

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

This Managed Print Services and Support Schedule (the "Schedule") is made on the Schedule Effective Date specified below between **CDW Government LLC** ("CDW") and the customer named below ("Customer") and applies to Customer's purchase from CDW of managed print and support services (the "Services") provided by HP Inc. ("HP"). This Schedule is attached to and forms a part of the Customer Terms – Support Agreement attached hereto as Exhibit A (the "Agreement") and must be signed by both Parties to be effective. Capitalized terms not defined in this Schedule are defined in the Agreement.

TERM: 60 MONTHS

HP WILL PROVIDE SUPPORT WHICH INCLUDES THE FOLLOWING:

- Ink/Toner Cartridges
- Maintenance Items
- Response Time - See Exhibit B
- Cleanings at Every Technician Visit
- Detailed Usage Reports

PRICING SCHEDULE

SUPPORT RATES FOR THE VARIOUS mSKU DEVICES ARE AS FOLLOWS:

TYPE	MODEL	RATE	PROG	TYPE	MODEL	RATE	PROG
Mono	HP Color LJ Managed Flow MFP E77830z Plus	\$0.0074	MPS	Mono	HP LJ Managed Flow MFP E72530z Plus	\$0.0071	MPS
Color	HP Color LJ Managed Flow MFP E77830z Plus	\$0.0571	MPS	Mono	HP LJ Managed Flow MFP E82540z Plus	\$0.0055	MPS
Mono	HP Color LJ Managed Flow MFP E87640z Plus	\$0.0057	MPS	Mono	HP LJ Managed Flow MFP E82560z Plus	\$0.0055	MPS
Color	HP Color LJ Managed Flow MFP E87640z Plus	\$0.0460	MPS	Mono	HP LJ Managed MFP E62555dn	\$0.0092	MPS
Mono	HP Color LJ Managed Flow MFP E87650z Plus	\$0.0055	MPS	Mono	HP PageWide Mngd Clr MFP E58650dn	\$0.0109	MPS
Color	HP Color LJ Managed Flow MFP E87650z Plus	\$0.0460	MPS	Color	HP PageWide Mngd Clr MFP E58650dn	\$0.0402	MPS
Mono	HP Color LJ Managed Flow MFP E87660z Plus	\$0.0055	MPS				
Color	HP Color LJ Managed Flow MFP E87660z Plus	\$0.0460	MPS				

DEVICES

"Device" means the printer and related hardware and equipment, accessories, parts, and upgrades which are included in the Customer's fleet. For the avoidance of doubt, the provision of covered Devices is outside the scope of this Agreement and may be purchased or leased pursuant to a separate agreement.

SERVICE LEVEL DEFINITIONS (PROG)

Managed Print Services (MPS): Includes ink/toner cartridges, maintenance kits, parts and repairs.

All service levels include Device cleanings at every service visit, detailed usage and service reports, and phone support. Imaging supplies provided by HP under this Agreement are, for HP Devices, genuine HP supplies, and for non-HP Devices are HP-branded compatible supplies, and remain the property of HP at all times. Upon receipt of all supplies provided by HP, Customer shall be responsible for their safekeeping and shall reimburse CDW, at the then-current HP retail list price, for any supplies that are lost, stolen or damaged. Except to the extent that a specific requirement is set out in this Schedule, HP will manage the method and provision of the support programs in its sole discretion.

CDW encourages Customer to use HP's cartridge return program for empty laser and ink cartridge disposal. See www.hp.com/recycle for details.

Special note for HP Officejet Pro commercial inkjet Devices with cartridge cartridges (DOES NOT APPLY TO THE OJP X series): Service pricing allows for unit replacement (as a service part) for a maximum of 4 years from the Device release/introduction date. After this time, Customer will be responsible for Device replacement. At CDW and HP's discretion, Customer may be issued a credit towards Device replacement. NOTE: Replacement Devices are the property of Customer (or the lease company) unless specifically identified by CDW or HP and shall remain under support for the term of the original contract. Supplies will be shipped to Customer and it will be the responsibility of Customer to replace the ink cartridges.

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Response Times: Four response times are offered, depending on location, as set out in Exhibit B.

TERM, TERMINATION & RENEWAL The term of this Schedule will begin on the Schedule Effective Date indicated below and will continue for the Term indicated above. This Schedule will automatically renew for successive twelve (12) month terms unless (i) CDW is notified, in writing, of Customer's intention not to renew at least sixty (60) days before the Term expiration; or (ii) CDW notifies Customer of its intent not to renew. Rates listed in the Pricing Schedule above are fixed for the initial Term of this Schedule. CDW reserves the right to increase the rates at each renewal.

