authorized courier to pick-up the faulty unit, repair, and return the operational unit, if the issue cannot be resolved remotely
Post Warranty	Allows extending an 'expiring' product warranty or an 'expiring' registered HP Care Pack service by 1 year or two years
Premium Care	Provides a single point of contact for your personal computing products and software support needs
Preventive Maintenance	HP support solution designed for printers requiring proactive solutions within defined service features at a lower cost, no parts included
Priority Support	Offers a suite of premium, enterprise-class PC and Printer support services to optimize helpdesk and IT resource performance, so organizations can get back to business faster
Proactive/Reactive support	Includes both proactive support packages as well as reactive, or break/fix, support packages
Receipt Unit Exchange	Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to the Customer's site for delivery generally within 4-7 business days after the service request has been logged. Delivery time may vary based on geographic location
Return to Depot (Return to HP)	If the defect cannot be resolved through HP remote support, the customer has to bring or send the defective unit to a HP repair center
Standard Response	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance services within a locally defined onsite response time after the service request has been received and acknowledged by HP
Technical Account Manager (TAM)	The Technical Account Manager is a non-dedicated remote resource who provides the customer with firmware and software update analysis and recommendations, manages the delivery of proactive services end to end and engages additional specialist resources as required. See datasheet for more details
Third-day Response	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the third coverage day after the call has been received and acknowledged by HP
Travel Next Business Day	Provides next-business day onsite service in any of the covered (80) countries for customers who travel internationally
Warranty independent	Services not dependent on the product warranty, such as printer Maintenance Kit Replacement service or Software Update and Support service

Sign up for updates
hp.com/go/getupdated



Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© Copyright 2017 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.





HP Self Maintainer Program



Reinvent home and classroom





Printing

Two leading franchises



Personal Systems



HP Commercial products

HP Self Maintainer Program



Tier 1 – Parts Only

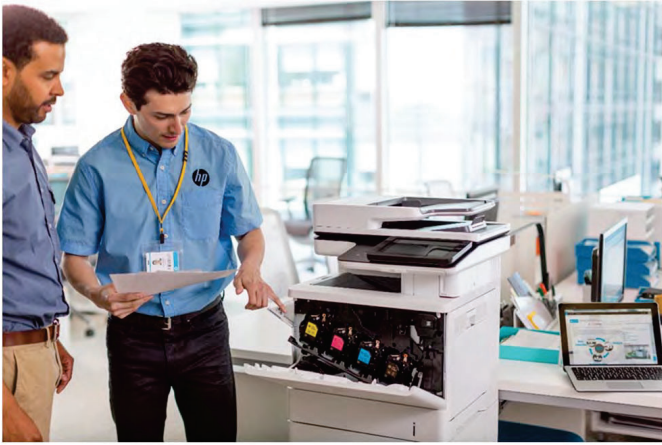
- SLED – Education, Public Sector & Non-Profit
 - Purchase Volume = \$0
- Commercial Business
 - Purchase Volume = \$250,000

Tier 2 – Parts & Labor (USA & Canada Only)

- SLED – Education, Public Sector & Non-Profit
 - Purchase Volume = \$250,000
- Commercial Business
 - Purchase Volume = \$500,000



HP Self Maintainer Program



- HP Self Maintainer allows a customer's internal IT staff to obtain warranty parts for customer-owned HP products.
- 3rd parties wishing to provide service should apply for one of HP's partner programs.
- HP certified technical Service Qualification is required
- HP Self Maintainer is a warranty service program that covers manufacturer's defects only.
- HP Self Maintainer does NOT cover:
 - Accidental Damage Protection (ADP)
 - Refurbishment
 - End user damage
 - Most plastics parts
 - Lost parts

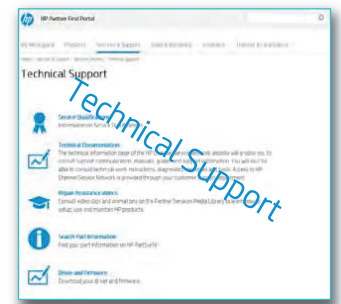
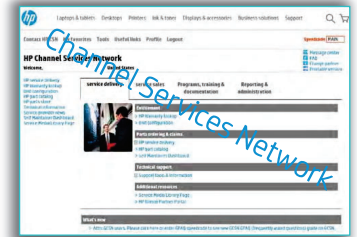
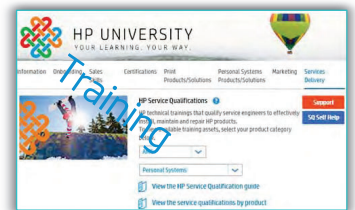
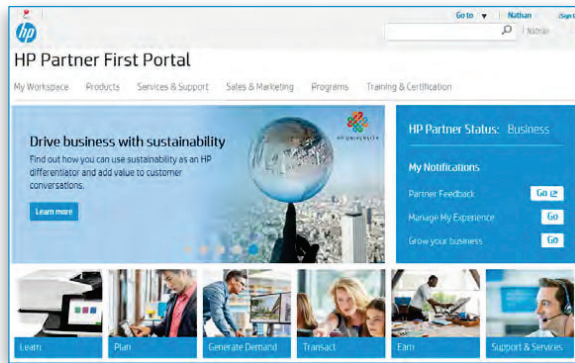
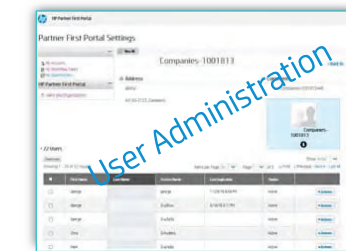


