

Introduced _____
Public Hearing _____
Council Action _____
Executive Action _____
Effective Date _____

County Council Of Howard County, Maryland

2018 Legislative Session

Legislative Day No. 10

Bill No. 50 -2018

Introduced by: The Chairperson at the request of the County Executive

AN ACT pursuant to Section 612 of the Howard County Charter, approving a multi-year ~~Lease Agreement~~ State and Local Government Single Schedule Operating Lease Agreement and a Managed Print Services and Support Schedule between Howard County, Maryland and CDW-G, LLC, for the lease and support of multi-function copiers and printers; and authorizing the County Executive to take certain actions in connection with the ~~Lease Agreement~~ Agreements.

Introduced and read first time _____, 2018. Ordered posted and hearing scheduled.

By order _____
Jessica Feldmark, Administrator

Having been posted and notice of time & place of hearing & title of Bill having been published according to Charter, the Bill was read for a second time at a public hearing on _____, 2018.

By order _____
Jessica Feldmark, Administrator

This Bill was read the third time on _____, 2018 and Passed ____, Passed with amendments _____, Failed _____.

By order _____
Jessica Feldmark, Administrator

Sealed with the County Seal and presented to the County Executive for approval this ____ day of _____, 2018 at ____ a.m./p.m.

By order _____
Jessica Feldmark, Administrator

Approved by the County Executive _____, 2018

Allan H. Kittleman, County Executive

NOTE: [[text in brackets]] indicates deletions from existing law; TEXT IN SMALL CAPITALS indicates additions to existing law; ~~Strike-out~~ indicates material deleted by amendment; Underlining indicates material added by amendment

1 **WHEREAS**, Howard County, Maryland (the “County”) wishes to lease multi-function
2 printers that are capable of printing, copying, faxing and scanning (with optical character
3 recognition); and
4

5 **WHEREAS**, the County’s current contract for copier and printer services expires on
6 October 18, 2018; and
7

8 **WHEREAS**, the County has explored alternatives and recommends moving to Hewlett
9 Packard printers and copiers which will result in significant cost savings and which will provide
10 more efficient support of making searchable data; and
11

12 **WHEREAS**, in order to realize significant costs savings, by August 1, 2018, the County
13 will need to enter into a 5-year lease for copiers and printers and an agreement for the support of
14 those copiers and printers with ~~CDW-G, LLC~~ CDW-G, LLC (also known as CDW Government,
15 LLC) pursuant to a ~~Lease Agreement~~ State and Local Government Single Schedule Operating
16 Lease Agreement and a Managed Print Services and Support Schedule (collectively the
17 “Agreements”), substantially in the form attached as Exhibit A; and
18

19 **WHEREAS**, entering into the ~~Lease Agreement~~ Agreements by August 1, 2018, will
20 allow the County to begin a smooth and efficient transition to the new copiers and printers; and
21

22 **WHEREAS**, the ~~Lease Agreement~~ requires Agreements require the payment by the
23 County of funds from an appropriation in a later fiscal year and therefore requires County
24 Council approval as multi-year agreements pursuant to Section 612 of the Howard County
25 Charter.
26

27 **NOW, THEREFORE,**
28

29 *Section 1. Be It Enacted by the County Council of Howard County, Maryland that in*

1 *accordance with Section 612 of the Howard County Charter, it approves the terms of the ~~Lease~~*
2 *~~Agreement~~ State and Local Government Single Schedule Operating Lease Agreement and the*
3 *Managed Print Services and Support Schedule (collectively the “Agreements”) between Howard*
4 *County and CDW-G, LLC, which shall be in substantially the same form as Exhibit A attached to*
5 *this Act.*

6
7 ***Section 2. And Be It Further Enacted*** *by the County Council of Howard County, Maryland that*
8 *the County Executive is hereby authorized to execute and deliver the ~~Lease Agreement~~*
9 *Agreements for such term in the name of and on behalf of the County.*

10
11 ***Section 3. And Be It Further Enacted*** *by the County Council of Howard County, Maryland, that*
12 *the County Executive, prior to execution and delivery of the ~~Lease Agreement~~ Agreements may*
13 *make such changes or modifications to the ~~Lease Agreement~~ Agreements as he deems*
14 *appropriate in order to accomplish the purpose of the transaction authorized by this Act,*
15 *provided that such changes or modifications shall be within the scope of the transaction*
16 *authorized by this Act; and the execution of the ~~Lease Agreement~~ Agreements by the County*
17 *Executive shall be conclusive evidence of the approval by the County Executive of all changes or*
18 *modifications to the ~~Lease Agreement~~ Agreements, and the ~~Lease Agreement~~ Agreements shall*
19 *thereupon become binding on the County in accordance with its terms.*

20
21 ***Section 4. And Be It Further Enacted*** *by the County Council of Howard County, Maryland that*
22 *this Act shall be effective immediately upon its enactment.*

STATE AND LOCAL GOVERNMENT SINGLE SCHEDULE OPERATING LEASE AGREEMENT

When we use the words **you** and **your** in this Lease, we mean **you, our customer**, which is the **Lessee** indicated below. When we use the words **we, us** and **our** in this Lease, we mean **Lessor, Hewlett-Packard Financial Services Company**. Our address is: **200 Connell Drive, Suite 5000, Berkeley Heights, NJ 07922**.