Either party may terminate this Agreement in the event of the other party's non-performance. The non-performing party will have thirty (30) days from the other party's written notice to cure such concerns. If the non-performing party's cure does not resolve the other party's concerns within the thirty (30) day cure period, this Agreement will terminate ninety (90) days after the written notice of non-performance was received.

In the event of an early termination of this Schedule by Customer for convenience or for any reason other than CDW's non-performance, CDW, in its sole discretion, may assess Customer the early termination fees of \$50,397.

Upon termination of this Schedule, Customer will pay CDW for all Services performed, and all charges and expenses then due CDW under this Schedule, including any applicable termination fees as set forth above. All fees shall be subject to appropriations.

CDW reserves the right to cancel or suspend performance under this Schedule at any time in the event Customer fails to make payments in a timely manner or CDW or HP is prevented from providing the Services by an act of Customer or an act of Force Majeure.

Cancellation for Non-Appropriation. Customer may terminate this Schedule, with sixty (60) day written notice, if sufficient appropriations and authorization are not made by the appropriate governing body to pay the amounts due. Customer shall certify and provide evidence to CDW of insufficient appropriations or authorization, which shall be accepted by CDW, and shall be final and binding upon CDW's receipt of such evidence. Customer agrees not to use insufficient appropriations or authorization as a means of terminating this Schedule in order to acquire functionally equivalent services from a third party. If this Schedule is terminated for insufficient appropriations or authorization, Customer agrees to pay CDW for all Services performed, and any and all charges and expenses then due CDW under this Schedule, excluding any Termination Fee.

DEVICES COVERED UNDER THIS AGREEMENT The rates listed in the Pricing Schedule above and the terms contained herein are offered based on supporting all eligible Devices within the organization and keeping the remote monitoring software active with Devices reporting at regular intervals. All Devices of a similar model/series must be enrolled in the support program unless a specific written exception is granted. Devices can only be removed from the support program if they are taken out of service and permanently removed from a supportable location. Additional Devices may be added at any time if HP currently provides support for that model/series. Supportable Devices that are added at a later date that are not currently included in the Pricing Schedule will be added at the then current rate. Devices must be in a working condition prior to being enrolled in this program. If a Device to be added to this Agreement is not new, HP will determine if repairs are required to bring the Device to a working condition. If repairs are required, HP may provide those parts and repairs at HP's standard parts and service rates, and resulting charges will be invoiced by CDW to Customer. If a mono Device to be enrolled has a "ink/toner low" condition, Customer will be invoiced 50% of the retail price of a new ink/toner cartridge. On color Devices, any ink/toner cartridges that are "ink/toner low" upon setup beyond the first cartridge will be invoiced at retail price. Customer agrees to follow correct Device operation guidelines as specified by the manufacturer.

If HP does not perform Device health check at date of entitlement, appropriate charges may apply if any repairs are required within the first thirty (30) days after Device entitlement, or if supplies are requested five (5) days post entitlement. Mono Device supplies will be invoiced by CDW to Customer at 50% of retail price, and subsequent to the first shipment, color Devices ink/toner cartridges will be invoiced at retail price.

At times during health check or normal service visits, HP may find a Device can no longer meet the requirements of supportability. Conditions leading to this decision include an unsuccessful service attempt to bring a Device back to an acceptable printing condition, or a recurring problem cannot be remedied, or parts are no longer available. HP Authorized Service Technicians will report suspect Device conditions to the HP National Technical Support (NTS) Team who make the final decision about Device supportability. When necessary, notification is made by the NTS team to Customer and CDW indicating the Device is no longer supportable. HP will provide service history justification and/or documented reasons for each Device so named. HP reserves the right to deem a Device unsupported when multiple service visits are no longer effective (more than two service visits within a six-month period of time for the same reason, resulting in no sustainable change to printer or output) or when, at the completion of a service visit, the Device cannot be restored to an acceptable, reasonable and sustainable print quality.

In the event a Device reaches defined end of service-life or if HP cannot acquire spare parts with commercially reasonable efforts, CDW may terminate Services for the respective Device and potentially all like Devices.