HP Self Maintainer Program highlights

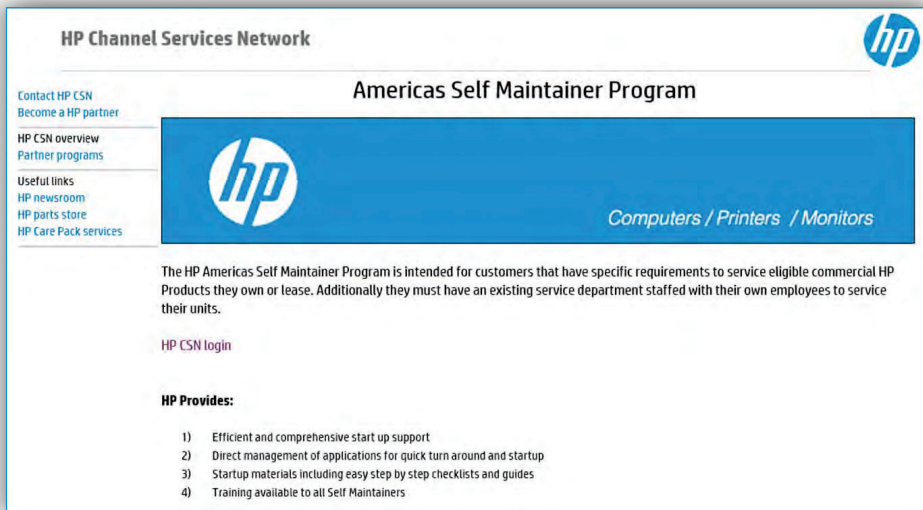
HP training & accreditation	HP Knowledge and technical resources & tools	Warranty Parts & free shipping	Diagnostics Requirement	35 % discount on non-warranty parts	Labor - Limited
<p>Training is free and all WBT – Web Based Training. Self Maintainers become Service Qualified to perform service on HP commercial products. Training is fully transferable between HP authorized service providers.</p>	<p>Self Maintainers gain access to system board configuration tools for both Windows PCs and Chromebooks. SMs use HP's CSN web site to view proprietary technical knowledge including individual product part replacement videos.</p>	<p>Self Maintainers gain access to all HP warranty parts including system boards and LCDs. All shipping costs are free. Parts will ship NBD – Next Business Day for customers with NBD Care Packs. Standard warranty parts may ship with 2 business day delivery.</p>	<p>The HP PC Hardware UEFI Diagnostics is a comprehensive set of tests to help you identify, isolate, and diagnose possible hardware issues with your HP personal systems computer. All major components are required to be tested when possible and the results of the diagnostics recorded.</p>	<p>Non-warranty parts can be purchased through the HP Parts Store with a 35% discount. Bulk quantities of parts can be purchased at a greater than 35% discount. Using the HP Store, SMs can create an inventory of parts and greatly accelerate the turnaround time on repairs.</p>	<p>Qualified HP Self Maintainers can be paid labor on the more time consuming repairs. Labor payments will not be paid on any easily replaced part.</p>

HP Partner First Portal

A single gateway to doing business with HP



HP Self Maintainer Program – Getting Started



HP Channel Services Network

Americas Self Maintainer Program

Computers / Printers / Monitors

Contact HP CSN
Become a HP partner

HP CSN overview
Partner programs

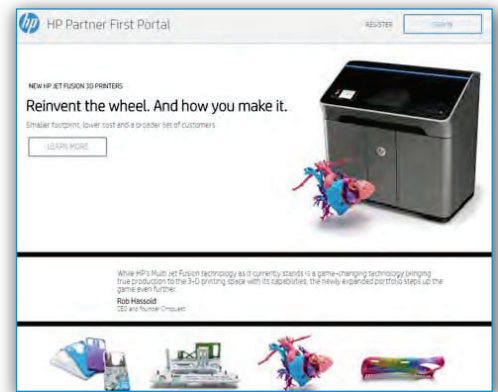
Useful links
HP newsroom
HP parts store
HP Care Pack services

The HP Americas Self Maintainer Program is intended for customers that have specific requirements to service eligible commercial HP Products they own or lease. Additionally they must have an existing service department staffed with their own employees to service their units.

[HP CSN login](#)

HP Provides:

- 1) Efficient and comprehensive start up support
- 2) Direct management of applications for quick turn around and startup
- 3) Startup materials including easy step by step checklists and guides
- 4) Training available to all Self Maintainers



HP Partner First Portal

REGISTER LOGIN

NEW HP JET FUSION 3D PRINTERS

Reinvent the wheel. And how you make it.

Smaller footprints, lower cost and a broader set of customers

[LEARN MORE](#)

While HP's Multi Jet Fusion technology as it currently stands is a game-changing technology bringing true production to the 3-D printing space with its capabilities, the newly expanded portfolio steps up the game even further.

Rob Hasebold
3D and Fusion Specialist

- Self Maintainer Program Information
- Program Information
- Agreements
- https://h20345.www2.hp.com/csnmcsdocs/marcomm/cpn_cms/SMext1.htm

- Apply for HP Self Maintainer on the Partner First Portal.
- Click Register
- partner.hp.com



3 step enrollment process

Step 1: Application

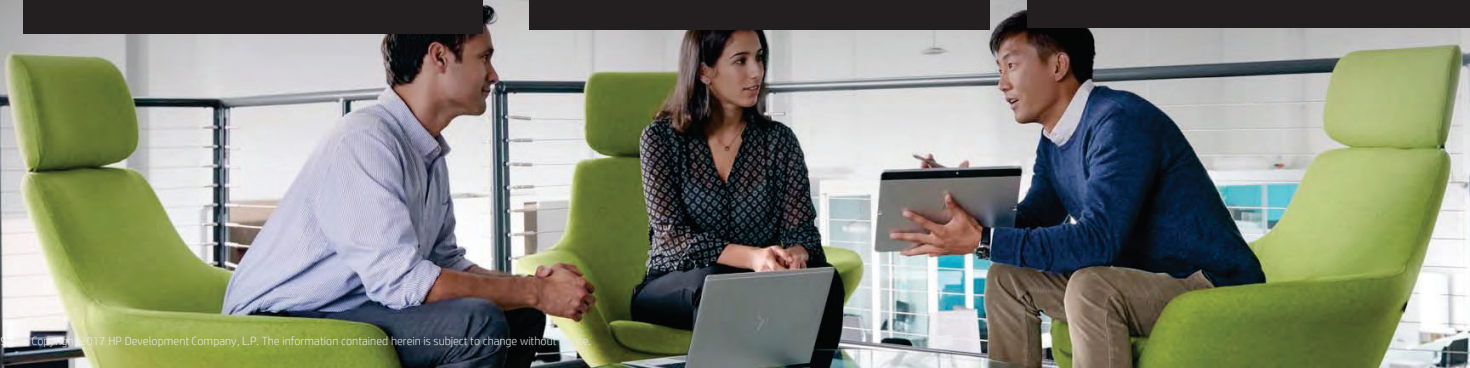
Register/Apply on the HP Partner Portal.