CUSTOMER INFORMATION	Lessee Name	Tax ID #
	Howard County, Maryland	
	Billing Street Address/City/County/State/Zip	Phone No.
	3430 Court House Drive, Suite 100, Ellicott City, MD 21043	()
	Lease #	
	544938244500001A	
	Equipment Location Street Address/City/County/State/Zip	Phone No.
	To Be Provided by the Customer	()
		Schedule #
		544938244500001A
<hr/>		
SUPPLIER INFORMATION	Supplier Name ("Supplier")	Phone No.
	CDWG	()
	Street Address/City/State/Zip 200 N. Milwaukee Ave. Vernon Hills, IL 60061	

EQUIPMENT DESCRIPTION	Refer to CDWG Quote Attached	Make/Model																
TERM AND LEASE PAYMENT SCHEDULE	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Lease Term (Months)</td> <td style="width: 25%;">Lease Payment</td> <td style="width: 25%;">Documentation Fee</td> <td style="width: 25%;">Payment Timing (Check one)</td> </tr> <tr> <td>60</td> <td>\$18,110.16 (Includes PPT)</td> <td>N/A</td> <td><input type="checkbox"/> Advance <input checked="" type="checkbox"/> Arrears</td> </tr> <tr> <td colspan="2">Additional Provisions: N/A</td> <td>Latest Commencement Date</td> <td>Payment Frequency (Check one)</td> </tr> <tr> <td colspan="2"></td> <td>October 31, 2018</td> <td><input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other Annually</td> </tr> </table>	Lease Term (Months)	Lease Payment	Documentation Fee	Payment Timing (Check one)	60	\$18,110.16 (Includes PPT)	N/A	<input type="checkbox"/> Advance <input checked="" type="checkbox"/> Arrears	Additional Provisions: N/A		Latest Commencement Date	Payment Frequency (Check one)			October 31, 2018	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other Annually	Plus Applicable Taxes
Lease Term (Months)	Lease Payment	Documentation Fee	Payment Timing (Check one)															
60	\$18,110.16 (Includes PPT)	N/A	<input type="checkbox"/> Advance <input checked="" type="checkbox"/> Arrears															
Additional Provisions: N/A		Latest Commencement Date	Payment Frequency (Check one)															
		October 31, 2018	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other Annually															

PART I

You agree to lease the equipment described above (collectively, "Equipment") on the terms and conditions of this lease agreement ("Lease"). The term of this Lease is set forth above. This Lease shall be effective with respect to the Equipment from and after the date of your acceptance of the Equipment. Each Lease Payment (singly, a "Lease Payment" and collectively, the "Lease Payments") shall be made in the manner specified above and shall commence on the date the Equipment is accepted by you as evidenced by your execution and delivery to us of a Delivery and Acceptance Certificate with respect to the Equipment. You must notify us of any change in the Equipment to be included in any proposed Lease and we reserve the right to accept or reject such change. Our acceptance of this Lease shall be evidenced by our execution hereof.

PART II

1. **TERMS AND CONDITIONS.** In consideration of our purchase of the Equipment selected by you, we lease to you, and you lease from us, the Equipment identified above pursuant to the terms and conditions set forth herein. **THIS LEASE AND THE DOCUMENTS REFERRED TO HEREIN CONSTITUTE THE FULL AND ENTIRE AGREEMENT** between you and us in connection with the Equipment and **MERGES ANY OTHER UNDERSTANDING**. In no case shall the preprinted terms and conditions on the Supplier's standard transactional documentation (e.g., order forms and invoices) apply to us. Neither you nor we rely on any other statement, representation or assurance of cure. **THIS LEASE CAN BE NEITHER CANCELED NOR MODIFIED** except by a written agreement signed by both parties.