HOURS OF SERVICE HP's normal business hours are Monday through Friday, 8:00 a.m. through 5:00 p.m. local time. Service requests can be made 24x7 via phone voice mail or electronically (service portal). HP does not provide Services during the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

HP does not provide office support, but does provide technician support during the following holidays:

- Martin Luther King Day
- Presidents' Day
- Friday following Thanksgiving

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- Christmas Eve
- HP company-wide shut down between Christmas and New Year's Day

After-hours service is only available in limited areas for US \$150.00 per incident. After-hours service is not available in all areas.

PRICING, CUSTOMER REQUIREMENTS Pricing will be billed at the per impression rates by Device model/series as listed in this Schedule. One standard impression is equal to one 8 1/2" x 11" page. Other page sizes printed will be calculated using a page size factor proportionate with a standard impression. Color rates will apply to all impressions with printed color. Duplex printing equals two impressions. Customer is responsible for assisting in a timely installation of the remote monitoring software. Customer is also responsible for keeping the remote monitoring software installed, active, and fully reporting at all locations and on all supported Devices during the term of this Agreement. Customer acknowledges and agrees that CDW has no liability or obligation regarding the remote monitoring software or Customer's use of such software. Customer understands that if the remote monitoring software is de-activated, HP will not be able to receive "Ink/Toner Low" or "Service Alert" messages from Devices and HP will not be held to the response time commitments listed in Exhibit B. Upon either notice or discovery of a non-reporting Device, Customer shall promptly return the Device to a reporting condition. Customer may be responsible for manually reporting impression counts for non-networked Devices or for non-reporting Devices to ensure current and accurate data for billing and reporting purposes. Customer acknowledges that Customer has no ownership of software provided by CDW and HP, including the remote monitoring software. Subject to the terms of this Agreement, Customer agrees to allow CDW and HP the right to collect and use data through the remote monitoring software.

HP and CDW also use the remote monitoring software to collect impression counts for billing. If CDW is unable to retrieve impression counts for billing, CDW will invoice Customer with an estimated billing at the recent historical billing interval impression count for each Device. If an estimated billing occurs, CDW will credit Customer for any over-billing and Customer agrees to pay CDW for any under-billing that is discovered once the impression counts are reconciled. CDW may change credit terms or payment terms due to materially adverse changes in Customer's financial condition or payment history.

Other Pricing Factors: Pricing will also be determined by Service Level, Device location (City/State), expected number of impressions per Customer per billing period, billing cycle and option, and Agreement term. In the event printer Device models, service levels, Device locations or volume of page impressions materially deviate from the initial Agreement estimate, CDW reserves the right to apply a new Schedule at then current Bundled Page prices as characterized by the actual printer fleet.

Non-reporting Devices: In an instance where a Device is not reporting page counts through the data collection agent due to lack of network capability, or because the Device is not connected to Customer's network, HP will either a) send an HP Authorized technician to the Customer site on a monthly or quarterly basis to physically collect page count information for Customer sites with more than 10 Devices, or b) have Customer submit a monthly meter reading to HP when fewer than 10 Devices are on site. When page counts are collected quarterly, CDW will initially invoice Customer monthly for industry average page volumes for that device until such time as actual page counts are available. Once actual Customer page counts are established, CDW will then use that historical Customer data to establish billing values for monthly invoicing purposes. Periodically, CDW will perform a page count reconciliation between the historical/estimated counts used for invoicing and actual page counts collected. CDW will credit Customer for any overbilling, and Customer agrees to pay CDW for any under billing that is discovered through this reconciliation process.

INK/TONER COVERAGE HP regularly reviews ink/toner consumption. CDW will increase rates on those Laser Devices that are printing with greater than 7% ink/toner coverage for mono, and 28% ink/toner coverage for color. The amount of increase will be based on the amount of excess ink/toner coverage.

DEVICE OBSOLESCENCE When the manufacturer no longer supports a Device and repair parts are no longer available for that Device model/series, HP reserves the right to move that model/series to a different support solution or discontinue providing Services.

ITEMS NOT COVERED The following items are not covered under the Services: paper, staples, font cartridges, firmware upgrades, third-party SIMM or DIMMs, accessories, and all external interface cards.

DISC DRIVE SECURITY CDW and HP respect Customer's privacy and take its security seriously. Therefore, HP will be following this Disk Drive Security Policy: During the term of this Agreement, for Devices managed by HP, faulty disk drives, regardless of manufacturer's warranty status, will be left with authorized personnel at the Customer site. If Device disk drives must be taken from Customer's site, upon request, HP will perform an overwrite process either a) using the Device's internal overwrite process if so equipped, or b) HP's own process that conforms to the standards set forth by the National Institute of Standards and Technology (NIST) Bulletin 800-88 Guideline for Media.