Step 2: Acceptance

After 72 hrs. receive an **Acceptance e-mail** with your Location ID. Users can begin the registration process and technical training can begin.

Step 3: Welcome

After 1 tech is trained, receive the **Welcome e-mail** and the welcome packet for your fully activated HP Self Maintainer account.



Self Maintainer Support

- 800-544-9976 ("self maintainer")
- smcustomersupport@hp.com

Partner First Portal:

- <https://partner.hp.com>
- NA: 844-305-6881
- Canada: 800-668-7670
- HPAMSpartersupport@hp.com

Learning Center:/SABA Training

- https://hpi-external.sabacloud.com/Saba/Web_spf/HPI/local
- qualification-trainingsupport@hp.com

CSN:

- <https://www.hp.com/partners/csn>

Parts

Return Extension

- hpcsamserd@hp.com

Return Label Requests

- hpcsamscnlabel@hp.com
- 800-544-9976 ("Replacement Parts")

Escalations

- ppspits@hp.com

Shipping order management(Invoices):

- sart@hp.com

HP Parts Store

- HPPS_RHD@hp.com

Custom Solutions - Bulk Orders

- USRRP@hp.com

HPPS Post Shipment

- hpps-psteam@hp.com

HP Support

Consumer Technical Support

- 800-474-6836

Commercial Technical Support

- 800-334-5144

Contract or Care Pack Technical Support

- 844-732-9070

Elite Support

- 866-625-1175

Retail POS, and Thin Clients

- 866-852-4865

HP Field Tech Assist: (Level 2)

- 800-477-6222

Commercial - Depot/On-site Status

- 888-886-3292

HP Partner Locator

- <http://www8.hp.com/us/en/store-finder/index.do>

HP Websites

HP Part Surfer

- <http://partsurfer.hp.com>

HP Support Case Manager

- <http://www.hp.com/go/scm>

Software and Drivers

- <http://support.hp.com/us-en/drivers/>

HP Advisories

- www.hp.com/go/myadvisory

Client Management Solutions - Windows

- www.hp.com/go/clientmanagement

ImageDiags

- <ftp://ftp.hp.com/pub/idr/>

Windows - HP Cloud Recovery Tool

- <http://support.hp.com/us-en/document/c05115630?openCLC=true>

Care Packs- Entitlement

- 800-407-6210 - srq@hp.com
www.hp.com/go/hpcarepack/register

Care Pack Central

- <http://www.hp.com/go/cpc>





keep reinventing

Priority Services

Trusted global IT support

Get back to business fast with premium, enterprise-class global IT support that works where you do and speaks your language.



Priority Services benefits include:



Making support easier for enterprise



World-class customer support experience



Improved IT help desk productivity



Trusted IT partner relationship

It's time for enterprise-level global support

Optimize IT performance across the globe with Priority Services, part of HP Care. Priority Services are designed to enhance enterprise IT performance by helping to reduce your help desk workload; manage the entire install base of PC, monitor, and commercial printer support needs; and deliver executive-level performance reporting. Additionally, Priority Services can help you get ahead of issues before they occur with an assigned HP Global Customer Support Manager, who will manage and proactively plan IT support needs and tech-to-tech support.¹

How it works

Priority Services is available for HP commercial customers with internal help desks, delivering service levels of 1, 3, 4, or 5 years. Priority Services comprises a three-tier solution: Priority Access,² Priority Access Plus,³ and Priority Management.⁴

- **Priority Access** offers anytime, anywhere access to advanced global support agents and a full suite of online tools to quickly address support needs and improve help desk productivity.
- **Priority Access Plus** offers all the features of Priority Access, plus an assigned HP Global Customer Support Manager, regular reporting of support cases on the installed base, dedicated remote support to manage and address support needs, and a dedicated escalation path.
- **Priority Management** offers all the features of Priority Access, plus an HP Global Customer Support Manager who is located in the same region as your headquarters, parts prioritization to reduce downtime, and additional monitoring and proactive planning for a truly premium support experience.

Each tier is designed to deliver premium-level IT support, with access to advanced global support agents and online tools that act as a fast lane for IT support issues—delivering globally consistent support from a world-class IT partner, available in more than 60 countries and 20 languages worldwide.



Priority Access

- Technical support designed for IT
- Global experience
- Direct access
- Online case management tools

Priority Access Plus

Priority Access and the following:

- Assigned support professional
- Problem management
- Performance reporting

Priority Management

Priority Access and the following:

- Assigned in-region support contact
- Proactive support plan
- Performance management
- Parts prioritization

Priority Access

Premium access to help expedite support needs and improve productivity

HP understands that organizations need a more direct way to access skilled remote support agents for IT help desks. Priority Access leverages your internal diagnoses to bypass standard troubleshooting steps and provide shorter support call times.

Features

- Technical support that's designed for IT professionals, rather than end users
- Globally consistent experience in more than 60 countries and over 20 languages
- Prioritized access to specially trained HP IT support professionals with a unique PIN
- Submit and manage cases 24x7 via a suite of web-based submission and tracking solutions

Benefits

- Shorter support call times with fast-track resolutions
- Online case management system to maximize help desk productivity
- Direct access to specially trained HP IT support professionals and online support tools available 24/7

Priority Access Plus

Dedicated remote point of contact and quarterly performance reporting

When your business requires additional coverage and insights, Priority Access Plus provides all the benefits of Priority Access as well as the dedicated support of an HP Global Customer Support Manager (GCSM) and executive-level reporting on product quality and service status.