2. **YOUR WARRANTIES TO US.** To the best of your knowledge, you expressly represent and warrant to us, and we rely on, each of the following statements: (a) you have read and understood this Lease; (b) **YOU HAVE SELECTED THE EQUIPMENT AND SPECIFICATIONS, AND THE EQUIPMENT WILL MEET YOUR NEEDS**; (c) you will authorize us to pay for the Equipment only after you have received and accepted the Equipment as fully operable for your purposes; (d) you have freely chosen to lease, not buy, from us only after having considered other means of obtaining the use of the Equipment; (e) **NEITHER THE SUPPLIER OF THE EQUIPMENT NOR ANY OF ITS SALESPERSONS ARE, OR HAVE ACTED AS, OUR AGENTS OR EMPLOYEES**; (f) financial information and other statements provided to us are accurate and correct and will be updated upon our request during the term of this Lease; (g) you are a political subdivision or agency or department of a State; (h) the entering into and

performance of this Lease are authorized under the laws and constitution of your state and do not violate or contradict any judgement, law, order, or regulation, or cause any default under any agreement to which you are a party; (i) you have complied with all bidding requirements and, where necessary, have properly presented this Lease for approval and adoption as a valid obligation on your part; (j) this Lease is a legal, valid and binding obligation enforceable in accordance with its terms; (k) you have sufficient appropriated funds or other moneys available to pay all amounts due under this Lease for your current fiscal period; (l) the use of the Equipment is essential for your proper, efficient and economic operation, you will be the only entity to use the Equipment during the term of this Lease and you will use the Equipment only for your governmental purposes; (m) you do not and will not: 1) export, re-export, or transfer any Equipment, software, source code or any direct product thereof to a prohibited destination, or to nationals of proscribed countries wherever located, without prior authorization from the United States and other applicable governments; and 2) use any Equipment, software or technology, technical data, or technical assistance related thereto or the products thereof in the design, development, or production of nuclear, missile, chemical, or biological weapons or transfer the same to a prohibited destination, or to nationals of proscribed countries, without prior authorization from the United States and other applicable governments. You are not an entity or person designated by the United States government or any other applicable government with which transacting business without the prior consent of such government is prohibited.

Upon our request, you agree to provide us with an opinion of counsel as to clauses (g) through (j) above, a certificate of appropriations as to clause (k) above, an essential use letter as to

clause (l) above, and any other documents that we request, with all such documents being in a form satisfactory to us.

3. **YOUR WAIVER OF DAMAGES AND WARRANTIES FROM US. YOU LEASE THE EQUIPMENT FROM US "AS IS, WHERE IS," EXCEPT AS TO QUIET ENJOYMENT. WE MAKE ABSOLUTELY NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF THE EQUIPMENT IS NOT PROPERLY INSTALLED, DOES NOT OPERATE AS REPRESENTED OR WARRANTED BY THE SUPPLIER, OR IS UNSATISFACTORY FOR ANY REASON WHATSOEVER, YOU SHALL MAKE ANY CLAIM ON ACCOUNT THEREOF SOLELY AGAINST THE SUPPLIER AND YOU HEREBY WAIVE ANY SUCH CLAIM AGAINST US. ALL WARRANTIES FROM THE SUPPLIER TO US, TO THE EXTENT ASSIGNABLE, ARE HEREBY ASSIGNED TO YOU FOR THE TERM OF THIS LEASE FOR YOUR EXERCISE AT YOUR EXPENSE, EXCEPT FOR DAMAGES OR INJURIES DIRECTLY CAUSED BY OUR EMPLOYEES AGENTS OR SUBCONTRACTORS. YOU SHALL HOLD US HARMLESS AND SHALL BE RESPONSIBLE FOR ANY LOSS, DAMAGE OR INJURY TO PERSONS OR PROPERTY CAUSED BY THE EQUIPMENT. NO REPRESENTATION OR WARRANTY BY THE SUPPLIER OR SALESPERSON IS BINDING ON US NOR SHALL BREACH OF SUCH WARRANTY RELIEVE YOU OF YOUR OBLIGATIONS TO US. IN NO CASE SHALL WE BE LIABLE TO YOU FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.**

4. **PAYMENTS.** You agree to make Lease Payments as set forth above and to pay such other charges as provided herein. **IT IS SPECIFICALLY UNDERSTOOD AND AGREED THAT THIS LEASE SHALL BE NON-CANCELABLE (EXCEPT AS SET FORTH IN SECTION 6 HEREOF), AND THAT THIS LEASE IS A NET LEASE. YOU AGREE THAT YOU HAVE AN ABSOLUTE AND UNCONDITIONAL OBLIGATION TO PAY ALL RENT AND OTHER AMOUNTS WHEN DUE.** You hereby authorize us to reduce the lease payments by up to twenty percent (20%) in the event that the actual total cost of the equipment at the time of closing is less than the estimate. Lease Payments shall be increased by any cost or expense we incur to preserve the Equipment or to pay non-exempt taxes, assessments, fees, penalties, liens, or encumbrances. Unless we give written notice of a new address, all payments under this Lease shall be sent to us at the address provided at the beginning of this Lease. Each payment received, at our discretion, will be applied first to the oldest charge due under this Lease. **YOU AGREE THAT TIME IS OF THE ESSENCE AND TO MAKE PAYMENTS REGARDLESS OF ANY PROBLEMS YOU MIGHT HAVE WITH THE EQUIPMENT INCLUDING ITS OPERATION, CAPABILITY, INSTALLATION, OR REPAIR. YOU RETAIN ANY AND ALL CLAIMS, SETOFF, DEFENSE YOU MAY HAVE AGAINST THE SUPPLIER, MANUFACTURER, SALESPERSON, OR OTHER THIRD PARTY.** No payment to us of a smaller sum than due at any time under this Lease shall constitute a release or an accord and satisfaction for any greater sum due, or to become due, regardless of any endorsement restriction, unless otherwise agreed by both parties in a signed writing.