REMOVAL OF PERSONALLY IDENTIFIABLE INFORMATION (PII) In the event that Customer requests that HP repair or replace a Device, Customer shall have completed final data disposition of any Customer PII on such Device, e.g. encryption, overwriting or degaussing, prior to the repair and/or delivery of such Device to HP.

SCHEDULE REVISIONS If the assumptions and/or circumstances used to create the Pricing Schedule are found to be incorrect or misstated or to have substantially changed, then CDW and Customer shall meet and in good faith negotiate equitable changes to the Schedule, which may include, but is not limited to, adjusting rates and/or service level commitments. Any changes will only have effect for the future without any retroactive effect on any rates or charges that have already been invoiced. CDW or HP will not be liable for failure to meet any obligations in this Schedule to the extent such failure is due to delayed, false, or inaccurate information provided by Customer.

INVOICING CDW will invoice monthly in arrears, based on the impressions made during the previous month. Payment term is Net 30.

CDW and Customer agree by application of their duly authorized representative's respective signatures below that this Schedule should become effective as of the Schedule Effective Date.

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SCHEDULE EFFECTIVE DATE: _____

Agreed to by: **CDW Government LLC**

Agreed to by: **Howard County, Maryland**

Authorized Signature: _____

Authorized Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address: 200 N. Milwaukee Avenue
Vernon Hills, IL 60061

Address: 8930 Standford Blvd
Columbia, MD 21045-6370

Contact Name: Todd Johnson

Contact Name: Dean Hof

Phone: 877-298-2126

Phone: 410-313-4239

Email: tmjohnson@cdw.com

Email: dhof@howardcountymd.gov

Fax: _____

Fax: _____

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

EXHIBIT A: CUSTOMER TERMS – SUPPORT AGREEMENT

1. Parties. These terms represent the agreement (“**Agreement**”) that governs the purchase from CDW Government LLC (“**CDW**”) of support services provided by HP Inc. (“**HP**”), by the Customer entity identified in the signature section above (“**Customer**”). CDW, HP and Customer may be individually referred to as “**Party**”, and collectively as the “**Parties**”.

2. Orders. “**Order**” means the signed Managed Print Services and Support Schedule including any supporting material which the Parties identify as incorporated either by attachment or reference (“**Supporting Material**”). Supporting Material may include (as examples) support product lists, hardware or software specifications, standard or negotiated service descriptions, data sheets and their supplements, and statements of work (SOWs), published warranties and service level agreements.

3. Prices and Taxes. Initial prices will be as quoted in writing by CDW. Prices are exclusive of taxes, duties, and fees (including installation) unless otherwise quoted. If a withholding tax is required by law, Customer shall contact the CDW order representative to discuss appropriate procedures.

4. Invoices and Payment. Customer agrees to pay all invoiced amounts without offset within thirty (30) days of CDW’s invoice date. CDW may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.

5. Support Services. HP’s support services will be described in the Order and any applicable Supporting Material, which will cover the description of HP’s offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer Devices supported. Customer acknowledges that HP, and not CDW, will be responsible for performance of the Services.

6. Eligibility. HP’s service, support and warranty commitments do not cover claims resulting from: (1) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material; (2) Modifications or improper system maintenance or calibration not performed by HP or authorized by HP; (3) failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service; (4) malware (e.g. virus, worm, etc.) not introduced by HP; or (5) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP’s control.

7. Dependencies. HP’s ability to deliver services will depend on Customer’s reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services. Customer is responsible for a good faith representation of its printer fleet being placed under this Agreement. The printer fleet is defined as the characterization of print Devices by model, location and expected print volume as measured by printed impressions. Material misrepresentations of the printer fleet will be considered a breach of this Agreement.

8. Change Orders. CDW and Customer agree to appoint a project representative to serve as the principal point of contact in managing the delivery of services and in dealing with issues that may arise. Requests to add additional service locations will require an Addendum signed by both Parties. Additional models/series of Devices not currently priced on the Order will be added at the then-current rates.

9. Services Performance. Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns, and HP will re-perform any service that fails to meet this standard. This Agreement states all remedies for warranty claims. To the extent permitted by law, CDW and HP disclaim all other warranties.

10. Intellectual Property Rights. No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants CDW and HP a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for HP and its designees to perform the ordered services.

11. Intellectual Property Rights Infringement. HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer’s prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent or HP may procure a license. If these options are not available, CDW or HP will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. CDW and HP are not responsible for claims resulting from any unauthorized use of the products or services.