Features

Priority Access Plus offers all the features of Priority Access and the following:

- An HP GCSM to act as the customer's single point of contact when special issues arise
- A dedicated remote support expert to manage and address your support needs
- Executive-level performance reporting on a quarterly basis

Benefits

- An assigned GCSM to address support needs and serve as a single point of contact within HP
- Streamlined processes, operations, and quarterly reporting to help keep your business up and running

Priority Management

Priority Management focuses on your current and future needs, offering all the benefits of Priority Access as well as an in-region HP GCSM to address and manage all support needs—such as performance management and parts prioritization—and provide detailed executive reporting.

Features

Priority Management offers all the features of Priority Access and the following:

- Assigned, in-region GCSM for global support and performance needs
- Tailored, proactive support plan that addresses strategic business needs and IT requirements
- Parts order management prioritization to ensure you always get the parts you need, with customer support in more than 60 countries
- Executive-level reporting of product quality and service status on a monthly or quarterly basis, as well as regular status communications to track support health of the installed base

Benefits

- Proactive services address support needs and performance—so you don't have to
- Streamlined processes, operations, and reporting to help keep your business up and running
- Comprehensive, consistent problem management and premium support across brand/remote office locations in multiple countries

Priority Access delivery specifications

Technical support designed for IT

Designed to support IT professionals, rather than end users, this feature leverages your diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times to get you back to business fast.

Global experience

Provides a globally consistent experience in more than 60 countries and 20 languages. Refer to Priority Services country coverage for specific country information.

Direct access

Provides your IT help desk teams with prioritized access to specially trained HP IT support professionals via a toll-free number and unique PIN.

Online case management tools

Provides convenient, web-based submission and tracking solutions, such as HP Support Case Manager, to enable you to submit and manage support cases 24x7 via the Internet.

Priority Access Plus delivery specifications

Priority Access

Includes all of the stated features of Priority Access.

Problem management

A dedicated remote support expert is assigned to the customer to serve as a single point of contact within HP if/when an issue arises that requires special attention.

Performance reporting

Provides executive-level reporting and regular status communications to track the support quality, as well as quarterly performance summary reports with action plans.

Priority Management delivery specifications

Priority Access and Priority Access Plus

Includes all of the stated features of Priority Access and Priority Access Plus.

Assigned support contact

An HP GCSM located within your region is assigned to help meet your global support needs.

Proactive support plan

Upon purchase of this service, the HP GCSM meets with you and the HP account team to gain a thorough understanding of your business and IT requirements, including the review and documentation of geographical footprint, entitlements, SLAs, and specific support instructions. The GCSM will then implement a proactive support plan tailored to meet your needs.

Problem management

Provides an assigned support expert to proactively manage and address your support needs and performance, including regular monitoring of key operational performance indicators to compare against your established targets. Also provides thorough root-cause analysis, corrective action plans, and resolution timelines.

Parts prioritization

Whether there's a natural disaster or everyday technical issue, this feature provides you with proactive prioritized access to parts that improve end-user uptime—utilizing exceptional means when necessary to acquire inventory for your needs, including but not limited to internal inventory sourcing, expedited factory deliveries, and broker purchases.

Performance management

Provides executive-level reporting to assess your unique product quality and service status, plus regular status communications to track the support health for the install base. Also includes monthly and quarterly reviews with the HP GCSM to recap performance metrics and create action plans to address any deviations from target, including issue summary and root-cause action plans.

Priority Services country coverage

North America	Nicaragua	New Zealand	Finland	Qatar
Canada	Panama	Philippines	France	Russia
United States	Peru	Singapore	Germany	Saudi Arabia
	Puerto Rico	South Korea	Greece	Slovakia
Latin America	Uruguay	Taiwan	Hungary	Slovenia
Argentina		Thailand	Ireland	South Africa
Brazil	Asia Pacific and		Israel	Spain
Chile	Japan (APJ)	Europe, Middle	Italy	Sweden
Colombia	Australia	East, and Africa	Luxembourg	Switzerland
Costa Rica	China	(EMEA)	Morocco	Turkey
Dominican Republic	Hong Kong	Austria	The Netherlands	United Arab
Ecuador	India	Belgium	Nigeria	Emirates
Guatemala	Indonesia	Czech Republic	Norway	United Kingdom
Honduras	Japan	Denmark	Poland	
Mexico	Malaysia	Egypt	Portugal	

Priority Services languages supported

The following languages are supported by HP support centers:

Bahasa	English	Hungarian	Norwegian	Spanish
Cantonese	Finnish	Italian	Polish	Swedish
Czech	French	Japanese	Portuguese	Turkish
Danish	German	Korean	Russian	Thai
Dutch	Hindi	Mandarin	Slovak	

Ordering information

For further information, or to order Priority Services, contact a local HP sales representative.

Product ordering information

PC part numbers	Description	Print part numbers	Description
U7C98E	1yr Priority Access PC ²	U1PB1E	1yr Priority Access Print ²
U7C99E	3yr Priority Access PC ²	U1PB2E	3yr Priority Access Print ²
U1PV6E	4yr Priority Access PC ²	U4ZX6E	4yr Priority Access Print ²
U1PV7E	5yr Priority Access PC ²	U4ZX7E	5yr Priority Access Print ²
U9DL9E	1yr Priority Access Plus PC ³	U9DB6E	1yr Priority Access Plus Print ³
U9DM0E	3yr Priority Access Plus PC ³	U9DB7E	3yr Priority Access Plus Print ³
U9DM1E	4yr Priority Access Plus PC ³	U9DB8E	4yr Priority Access Plus Print ³
U9DM2E	5yr Priority Access Plus PC ³	U9DB9E	5yr Priority Access Plus Print ³
U7D00E	1yr Priority Management PC ⁴	U1PB3E	1yr Priority Management Print ⁴
U7D01E	3yr Priority Management PC ⁴	U1PB4E	3yr Priority Management Print ⁴
U1PV8E	4yr Priority Management PC ⁴	U4ZX8E	4yr Priority Management Print ⁴
U1PB9E	5yr Priority Management PC ⁴	U4ZX9E	5yr Priority Management Print ⁴

¹ Available only with Priority Management.

² Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

³ Priority Access Plus requires a 1000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. Not available in the Americas.

⁴ Priority Management requires a 1000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

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Priority Access, Priority Access Plus, and Priority Management Services

Priority Services, part of HP Care

Service feature highlights

Priority Access

- Provides premium access to highly-skilled-remote Global Support Agents and advanced tools to expedite your support needs and improve help desk productivity
- Reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues
- Delivers a globally consistent experience that is available in more than 60 countries and over 20 languages
- Provides access to special online case management tools

Priority Access Plus

- Includes all features of the Priority Access Service
- Provides a dedicated remote point of contact to manage your support needs
- Delivers performance reporting on a quarterly basis

Priority Management

- Includes all features of the Priority Access Service as well as an HP Global Support Manager, located in the region of your customers' headquarters who proactively monitors and manages your support needs
- Provides parts prioritization to reduce downtime and get you back to business faster
- Delivers performance monitoring, executive-level reporting, and proactive support planning to provide a premium support experience

Service overview

Priority Services are designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organization with premium global support. Priority Services are IT support services that include an HP Global Support Manager, who proactively plans and manages your IT support needs and provides tech-to-tech support to help improve the productivity and effectiveness of your help desk resources. HP focuses on your needs by providing services and support designed to address the technology challenges you face today, so your company can quickly get back to business.

Priority Services are available for HP commercial customers with IT help desks. Priority Services are available in three tiers: (1) Priority Access¹ (2) Priority Access Plus² and (3) Priority Management Service.³ Priority Access offers premium access to Global Support Agents and provides advanced tools to expedite your support needs and improve help desk productivity. Priority Access Plus offers all the features of Priority Access, plus access to advanced support agents, regular reporting of support cases on the installed base, as well as a dedicated escalation path. Priority Management offers all the features of the Priority Access as well as an HP Global Support Manager, located in your region, who proactively monitors and manages your support needs.

	Priority Access	Priority Access Plus	Priority Management
Technical Support Design for IT	•	•	•
Global Experience	•	•	•
Direct Access	•	•	•
Online Case Management Tools	•	•	•
Problem Management		•	•
Performance Reporting		•	•
Assigned Support Contact			•
Proactive Support Plan			•
Parts Prioritization			•
Performance Management			•
Executive-level reporting			•

Specifications

Table 1. Priority Access features

Feature	Delivery specifications
Technical Support Designed for IT	Designed to support IT professionals, rather than end users, this feature leverages the Customer's diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times than HP standard remote support.
Global Experience	This feature provides a globally consistent experience in more than 60 countries and over 20 languages. Refer to the 'Geographic coverage' section (table 4) for specific country information.
Direct Access	Customer IT help desk teams get prioritized access to specially trained HP IT support professionals with a toll-free number and a unique PIN.
Online Case Management Tools	This feature provides support tools with Web-based submission and tracking solutions. The HP Support Case Manager (SCM) provides 24x7 access and enables the Customer to submit and manage support cases via the Internet. Additional access information is included in program onboarding information that is sent to the Customer upon purchase.

Table 2. Priority Access Plus features

Feature	Delivery specifications
Priority Access	This service includes all of the features of the Priority Access, listed in table 1.
Assigned Support Contact	This feature provides a dedicated remote support expert to manage and address the Customer's support needs.
Problem Management	This feature provides a dedicated remote support expert to manage and address the Customer's support needs.
Performance Reporting	This feature provides executive-level reporting that assesses the Customer's unique product quality and service status.

Table 3. Priority Management features

Feature	Delivery specifications
Priority Access	This service includes all of the features of Priority Access and Priority Access Plus, listed in table 1 and 2.
Assigned Support Contact	<p>An HP Global Customer Support Manager (GCSM), who is located in the Customer's region and is responsible for meeting global support needs, will be assigned to the Customer.</p> <p>The GCSM is a highly trained professional who has a thorough understanding of the Customer's business and strategic IT requirements. The GCSM is located in the same geographic region as the Customer's headquarters location, is aligned with the Customer's executive management, and makes strategic support decisions.</p> <p>If an issue does arise that requires special attention, the GCSM will act as the Customer's single point of contact within HP. In that role, the GCSM can align HP's service professionals to quickly and effectively address the Customer's unique requirements.</p>

Feature	Delivery specifications
Proactive Support Plan	<p>An HP Support Manager will work with the Customer to understand the Customer's business and strategic IT requirements and then design and implement a proactive support plan tailored to meet the Customer's needs.</p> <p>Once the Customer purchases this service, the Support Manager will meet with the Customer and the HP account team to gain a thorough understanding of the Customer's business and IT requirements, including a review and documentation of the Customer's geographical footprint, entitlements, SLAs, and specific support instructions.</p>
Problem Management	<p>This feature provides an assigned support expert to proactively manage and address the Customer's support needs and performance.</p> <p>The HP GCSM regularly monitors key operational performance indicators and tracks results against the Customer's established targets. Through regular Customer updates, this feature provides thorough root-cause analysis, corrective action plans, and resolution timelines.</p>
Parts Prioritization	<p>Whether the Customer has experienced a natural disaster or everyday technical issues, this feature provides the Customer with proactive prioritized access to parts that improve end-user uptime.</p> <p>In the event that a part shortage occurs, fulfillment of orders for HP Priority Management Customers will be prioritized at the time inventory becomes available. Additionally, support teams may utilize exceptional methods to acquire inventory for these Customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.</p>
Performance Reporting	<p>This feature provides executive-level reporting that assesses the Customer's unique product quality and service status, as well as regular status communications to track the support health of the installed base.</p>
Performance Management	<p>This feature provides monthly and quarterly reviews with the HP global support manager to recap performance metrics. Quarterly performance summary reports provide action plans to address any deviations from targets; monthly open and closed escalations include an issue summary and root-cause action plans.</p>