5. **FUNDING INTENT.** You reasonably believe that funds can be obtained sufficient to make all Lease Payments and other payments during the term of this Lease. You represent that funding has been allocated for the first year of this Lease and you reasonably believe that your county executive will provide for funding for such subsequent payments in your annual budget request submitted to your governing body. You and we agree that your obligation to make Lease Payments under this Lease will be your current expense and will not be interpreted to be a debt in violation of applicable law or constitutional limitations or requirements. Nothing contained in this Lease will be interpreted as a pledge of your general tax revenues, funds or moneys.

6. **NONAPPROPRIATIONS OF FUNDS.** If (i) sufficient funds are not appropriated and budgeted by your governing body in any fiscal period for all Lease Payments and all other payments due under this Lease for such fiscal period, and (ii) you have exhausted all funds legally available for such payments, then you will give us written notice and this Lease will terminate as of the last day of the fiscal period for which funds are available to pay amounts due under this Lease. Such termination is without any expense or penalty, except for the portions of

the Lease Payments and those expenses associated with your return of the Equipment in accordance with this Lease for which funds have been budgeted and appropriated or are otherwise legally available.

7. **TAXES, ASSESSMENTS AND FEES.** To the extent permitted by law, and subject to Section 6 hereof, you will pay when due, either directly or to us upon our demand, all non-exempt taxes, fines and penalties relating to this Lease or the Equipment that are now or in the future assessed or levied by any state, local or other government authority. We will file all personal property, use or other tax returns (unless we notify you otherwise in writing) and you agree to pay us a fee for making such filings. We do not have to contest any taxes, fines or penalties. You will pay non-exempt property taxes with each invoice or annually, as invoiced. To the extent permitted by law and subject to Section 6 hereof, you agree to reimburse us for reasonable costs incurred in collecting non-exempt taxes, assessments, or fees for which you are liable, and any collection charges attributable thereto, including any court awarded attorney's fees.

8. **NOTICE.** All notices shall be given in writing by the party sending the notice and shall be effective when deposited in the U.S. mail, addressed to the party receiving the notice at its address shown on page 1 of this Lease (or to any other address specified by that party in writing) with first class postage prepaid.

9. **SUCCESSORS AND ASSIGNMENTS. YOU AGREE NOT TO TRANSFER, SELL, SUBLEASE, ASSIGN, PLEDGE OR ENCUMBER EITHER THE EQUIPMENT OR ANY RIGHTS UNDER THIS LEASE WITHOUT OUR PRIOR WRITTEN CONSENT,** and even with our consent, you shall remain jointly and severally liable to the full extent with your assignee. **WE MAY, AT OUR OPTION ASSIGN OUR RIGHTS AND INTERESTS UNDER THIS LEASE WITH NOTICE.** You agree that our assignee will have the same rights and remedies that we have now. You agree that following such assignment, the rights of our assignee will not be subject to any claims, defenses or setoffs that you have against us. You agree that we represent that we are not an agent of our assignee and that we have no affiliation with such assignee except for such assignment. You stipulate that any such assignment by us shall not materially change your duties, obligations or risks under this Lease.

10. **OWNERSHIP, TITLE AND SECURITY INTEREST.** We are the sole owner of the Equipment, have sole title and all residual rights, have the right to inspect the Equipment, and have the right to affix and display a notice of our ownership thereon. The Equipment shall remain our personal property whether or not affixed to realty and shall not be part of any real property on which it is located. At our request, you shall obtain a landlord and/or mortgage waiver for the Equipment. All additions, attachments, and accessories placed on the Equipment which have not been removed prior to the return of the Equipment shall become part of the Equipment and our property. You agree to maintain the Equipment so that it may be removed from the property or building where located without damage. In addition, you authorize us to file at our option informational financing statements and/or fixture filings without your signature. If we request, you will execute financing statements and/or fixture filings. To the extent permitted by law, you hereby grant us a security interest in all Lease Payments and Equipment, and all of your interest therein, and all proceeds and products thereof, but in no case shall this grant or any filing be deemed to contravene our intent that this transaction constitute a true-lease transaction.