12. Confidentiality. Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving Party without obligation of confidentiality; ii) is independently developed by the receiving Party; or iii) where disclosure is required by law or a governmental agency.

13. Personal Information. Each Party shall comply with their respective obligations under applicable data protection legislation. CDW and HP do not intend to have access to personally identifiable information (“**PII**”) of Customer in providing services. To the extent CDW and HP have access to Customer PII stored on a system or Device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. CDW and HP will use any PII to which it has access strictly for purposes of delivering the services ordered.

14. Global Trade compliance. Services provided under these terms are for Customer’s internal use and not for further commercialization. CDW and HP may suspend performance under this Agreement to the extent required by laws applicable to either Party.

15. Limitation of Liability. CDW and HP’s total liability to Customer under this Agreement is limited to the greater of \$1,000,000 or the amount payable by Customer to CDW for the relevant Order. Neither Customer, CDW nor HP will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages. This provision does not limit either Party’s liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; willful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.

16. Disputes. If Customer is dissatisfied with any services purchased under these terms and disagrees with CDW or HP’s proposed resolution, both parties agree to promptly escalate the issue to a Director (or equivalent executive) in our respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.

17. Force Majeure. Neither Party will be liable for performance delays or for non-performance due to causes beyond its reasonable control, except for payment obligations.

18. Termination. Either Party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. If either Party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other Party may terminate this Agreement and cancel any unfulfilled obligations. Termination of this Agreement may not result in termination of any existing Schedules unless the parties agree in writing to terminate such Schedules. This Agreement will be deemed to be in effect for any existing Schedules that may continue. Upon termination of this Agreement, Customer will pay CDW for all Services performed, and all charges and expenses due CDW under this Agreement and as provided in a Schedule, including any applicable termination fees. Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both Parties’ respective successors and permitted assigns.

19. General. This Agreement represents our entire understanding with respect to its subject matter and supersedes any previous communication or agreements that may exist. Modifications to the Agreement will be made only through a written amendment signed by both Parties. The failure of either party to enforce at any time any provision of this Agreement shall not be construed to be a waiver or any breach of these terms and conditions and shall not be construed as a waiver of any other term or condition. The Agreement will be governed by the laws of Maryland and the state and federal courts of Howard County, Maryland will have jurisdiction. Customer and CDW agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply. Claims arising or raised in the United States will be governed by the laws of the State of Maryland, excluding rules as to choice and conflict of law.

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EXHIBIT B: SLAs BY LOCATION AND RESPONSE TIMES