Table 4. Service-level options

Option	Delivery specifications
Duration	<p>Priority Services are available in 1-, 3-, 4-, or 5-year coverage durations. The coverage duration is indicated in the description of the selected package.</p>

Service eligibility

- Only HP PC and commercial printer products and HP-supported products that are sold by HP or an HP authorized reseller are eligible; the service is limited to the following PC products: desktops, notebooks, workstations, retail point-of-sale products, thin clients, and tablets. HP monitors will be included with the desktop or workstation unit.
- The customer must have a valid HP warranty, Care Pack or hardware service contract for any hardware receiving this service.
- HP requires that Customers cover 100 percent of their in-warranty installed base of HP PC and commercial printer units when purchasing Priority Services.
- The Customer must have an IT department or a Customer-authorized IT help desk service provider that conducts hardware diagnosis for the Customer's end-user HP technical issues. Only the Customer's IT help desk professional or those of a Customer-authorized partner will be allowed to contact Priority Services for support.
- Customers purchasing Priority Access must have an installed base of at least 250 in-warranty HP PC and/or commercial printer units.
- Customers purchasing Priority Management must have an installed base of at least 1,000 in-warranty HP PC and/or commercial printer units.
- Customers purchasing Priority Access Plus must have an install base of at least 1000 in-warranty HP PC units.

Geographic coverage

Table 4. Geographic coverage

Region	Countries
Americas	Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Uruguay, United States. Priority Access Plus is not available in the Americas
Europe, Middle East, and Africa	Austria, Belgium, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom
Asia Pacific and Japan	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand

Languages supported

The following languages are supported by HP support centers: Bahasa, Cantonese, Czech, Danish, Dutch, English, Finnish, French, German, Hindi, Hungarian, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish, Thai and Turkish.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer will:

- Provide an accurate estimate of the entire HP installed base with a valid HP warranty, Care Pack or hardware service contract
- Prior to a support incident, conduct internal troubleshooting and diagnosis
- During a support incident, have the Customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Hardware without a valid HP warranty, Care Pack or hardware service contract (except as noted in the 'Service eligibility' section)
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Parts prioritization is not available in the following countries: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua, and Uruguay.

General provisions/Other exclusions

- Priority Services activation process will begin within 30 days of purchase.
- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding the Customer's in-warranty installed base.
- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to ensure that there is an accurate sizing of the fleet.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Geographic locations and languages are subject to change.

Ordering information

To obtain further information or to order Priority Services, contact a local HP sales representative.

Table 5. Product ordering information

PC part numbers		Print part numbers	
U7C98E	1yr Priority Access	U1PB1E	1yr Priority Access
U7C99E	3yr Priority Access	U1PB2E	3yr Priority Access
U1PV6E	4yr Priority Access	U4ZX6E	4yr Priority Access
U1PV7E	5yr Priority Access	U4ZX7E	5yr Priority Access
U9DL9E	1yr Priority Access Plus	U9DB6E	1yr Priority Access Plus
U9DM0E	3yr Priority Access Plus	U9DB7E	3yr Priority Access Plus
U9DM1E	4yr Priority Access Plus	U9DB8E	4yr Priority Access Plus
U9DM2E	5yr Priority Access Plus	U9DB9E	5yr Priority Access Plus
U7D00E	1yr Priority Management	U1PB3E	1yr Priority Management
U7D01E	3yr Priority Management	U1PB4E	3yr Priority Management
U1PV8E	4yr Priority Management	U4ZX8E	4yr Priority Management
U1PV9E	5yr Priority Management	U4ZX9E	5yr Priority Management

For more information

hp.com/go/priorityservices

¹ Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

² Priority Access Plus requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. Not available in the Americas.

³ Priority Management requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

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HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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Data sheet

HP Accidental Damage Protection



HP Care Pack services

Service benefits

- Flexible and free-of-charge shipment options at or from your location
- Repair handled at and by approved HP repair centers and agents, with remote service provided by approved HP technicians whenever possible

Service feature highlights

- Accidental damage protection
- Remote problem diagnosis and support
- Offsite support and materials
- Shipment to the HP authorized repair center
- Replacement service
- Return shipment

Service overview

HP Accidental Damage Protection provides protection against accidental damage to your HP product that occurs during the contracted period. Accidental damage refers to accidental physical breakage or failure of your covered equipment due to an unforeseen and unintentional event that causes physical damage to the covered equipment and which affects its functionality, such as if you accidentally spill liquid on your keyboard or accidentally drop your HP notebook. Accidental Damage Protection can help you avoid out-of-pocket repair or replacement costs caused by these unexpected events.

Should your HP product be subject to an event that is covered under Accidental Damage Protection, your covered equipment will either be repaired or replaced with an HP product of at least equivalent functionality at no extra charge, subject to the terms, conditions, and exclusions described in full in the Accidental Damage Protection policy document.*

Specifications

Table 1. Accidental Damage Protection features

Feature	Delivery specifications
Accidental damage protection	<p>Accidental Damage Protection provides protection (i.e., repair or replacement) against accidental damage to the Customer's covered HP product that occurs during the covered period.</p> <p>Accidental damage refers to the accidental physical breakage or failure of your HP covered equipment due to an unforeseen and unintentional event that causes physical damage to the HP covered equipment and which affects its functionality.</p> <p>Accidental Damage Protection does not cover events including, but not limited to, theft, loss, damage caused by fire, a vehicle accident or act of nature, normal wear, consumables, or abuse and misuse. Please see the Accidental Damage Protection policy for full details of exclusions to the policy coverage.*</p>
Remote problem diagnosis and support	<p>When making an accidental damage claim, the Customer must first report the claim as soon as possible by either calling HP at (0845) 161 0050 or by using the HP Web portal (https://h20565.www2.hp.com/portal/site/hpsc/public). Provided that the damage was caused by accident, HP will provide the Customer with basic technical assistance. The Customer may be asked to provide necessary information and to cooperate by resolving problems remotely, executing self-tests or diagnostic programs, and performing basic remedial activities.</p>