11. **OPERATION AND MAINTENANCE; TERMINATION.** You shall be solely responsible for the installation, operation, and maintenance of the Equipment, shall keep it in good condition and working order, and shall use and operate the Equipment in compliance with applicable laws. If the Equipment is of the type not normally maintained by you, then you, at your expense, shall maintain in full force and effect throughout the term of this Lease Supplier's standard maintenance contract. Upon return to us, the Equipment must be eligible, without further cost or expense, for immediate continuation of coverage under Supplier's standard maintenance contract. You agree to keep and use this Equipment only at the address specified above, to never abandon or move the Equipment from that address, nor relinquish possession of the Equipment except to our agent. **The Lessee agrees to keep and use this Equipment at facilities of the Lessee or as otherwise directed by the Lessee for educational purposes.**

At the end of the term of this Lease, you must contact us, and we will designate the return location within the continental United States, and you shall, at your expense, wipe clean or permanently delete all data contained on the Equipment, including without limitation, any data contained on internal or external drives, discs, or accompanying media, immediately crate, insure and return the Equipment to the designated location in as good a condition as when you received it, excepting only reasonable wear and tear. In the case of any item of Software to be returned to us, you will also deliver to us the original certificate of authenticity issued by the licensor of such Software, if any. Until we actually receive the equipment at the return location, this lease renews automatically from month to month, and you agree to continue to make lease payments in accordance with section 14 of this lease.

12. **RISK OF LOSS AND INSURANCE.** Until you have returned the Equipment to the designated location, you bear the entire risk of loss or damage to the Equipment. You shall immediately notify us of the occurrence of any loss or other occurrence affecting our interests and shall make repairs or corrections at your expense. In such event, and to the extent permitted by law, you agree to continue to meet all payment and other obligations under this Lease. You agree to keep the Equipment insured at your expense against risks of loss or damage from any cause whatsoever. You agree that such insurance shall not be less than the replacement value of the Equipment. You also agree that the insurance shall be in such additional amount as is reasonable to cover us for public liability and property damage arising from the Equipment or your use of it. You agree to name us as the loss payee and an additional insured. Upon our request, you agree to furnish proof of each insurance policy including a certificate of insurance and a copy of the policy. The proceeds of such insurance shall be applied at our sole election toward the replacement or repair of the Equipment or payment towards your obligations. If you so request and we give our prior written consent, in lieu of maintaining insurance as described herein, you may self-insure against such risks, provided that our interests are protected to the same extent as if the insurance had been obtained by third party insurance carriers and provided further that such self-insurance program is consistent with prudent business practices with respect with such insurance risk. You will give us certificates or other evidence of such insurance on the commencement date of this Lease, and at such times as we request. Such insurance obtained will be in a form, amount and with companies acceptable to us, and will provide that we will be given 30 days' advance notice of any cancellation or material change of such insurance.

13. **INDEMNITY.** You agree, to the extent permitted by law, and subject to Section 6 hereof, to indemnify and hold us harmless from and against, any and all losses, damages, injuries, claims, demands, and expenses (a "Claim"), including any court awarded attorney's fees, arising from or caused by any actual or alleged use, possession, maintenance, condition (whether or not latent or discoverable), operation, location, delivery or transportation of any item of Equipment.

14. **END OF TERM OPTIONS.** If no default exists under this Lease, you will have the option, with 60 days prior written notice, at the end of the initial term of this Lease or any extended term (as described below) (a) to purchase all (but not less than all) of the Equipment at its then fair market value (plus all applicable sales taxes) on an "AS IS, WHERE IS" basis.; (b) to deliver the Equipment to us; or (c) to renew this Lease at its then fair rental value. If you elect to purchase the Equipment or renew this Lease, we will use our reasonable judgement to determine the Equipment's fair market value or its fair rental value. If you do not agree with our determination, the fair market value or the fair rental value of the Equipment will be determined at your expense by an independent appraiser selected by mutual consent of both parties. **IF YOU DO NOT GIVE US SUCH WRITTEN NOTICE, THIS LEASE WILL AUTOMATICALLY RENEW FOR SUCCESSIVE ONE-MONTH TERMS THROUGH THE END OF THE CALENDAR MONTH FALLING AT LEAST SIXTY DAYS AFTER THE DATE YOU WILL HAVE DELIVERED TO US SUCH NOTICE. DURING ANY SUCH MONTH-TO-MONTH EXTENDED TERM, THE LEASE PAYMENTS WILL REMAIN THE SAME.** We may cancel any month-to-month renewal by sending you written notice 10 days' prior to the beginning of such month.

15. **COLLECTION CHARGES.** If any part of any sum is not paid when due, you agree to pay us: (i) in the first month, a late charge to compensate us for collecting and processing the late sum, such late charge is stipulated and liquidated at the greater of \$.05 per dollar of each delayed sum or \$15; plus (ii) a charge for every month after the first month in which the sum is late to compensate us for the inability to reinvest the sum, such charge is stipulated and liquidated at 1 1/2% per month, or when less, the maximum allowed by law.