SLAs by Location

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Location description	City, State	Zip code	Service level
BUREAU OF HIGHWAYS	Dayton, Maryland	21036	HP Advantage
CENTRAL FLT SVC DAYTON	Dayton, Maryland	21036	HP Advantage
CENTRAL FLT SVCS	Cooksville, Maryland	21723	HP Advantage
DAYTON HIGHWAY	Dayton, Maryland	21036	HP Advantage
GARY JR COMMUNITY CTR	Cooksville, Maryland	21723	HP Advantage
GLENWOOD SR CENTER	Cooksville, Maryland	21723	HP Advantage
MAYFIELD HWYS	Cooksville, Maryland	21723	HP Advantage
PUBLIC WORKS HWY MAIN AD	Dayton, Maryland	21036	HP Advantage
SOIL CONSERVATION	Woodbine, Maryland	21797	HP Advantage
1ST FL	Columbia, Maryland	21045	HP Priority
1ST FL HEALTH DEPT	Columbia, Maryland	21045	HP Priority
1ST FL MAIL RM	Columbia, Maryland	21046	HP Priority
1ST FL ZONING AREA	ELLCOTT CITY, Maryland	21043	HP Priority
2ND FL	Columbia, Maryland	21045	HP Priority
2ND FL MAILROOM	Columbia, Maryland	21046	HP Priority
2ND FL SIDE ENTRANCE	Columbia, Maryland	21045	HP Priority
3RD FL CAROLS DESK	ELLCOTT CITY, Maryland	21043	HP Priority
3RD FL CITIZENS SVCS	Columbia, Maryland	21046	HP Priority
3RD FL PUBL INFO	ELLCOTT CITY, Maryland	21043	HP Priority
ADMIN 3RD FL	ELLCOTT CITY, Maryland	21043	HP Priority
ADMIN BLDG	Savage, Maryland	20763	HP Priority
ADMIN OFFICE	Columbia, Maryland	21045	HP Priority
ADMIN SECTION SHERIFF	Columbia, Maryland	21045	HP Priority
ALPHA RIDGE SCALE HOUSE	Marriottsville, Maryland	21104	HP Priority
ANIMAL CONTROL	Columbia, Maryland	21045	HP Priority
ASCEND ONE BLDG 2ND FL	Columbia, Maryland	21045	HP Priority
ASCEND ONE BLDG 2ND FL HR	Columbia, Maryland	21045	HP Priority
AUTOMATED ENFORCEMENT DIV	Columbia, Maryland	21045	HP Priority
B1600 COMPUTER RM	Columbia, Maryland	21045	HP Priority
BACK OFFICE	ELLCOTT CITY, Maryland	21043	HP Priority
BARN KITCHEN	Columbia, Maryland	21045	HP Priority
BASEMENT ACCT	ELLCOTT CITY, Maryland	21043	HP Priority
BASEMENT CIRCUIT COURT	ELLCOTT CITY, Maryland	21043	HP Priority
BEHAVIORAL HEALTH	Columbia, Maryland	21045	HP Priority
BOARD OF ELECTIONS STE200	Columbia, Maryland	21046	HP Priority
BUREAU OF UTILITIES	Columbia, Maryland	21046	HP Priority
CALL CENTER	ELLCOTT CITY, Maryland	21043	HP Priority
CARROLL BLDG 2ND FL	ELLCOTT CITY, Maryland	21043	HP Priority
CHIEFS ADMIN STE	ELLCOTT CITY, Maryland	21043	HP Priority
CID	ELLCOTT CITY, Maryland	21043	HP Priority
CID STE B1200	Columbia, Maryland	21045	HP Priority
CIRCUIT COURT JUDGES 2	ELLCOTT CITY, Maryland	21043	HP Priority
CIRCUIT COURT JURY LOUNGE 4F	ELLCOTT CITY, Maryland	21043	HP Priority
CITIZENS SR CNTR	Columbia, Maryland	21045	HP Priority
CITZ SVC CHD CARE STE 380	ELLCOTT CITY, Maryland	21043	HP Priority
COMMITMENT OFFICE	Jessup, Maryland	20794	HP Priority
COMMUNITY CTR FRONT OFC	SCAGGSVILLE, Maryland	20723	HP Priority
COMMUNITY OUTREACH 4TH FLR	Columbia, Maryland	21046	HP Priority

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COMMUNITY RESOURCE AND SERVICES	Columbia, Maryland	21046	HP Priority
COPY MAILRM 2ND FL	Marriottsville, Maryland	21104	HP Priority
CORRECTIONS	Jessup, Maryland	20794	HP Priority
CORRECTIONS 2 ADMIN OFFIC	Jessup, Maryland	20794	HP Priority
CORRECTIONS 3 CNTRL BOOK	Jessup, Maryland	20794	HP Priority
COUNTY ADMIN MAINT	ELLCOTT CITY, Maryland	21043	HP Priority
COUNTY COUNCIL 1ST FL	ELLCOTT CITY, Maryland	21043	HP Priority
COURT REPORTING OFFICE	ELLCOTT CITY, Maryland	21043	HP Priority
DEPT AGING BAIN SR CTR	Columbia, Maryland	21044	HP Priority
DEPT OF AGING	ELLCOTT CITY, Maryland	21042	HP Priority
DEPT PUBLIC WORKS 5TH FL	Columbia, Maryland	21046	HP Priority
DILP 1ST FL	ELLCOTT CITY, Maryland	21043	HP Priority
DILP RM A1100 THOMAS DORS	Columbia, Maryland	21045	HP Priority
DIST CRT STATES ATTORNEY	ELLCOTT CITY, Maryland	21043	HP Priority
DORSEY BLD TRAN SPECIAL P	Columbia, Maryland	21045	HP Priority
DORSEY BLDG STE B1100	Columbia, Maryland	21045	HP Priority
DTCS 2ND FL	Columbia, Maryland	21045	HP Priority
DTCS DIRECTOR	Columbia, Maryland	21045	HP Priority
ECONOMIC DEVELOPMENT	ELLCOTT CITY, Maryland	21043	HP Priority
FACILITIES 1 ADMIN	Columbia, Maryland	21045	HP Priority
FACILITIES 2 OPERATION	Columbia, Maryland	21045	HP Priority
FINANCE 1ST FL	ELLCOTT CITY, Maryland	21043	HP Priority
FINANCE CASHIER 1S FL	ELLCOTT CITY, Maryland	21043	HP Priority
FINANCE WATER SEWER	ELLCOTT CITY, Maryland	21043	HP Priority
FIRE AND RESCUE 4TH FL	Columbia, Maryland	21046	HP Priority
FIRE STATION	SCAGGSVILLE, Maryland	20723	HP Priority
FIRE STATION 3	Sykesville, Maryland	21784	HP Priority
FIRE STATION 7	Columbia, Maryland	21044	HP Priority
FIRE STATION 8 BETHANY	ELLCOTT CITY, Maryland	21042	HP Priority
FIRE STATION 9 LONG REACH	Columbia, Maryland	21045	HP Priority
FIRE STATION NO 2	ELLCOTT CITY, Maryland	21043	HP Priority
FIRE STATION10 RIVERSPARK	Columbia, Maryland	21046	HP Priority
GREMPLER BLDG	Columbia, Maryland	21044	HP Priority
HEALTH ADDNS DETENTION C	Jessup, Maryland	20794	HP Priority
HEALTH DEPT 1ST FL	Columbia, Maryland	21045	HP Priority
HOUSING	Columbia, Maryland	21046	HP Priority
HOWARD BLDG GR FL	ELLCOTT CITY, Maryland	21043	HP Priority
HUMAN RESOURCES	Columbia, Maryland	21045	HP Priority
HUMAN RIGHTS	Columbia, Maryland	21046	HP Priority
INSPECT AND PERMITS 1 FL	ELLCOTT CITY, Maryland	21043	HP Priority
JURY ASSEMBLY RM LOFT	ELLCOTT CITY, Maryland	21043	HP Priority
MAINTENANCE BLDG	Marriottsville, Maryland	21104	HP Priority
MAINTENANCE SHOP	Savage, Maryland	20763	HP Priority