* The HP Accidental Damage Protection is underwritten by AIG Europe Limited, which is authorized and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (firm reference number: 202628). This information can be checked by visiting the Financial Services Register online ([fsa.gov.uk/register](https://www.fsa.gov.uk/register)). AIG Europe Limited has its registered office at 58 Fenchurch Street, London, EC3M 4AB. AIG Europe Limited is registered in England; the company number is 1486260. Any shipment or technical assistance detailed in this data sheet that is not mentioned in AIG's Accidental Damage policy at the link below is provided by HP and is not the responsibility of AIG Europe Limited. Accidental Damage Protection is governed by the current AIG Accidental Damage policy, which is available at hp.com/uk/accidental_damage_protection. Any HP Support Service Agreement automatically generated and sent to you by HP systems will not apply to the Accidental Damage Protection services described herein.

Feature	Delivery specifications
Offsite support and materials	<p>If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective covered equipment to an HP authorized repair center and will provide technical repair support.</p> <p>The Customer's covered equipment will either be repaired using parts that are new or functionally equivalent to new in performance; replaced with an HP product that is new or functionally equivalent to new in performance; or, in the case where there is not an HP product that matches the covered equipment, HP will provide the Customer with an HP product that is at least functionally equivalent to the original covered equipment not exceeding the product value of the original item, as indicated by the Customer's proof of purchase.</p>
Shipment to the HP authorized repair center	<p>Should the HP covered equipment require repair at an HP authorized repair center, one of the following options will be proposed to the Customer based on the repair capabilities available at the Customer's location. The option proposed can also depend on the existing warranty level included with the Customer's covered equipment or the support package purchased for the product:</p> <ul style="list-style-type: none"> • Delivery by the Customer: With this option, the Customer is responsible for delivering the covered equipment to the HP designated repair center. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service. HP will pay the cost of delivery. • Pickup by HP: An HP authorized courier will pick up the defective product at the Customer's location in the United Kingdom, the Channel Islands, or the Isle of Man, and deliver it to the HP designated repair center. It is the Customer's responsibility to package and prepare the product appropriately for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.
Replacement Service	<p>In the event that the Customer's covered equipment cannot be repaired or the cost of the repair exceeds the value of the product, HP may decide to replace it. Replaced products become the property of HP.</p>
Return shipment	<p>An HP authorized courier will return the repaired or replaced product to the Customer's designated location within the United Kingdom, the Isle of Man, or the Channel Islands. Return shipment will be by ground transportation and usually takes between 3 and 7 business days. The Customer may request accelerated delivery at an additional charge.</p>

Coverage

Accidental Damage Protection covers the HP product identified by the serial number shown on the Customer's services certificate, including all accessories provided with HP products under the same serial number and all HP supplied internal components such as memory and CD-ROM drives.

Not covered under this service are items such as, but not limited to:

- External accessories not provided with the main HP product under the applicable serial number such as mouse, keyboard, and AC power cable
- Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service; HP Notebook and Tablet long-life batteries are covered for up to 3 years
- Non-HP products
- Accessories purchased in addition to the base unit, such as jackets, cradles, docking stations, port replicators, maintenance kits, carrying cases, and other supplies
- Any product previously serviced or repaired by anyone who is not duly authorized

For full details of all coverage exclusions, please see the AIG Accidental Damage policy document (please see the document footnote for more details).

Prerequisites

The covered equipment must be either covered by the HP Limited Warranty provided with your HP product or a warranty extension service with a coverage duration equal to or longer than the Accidental Damage Protection policy.

Accidental Damage Protection must be purchased within 30 days of the purchase of the HP product. The Customer may be required to provide proof of purchase before any services are provided for the equipment covered under the Accidental Damage Protection policy.

Customer responsibilities

In order to receive full protection under the Accidental Damage Protection policy, the Customer shall take all reasonable precautions to protect the covered equipment against an insured event and shall use and maintain the covered equipment in accordance with HP's instructions.

In addition, when making a claim under the Accidental Damage Protection policy, the Customer must comply with all the requirements set out in the AIG Accidental Damage policy, which the Customer is advised to read carefully (please see the document footnote for more details).

Reporting a claim

The Customer must report a claim as soon as possible using one of the following methods:

- Phone: calling (0845) 161 0050
- Online: using the HP Web portal (<https://h20565.www2.hp.com/portal/site/hpsc/public>)

Territorial limits

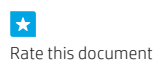
Accidental Damage Protection covers insured events occurring anywhere in the world. However, an HP product can only be repaired, picked up, and delivered back to you in the United Kingdom, the Isle of Man, or the Channel Islands, and an HP product that has been repaired or replaced can only be delivered to a customer in the United Kingdom, the Isle of Man, or the Channel Islands.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following websites:

- HP support services: hp.com/services/support
- HP Care Pack services: hp.com/services/carepack

Sign up for updates
hp.com/go/getupdated



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Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.



EXHIBIT "A-1" PRICING

Broward College PC/Desktop

DE

Config A	Elitedesk 800
Config A with 20inch Display	Elitedesk 800
Config B	ProOne 600
Config C	HP Z2
Config C1	HP Z2
Config G	HP Z2
Config G2	HP Z2

LA

Config D Revised	Probook 440
Optional Laptop Bundle	BC-LptpAccBndle
Config F - Revised (Without 2nd Pen/ DVD/RW)	X360 830
Optional Laptop Bundle	BC-LptpAccBndle
Config S	Microsoft Surface Pro 6 LQ6-00001 / FFQ-00001

MS Extended Warranty & ADP	HP3-00092
Config S1 Optional Bundle	PF3-00005, 3yJ-00022
DESK	
Config I	Prodesk 600DM

BALAN	
HP inc Desktops, Laptops, Tablets, Displays, Accessories	
HP Printers	
HPE Servers and Storage (• 2U and 1U servers• Blade Servers•	
Spectrum Carts / Furniture	
All other Manufacturers	
UDT Services (All)	
UDT Imaging IMAGING & CONFIGURATION	
Image Consulting & Maintenance	
Imaging, Automation & BIOS Configuration	
Multi-Platform Device Configuration (PRICE PER DEVICE)	
LAPT	
Aver X30i 30 device intelligent charging cart CHRGEX30I	
Aver B30 30 device charging cart CHRGEB030	
Aver T18 18 device charging cart CHRGET018	
Aver X12 12 device charging cabinet	
Aver C36i+ 36 device charging cart CHRG36I+	
UDT Laptop Cart wiring and delivery Car Installation (Price sho	

Top ITN Configurations / Alternate Configurations / Additional Offerings

SKTOPS	Discount %	
	List Price	List
HP EliteDesk 800 G4 Small Form Factor, Windows 10 Home, Intel i5 3.0 Processor, 8GB DDR4 Memory, 256GB SATA SSD Drive, DVD-Writer, 3/3/3 Warranty with 23.8Inch Monitor	\$ 1,409.00	50.83%
HP EliteDesk 800 G4 Small Form Factor, Windows 10 Home, Intel i5 3.0 Processor, 8GB DDR4 Memory, 256GB SATA SSD Drive, DVD-Writer, 3/3/3 Warranty with 20Inch Monitor	\$ 1,379.00	51.05%
All In One HP ProOne 600 G4 21.5 FHD NonTouch PC, i5-8500 3.0 Processor, 8GB (2 x 4GB DDR4), 256GB SSD, DVDRW, Windows 10 Home, 3/3/3 Warranty	\$ 1,589.00	58.34%
HP Z2 Workstation Small Form Factor, Windows 10 Home Advanced, i7-8700 Proecessor, 16GB (2 x8GB) DDR, 1 x 512GB SSD, 1 x 1TB 7200 SATA HD, DVDRW, 3/3/3 Warranty with HP Elitedisplay E273 27inch Monito	\$ 2,829.39	55.95%
HP Z2 Workstation Small Form Factor, Windows 10 Home Advanced, i7-8700 Proecessor, 16GB (2 x8GB) DDR, 1 x 512GB, 1 x 1TB 7200 SATA HD, DVDRW, 3/3/3 Warranty w/ HP EliteDisplay E243 Monitor 23.8inch Monitor	\$ 2,746.00	55.24%
HP z2 Tower Workstation, i7-8700 Processor, 16GB Ram (2x8GB), Nvidia Quadro 4GB Video Card, DVDRW, 3/3/3 Warranty with HP E243 Monitor 23.8in monitor	\$ 3,163.39	56.02%
HP z2 Small Form Factor Workstation, Xeon E-2144G, 16GB Ram (2x8GB), 1TB SSD HD, Nvidia Quadro 4GB Video Card, DVDRW, 3/3/3 Warranty with HP E243 Monitor 23.8in monitor	\$ 3,185.39	53.69%

LPTOPS	Discount %	
	List Price	List
HP Probook 440 Notebook, i5-8265U, 8GB Ram, 256GB SSD, Camera, Intel 9560/BT, MS Win 10 Home, 3 Year NBD (3 year Parts/labor/onsite warranty)	\$ 1,585.00	61.11%
Elite E243 23.8 in Monitor, USB-C Dock, Wireless Keyboard and Mouse	\$ 657.00	48.25%
HP X360 830 Touch Notebook, 13.3in FHD (1920x1080) , i5-8250U, 256GB Ram with 3 Year (3 year Parts/labor/onsite warranty) with 3yr ADP Accidental Damage Protection	\$ 2,515.00	60.91%
Elite E243 23.8 in Monitor, USB-C Dock, Wireless Keyboard and Mouse	\$ 657.00	48.25%
Microsoft Surface Pro 6 - 12.3" - Core i5 8350U - 8 GB RAM - 256 GB SSD - Microsoft Surface Pro Type Cover (M1725) - keyboard - with trackpad 1yr warranty with Microsoft	\$ 1,458.99	15.08%

3yr Microsoft complete. 3 years extended hardware protection and accidental damage ADP	\$ 329.00	15.00%
HP Elite E243 23.8 in Monitor, MICROSOFT SURFACE PRO DOCK, Microsoft Desktop 900 Wireless Keyboard and Mouse	\$ 708.97	37.23%
TOP MINI	List Price	Discount % List
HP Prodesk 600 Desktop Mini, MS Windows 10 Home, i5-8500T processor, 8GB Ram, 256GB SSD, External DVD/RW / 2 Display Ports / 1 HDMI Port, 3/3/3 Warranty with E243 23.8" Monitor	\$ 1,782.00	61.38%

CE OF LINE:	Minimum Percentage off List	
		40%
		30%
• Network Attached Storage (NAS)• Direct Attached Storage (DAS)•		25%
		45%
		3%
		10%
	\$14 / Per Device	
OP CARTS	List Price	Discount % List
	\$ 1,349.99	12.22%
	\$ 689.99	12.00%
	\$ 799.99	12.00%
	\$ 499.99	12.00%
	\$ 1,549.99	11.68%
own is per cart)	\$75.00 / Per Cart	



Sell Price

\$ 692.78
\$ 675.00
\$ 662.00
\$ 1,246.35
\$ 1,229.00
\$ 1,391.26
\$ 1,475.00

Sell Price

\$ 616.41
\$ 340.00
\$ 983.00
\$ 340.00
\$ 1,239.00

\$ 279.65
\$ 445.00
Sell Price
\$ 688.15

|

Unit Price
\$ 1,185.00
\$ 607.19
\$ 703.91
\$ 439.91
\$ 1,369.00