16. **DEFAULT.** You shall be in default of this Lease on the occurrence of any of the following events: (a) you fail to pay any Lease Payments or any other amounts due under this Lease within 10 days after it first becomes due; (b) you assign, move, pledge, sublease, sell or relinquish possession of the Equipment, or attempt to do so, without our written authorization; (c) you breach any obligations under this Lease, or any other agreement with us, and fail to cure such breach within ten days after we send notice of the existence of such breach; (d) you breach any warranty under this Lease; (e) an execution or writ of process is issued in any action or proceeding to seize or detain the Equipment; or (f) you file a voluntary petition in bankruptcy, you are adjudicated a bankrupt or any proceeding is filed against you under the bankruptcy or similar laws of the United States or the State and such proceeding is not dismissed within 60 days after filing.

17. **REMEDIES.** Should you default, we have the right to exercise any or all of the following remedies: (a) cancel or terminate this Lease or withdraw any offer of credit; (b) require you to pay us, as compensation for loss of our bargain and not as a penalty, a sum equal to (i) the present value of all unpaid Lease Payments for the remainder of the term of this Lease and subject to Section 6 hereof, the present value of our anticipated residual interest in the Equipment plus (ii) all other amounts due or that become due under this Lease; (c) immediately retake possession of the Equipment pursuant to a court order or other process of law and for such purpose may enter upon any premises where the Equipment may be, remove the same and apply any proceeds as provided below; and (d) exercise any remedy at law or equity. Our delay or failure to exercise a remedy constitutes neither a waiver of any other remedy or a release of your liability to return the Equipment or for any loss or Claim with respect thereto. To the extent permitted by law, shall be liable for all reasonable costs and expenses incurred in the repossession, recovery, storage, repair, sale, re-lease or other disposition of the Equipment.

18. **SEVERABILITY.** The provisions of this Lease are severable and shall not be affected or impaired if any one provision is held unenforceable, invalid, or illegal. Any provision held in conflict with any statute or rule of law shall be deemed inoperative only to the extent of such conflict and shall be modified to conform with such statute or rule.

19. **RELEASES. TO THE EXTENT PERMITTED BY APPLICABLE LAW, YOU HEREBY WAIVE YOUR RIGHTS TO: (A) CANCEL OR REPUDIATE THIS LEASE, EXCEPT AS PROVIDED IN SECTION 6 HEREOF; (B) REVOKE ACCEPTANCE OF OR REJECT THE EQUIPMENT; (C) CLAIM A SECURITY INTEREST IN THE EQUIPMENT; (D) ACCEPT PARTIAL DELIVERY OF THE EQUIPMENT; (E) SELL OR DISPOSE OF THE EQUIPMENT UPON REJECTION OR REVOCATION; (F) SEEK "COVER" IN SUBSTITUTION FOR THIS LEASE FROM US.**

20. **MITIGATION OF DAMAGES.** In furtherance of the mitigation of our damages, you agree and stipulate: (a) each accelerated sum and lease-end fair market value shall have a discounted or present value computed at 3% per annum (a single payment present value factor shall be applied to this Lease-end fair market value and a uniform series of present value factors shall be applied to the accelerated periodic payments); (b) should we use or dispose of any returned or repossessed Equipment, we will credit the amount that you owe with any excess which we actually recover over the cost of retaking and disposing of the Equipment, however, such credit shall not be deemed to be an equity offset but shall be in full mitigation of our repossession of the Equipment before the end of this Lease; and (c) any action under this Lease by you for claims against us for indemnity, misrepresentation, breach of warranty and contract default or any other matter shall be commenced within the time limitations provided in the Maryland statute of limitations pertaining to transactions where time is of the essence.

21. MISCELLANEOUS. Regardless of any conflicting provisions in this Lease, this Lease will be governed by the laws of the state in which the Equipment is located. **YOU EXPRESSLY WAIVE ANY RIGHT TO TRIAL BY JURY** so that trial shall be by and only to a court of competent jurisdiction. Any change in any of the terms and conditions of this Lease must be in writing and signed by us. All notices shall be given in writing by the party sending the notice and shall be effective when deposited in the U.S. Mail, addressed to the party receiving the notice at its address shown on page 1 of this Lease (or to any other address specified by that party in writing) with first class postage prepaid. If we delay or fail to enforce any of our rights under this Lease, we will still be entitled to enforce those rights at a later time. It is the express intent of the parties not to violate any applicable usury laws or to exceed the maximum amount of time price differential or interest, as applicable, permitted to be charged or collected by applicable law, and such excess payment will be applied to Lease Payments in inverse order of maturity,

and any remaining excess will be refunded to you. If you do not perform your obligations under this Lease, we have the right, but not the obligation, to take any action or pay any amounts that we believe are necessary to protect our interests. You agree to reimburse us immediately upon our demand for any such amounts that we pay. All representations, warranties and covenants made by you hereunder shall survive the termination of this Lease and shall remain in full force and effect. All of our rights, privileges and indemnities under this Lease, to the extent they are fairly attributable to events or conditions occurring or existing on or prior to the expiration or termination of this Lease, shall survive such expiration or termination and be enforceable by us and our successors and assigns. If you are a tax-exempt entity as defined in Section 168(h)(2) of the Internal Revenue Code, the term of this Lease, including renewals or extensions, will not exceed a total of 60 months. You agree that we may disclose any information provided by you to us or created by us in the course of administering this Lease to any of our parent or affiliates, strictly on a directly relevant or need-to-know basis.

BY SIGNING BELOW YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND ALL OF THE TERMS AND CONDITIONS OF THIS LEASE.

HOWARD COUNTY, MARYLAND

HEWLETT-PACKARD FINANCIAL SERVICES COMPANY

X _____
 Authorized Signature

 Print Name & Title Date

X _____
 Authorized Signature

 Print Name & Title Date

CERTIFICATION

I, the undersigned, DO HEREBY CERTIFY that I am a duly elected or appointed and acting officer (or duly authorized designee of such officer) of Howard County, Maryland (the "Customer"), a political subdivision or agency or department of the State of Maryland and that I have custody of the records of the Customer; that the individual executing the above State and Local Government Single Schedule Operating Lease Agreement (the "Lease") on behalf of the Customer is incumbent in the office printed or typed below his/her signature and is duly authorized to execute and deliver the Lease and all related documents, in the name and on behalf of the Customer; and that the signature of such individual is his/her authentic signature.

IN WITNESS WHEREOF, I have hereto set my hands and affixed the seal of the Customer this _____ day of _____, 2018.

SEAL

 Certifier's Signature [To be executed by person other than individual executing above lease.]

 Print Name

 Print Title

**STATE AND LOCAL GOVERNMENT SINGLE SCHEDULE OPERATING LEASE AGREEMENT
DELIVERY AND ACCEPTANCE CERTIFICATE**

Schedule No. 544938244500001A

CUSTOMER: Howard County, Maryland	LESSOR: HEWLETT-PACKARD FINANCIAL SERVICES COMPANY
Address 3430 Court House Drive, Ste. 100	Address 200 Connell Drive, Suite 5000
City/State/Zip Ellicott City, MD 21043	City/State/Zip Berkeley Heights, NJ 07922
Attention:	Attention: Donna L. Donovan

Capitalized terms which are not defined in this Certificate shall have the meanings given these terms in the Single Schedule State and Local Government Operating Lease Agreement and Schedule (together, the "Lease") numbered above.

In compliance with the terms and conditions of the Lease, you agree and notify us that all of the Equipment listed in the Lease has been delivered and is fully installed; that you have inspected the Equipment and all testing you have deemed necessary has been performed by you, the manufacturer of the Equipment or the Supplier; and as of the date of this Certificate, the Equipment is fully operational for your purposes and you are fully satisfied with the Equipment and the Supplier who sold you the Equipment.

The insurance policies required by Section 12 of the Lease have been obtained and are in full force and effect, and the subject Equipment is located at the equipment location identified in the Lease.

By executing this Delivery and Acceptance Certificate the Customer agrees to the Lease commencement date and first payment due date as set forth below.

If the Lease Payments are due in advance, then the first Lease Payment shall be due on the Acceptance Date. If the Lease Payments are due in arrears, then the first Lease Payment shall be due at the end of the first Payment Frequency period as selected on the first page of the Lease.

HOWARD COUNTY, MARYLAND

X
Customer's Authorized Signature

Print Name and Title

Acceptance Date

NOTE: DO NOT SIGN AND RETURN THIS DOCUMENT UNTIL YOU HAVE RECEIVED ALL THE EQUIPMENT.

THEN fax to: (908) 547-6797, Attn: Donna Donovan

NO COVER SHEET IS NECESSARY
THEN MAIL THE ORIGINAL TO: 200 Connell Drive, Suite 5000, Berkeley Heights, NJ 07922

BILLING INFORMATION REQUEST FORM - INVOICING INSTRUCTIONS

Customer ID Number: 5449382445

Schedule Number: 544938244500001A

IN ORDER FOR HEWLETT-PACKARD FINANCIAL SERVICES COMPANY TO PROPERLY BILL AND CREDIT YOUR ACCOUNT, IT IS NECESSARY THAT YOU COMPLETE THIS FORM AND RETURN IT WITH THE SIGNED DOCUMENTS.

BILL TO ADDRESS : (CUSTOMER LEGAL NAME): Howard County, Maryland

Dept Name: _____

Address: 3430 Court House Drive, Ste. 100

City, State & Zip: Ellicott City, MD 21043

BILLING CONTACT:

First, M.I. and Last Name: _____

Title: _____

Phone Number: _____

Fax Number: _____

Email: _____

PURCHASING CONTACT:

First, M.I. and Last Name: _____

Title: _____

Phone Number: _____

Fax Number: _____

Email: _____

PURCHASE ORDER NUMBER:

Do your Invoices require PO numbers: YES NO

FEDERAL TAX ID NUMBER: _____

ARE YOU SALES/RENTAL TAX EXEMPT?

YES (Please return a copy of your Sales and Use Tax Exempt Certificate with this Form). **IF NOT, YOU WILL BE ACCESSED TAXES ACCORDINGLY**

NO

POINT OF CONTACT FOR SURVEYS (from time to time we survey our customers to see HOW WE CAN BETTER SERVE YOUR NEEDS ETC)

First, M.I. and Last Name: _____

Title: _____

Phone Number: _____

Email: _____

Customer Portal Administrator ** The HP Financial Services Customer Portal is a free, web-based, self-service lease management tool, that provides 24 hour access to your lease portfolio in real time. The HPFS Customer Portal also aggregates your global lease information into a centralized tool and allows an administrator to manage internal user profiles.

Customer Portal Administrator **First, M.I. and Last Name:** _____

Name of individual who will control Portal access

Title: _____

Phone Number: _____

Email: _____

Some available features on The HP Financial Services Customer Portal include:

Lease Origination



- Authorize Cert. of Acceptance online
- Document Repository Single location for lease documents
- Asset Detail at parent/child level

Contract Management



- View Contract Information
- View Invoices
- Review End-of Lease Options
 - Accept End-of Lease Quotes

Asset Information



- Asset Detail Reports
 - Standard Reports
- Manage Custom Defined Data Online

There are 3 Levels of Access to the Portal and they are Administrator, Approver and General User Access.

Administrator has complete control over who has access to the portal and their level of access. You can also perform the following tasks:

- View and update personal profile information
- Add and manage individual user profiles and grant user access in the USER ADMIN section
- Notify individuals via email of admin, signatory or user access privileges

Approver access allows a user to approve documents within the portal for example Lease Acceptance Certificates in addition to all the reporting capabilities

General User access allows the user to the reporting features and to view the features of the tools but they cannot grant access to other colleagues or approve any documents.

You will be granted access to the tool once you have identified who you would like to be the Administrator of your Customer Portal Account. Please let us know who you are designating and that person's contact information, name, phone # and email address

For more information about the Customer Portal, please take a look at the Brochure and the Site Tour for a brief demonstration of the Tool.

- [Brochure](#)
- [Site Tour](#)

We look forward to working with you as you explore the new Customer Portal and appreciate your business.

SIGNATURE AND DATE: _____



CDWG.COM | 800.594.4239

SALES QUOTE

Customer:	Howard County		Qte date:	6/25/2018	
Contact:	Dean Hof	Account Manager	Liam McNamara	Prep by:	Brad Smyth
				Phone:	855-822-1202
				Email:	bradsmv@cdwg.com
		HP Printers			
QTY	PART NUMBER	DESCRIPTION	Color	Unit Cost	Extended Cost
11	E58650dn	E58650dn with fax	Color	2,365.00	\$26,015.00
17	E6255dn	E62555dn with fax	Mono	2,385.00	\$40,545.00
4	E77830z	E77830z with fax	Color	4,170.00	\$16,680.00
49	E87640z	E87640z with fax	Color	6,050.00	\$296,450.00
33	E87650z	E87650z with fax	Color	7,035.00	\$232,155.00
9	E87660z	E87660z with fax	Color	7,720.00	\$69,480.00
38	E72530z	E72530z with fax	Mono	3,210.00	\$121,980.00
25	E82540z	E82540z with fax	Mono	4,520.00	\$113,000.00
6	E82560z	E82560z with fax	Mono	6,060.00	\$36,360.00
GRAND TOTAL					\$952,665.00

CDW Government
 230 North Milwaukee Ave.
 Vernon Hills, IL 60061
 Phone: 847.371.5000
 Fax: 847-990-8027

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

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:

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Ink/Toner Cartridges | <input checked="" type="checkbox"/> Response Time - See Exhibit B | <input checked="" type="checkbox"/> Detailed Usage Reports |
| <input checked="" type="checkbox"/> Maintenance Items | <input checked="" type="checkbox"/> Cleanings at Every Technician Visit | |

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.

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

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 unsupportable 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

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

- 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.

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

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. Dependancies. 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.

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

EXHIBIT B: SLAs BY LOCATION AND RESPONSE TIMES

SLAs by Location

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

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

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

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

MANAGED PRINT SERVICES AND SUPPORT SCHEDULE

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	ELLCOTT 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	ELLCOTT CITY, Maryland	21042	HP Priority
STATES ATTORNEY 1ST FL	ELLCOTT 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	ELLCOTT 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	ELLCOTT 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	ELLCOTT 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	ELLCOTT CITY, Maryland	21043	HP Priority
WORKFORCE DEV STE D	Columbia, Maryland	21046	HP Priority
ZONING 1ST FL	ELLCOTT 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