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MANOR HOUSE GIFT SHOP	Elkridge, Maryland	21075	HP Priority
MANOR HOUSE KITCHEN	Elkridge, Maryland	21075	HP Priority
MANOR HOUSE PACA RM	Elkridge, Maryland	21075	HP Priority
MAYFIELD FLEET	Elkridge, Maryland	21075	HP Priority
MAYFIELD HIGHWAYS	Elkridge, Maryland	21075	HP Priority
MEADOWBROOK ATHLETIC CMPX	ELLCOTT CITY, Maryland	21043	HP Priority
MENTAL HEALTH STE 150	ELLCOTT CITY, Maryland	21043	HP Priority
MILLER LIBRARY	ELLCOTT CITY, Maryland	21042	HP Priority
NO LOCATION	West Friendship, Maryland	21794	HP Priority
Nth LAUREL COMMUNITY CTR	SCAGGSVILLE, Maryland	20723	HP Priority
OEM AREA	ELLCOTT CITY, Maryland	21043	HP Priority
OFFICE OF AGING STE 200	Columbia, Maryland	21046	HP Priority
OFFICE OF LAW	ELLCOTT CITY, Maryland	21043	HP Priority
OFFICE OF LAW 1ST FL	ELLCOTT CITY, Maryland	21043	HP Priority
PLANNING ZONE	ELLCOTT CITY, Maryland	21043	HP Priority
PLANNING ZONING 2ND FL	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE & FIRE TRAINING	Marriottsville, Maryland	21104	HP Priority
POLICE 9TH DIST MAIN HL	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE 9TH DIST RECORDS	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE COMMUNICATIONS 911	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE DEBRIEFING	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE HUMAN RESOURCES	ELLCOTT CITY, Maryland	21043	HP Priority
POLICE S DISTRICT FRNTDSK	SCAGGSVILLE, Maryland	20723	HP Priority
POLICE SOUTH DIST WATCH	SCAGGSVILLE, Maryland	20723	HP Priority
POLICE Sth DIST SPCL OP	SCAGGSVILLE, Maryland	20723	HP Priority
PROPERTY EVIDENCE	ELLCOTT CITY, Maryland	21043	HP Priority
PU WOR GEORGE HOWARD BLDG	ELLCOTT CITY, Maryland	21043	HP Priority
PUBLIC WORKS UTIL 1 ADMIN	Columbia, Maryland	21046	HP Priority
PUBLIC WORKS UTIL 2 OPER	Columbia, Maryland	21046	HP Priority
PUBLIC WORKS UTIL 3 WHSE	Columbia, Maryland	21046	HP Priority
QUARTERMASTER	ELLCOTT CITY, Maryland	21043	HP Priority
RADIO SHOP	ELLCOTT CITY, Maryland	21043	HP Priority
REC & PARKS CENTENNIAL	ELLCOTT CITY, Maryland	21042	HP Priority
REC AND PARKS	Columbia, Maryland	21044	HP Priority
REC AND PARKS WAREHOUSE	Columbia, Maryland	21046	HP Priority
RECORDS	Columbia, Maryland	21045	HP Priority
RECS AND PARKS 2ND FL	Columbia, Maryland	21046	HP Priority
RISK MGMT 3RD FL	Columbia, Maryland	21046	HP Priority
RM S3AX19	Columbia, Maryland	21045	HP Priority
RNP-KIWANNIS PARK	ELLCOTT CITY, Maryland	21042	HP Priority
ROBINSON NATURE CTR	Columbia, Maryland	21044	HP Priority
SAVAGE PARK	Savage, Maryland	20763	HP Priority

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

SHERIFF'S DEPT	Columbia, Maryland	21045	HP Priority
SHERRIFF 4 DORSEY	Columbia, Maryland	21045	HP Priority
SHERRIFF NO 1 COURTHOUSE	ELLICOTT CITY, Maryland	21043	HP Priority
SHERRIFFS DEPT	Columbia, Maryland	21045	HP Priority
SOCIAL SERVICE	Columbia, Maryland	21046	HP Priority
SOUTHERN DISTRICT PATROL OFF	SCAGGSVILLE, Maryland	20723	HP Priority
SR FITNESS CENTER	ELLICOTT CITY, Maryland	21042	HP Priority
STATES ATTORNEY 1ST FL	ELLICOTT CITY, Maryland	21043	HP Priority
STE 1A GOVERNMENT	Columbia, Maryland	21045	HP Priority
STE 204 RIDGE RD	Columbia, Maryland	21046	HP Priority
STE 209	Columbia, Maryland	21046	HP Priority
STE 240	ELLICOTT CITY, Maryland	21043	HP Priority
STE 306	Columbia, Maryland	21044	HP Priority
STE 501 PURCHASING	Columbia, Maryland	21046	HP Priority
STE 503	Columbia, Maryland	21044	HP Priority
STE B200 AUTO ENFORCEMENT	Columbia, Maryland	21045	HP Priority
STE I	SCAGGSVILLE, Maryland	20723	HP Priority
STE L	ELLICOTT CITY, Maryland	21043	HP Priority
STE M NATURAL RESOURCES	Columbia, Maryland	21046	HP Priority
STE P REC AND PARKS	Columbia, Maryland	21046	HP Priority
STE360	Columbia, Maryland	21044	HP Priority
TAX CUSTOMER SERVICE	ELLICOTT CITY, Maryland	21043	HP Priority
Unknown Device Location	Columbia, Maryland	21045	HP Priority
UTILITIES METER SHOP	Columbia, Maryland	21046	HP Priority
VANGUARD ENTERPRISES	Columbia, Maryland	21045	HP Priority
VOLUNTEER FIRE DEPT	Elkridge, Maryland	21075	HP Priority
WELCOME CTR POLICE OFFICE	ELLICOTT CITY, Maryland	21043	HP Priority
WORKFORCE DEV STE D	Columbia, Maryland	21046	HP Priority
ZONING 1ST FL	ELLICOTT CITY, Maryland	21043	HP Priority

Response Times: Four response times are offered, depending on location. The applicable Response Times for Customer Devices under this Schedule are reflected in the SLAs by Location chart above.

HP Premium – Available in limited markets only. Priority service response of 2 hours, unless stated otherwise. Includes ink/toner, maintenance kits, parts and repairs. Labor for repairs and maintenance and ink/toner installation is provided by HP Authorized Service Technicians.

HP Priority – Priority service response of 4 hours, unless stated otherwise. Includes ink/toner, maintenance kits, parts and repairs. Labor for repairs and maintenance is provided by HP Authorized Service Technicians. Ink/toner is delivered to, and installed by Customer.

HP Advantage – Next business day response, with HP managing an accelerated time to repair. Includes ink/toner, maintenance kits, parts and repairs. Labor for repairs and maintenance is provided by HP Authorized Service Technicians. Ink/toner is delivered to, and installed by, Customer.

HP Extended Reach – Under certain circumstances and depending on location, none of the above service levels may be available. HP will make available a 'best effort' Extended Reach service comprised of the best possible service response for Customer's location, combined with ink/toner delivery and Customer installation.

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE