



**Contact:**  
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TO: Stanwood Camano School District Board of Directors

FROM: Ryan Ovenell

SUBJECT: HP Management Print Services

DATE: February 20, 2024

TYPE: Action Required

HP Management Print Services is used for our current print service, toner replacement, and repair of our 177 HP printers in our office spaces and classrooms. This contract is a renewal of an expiring contract and has a minimal price escalation commensurate with other technology services.

Recommendation:

We recommend the board approve the attached proposal from HP Managed Print Services.

Every student is empowered to learn in an inclusive setting  
and is prepared for the future of their choice.

**[www.stanwood.wednet.edu](http://www.stanwood.wednet.edu)**



# HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE

1/30/2024  
MPS-0001605145

This Maintenance Services and Support Schedule ("Schedule") defines the activities to be provided by the HP entity named below ("HP") to the customer named below ("Customer") and applies to Customer's purchases of and HP's provision of maintenance services (the "Services"). This Schedule describes the Statement of Work for the delivered Services, along with the NASPO ValuePoint Master Agreement Terms and Conditions for Copiers and Managed Print Services number 140596 and the Washington Participating Addendum number 06619, which collectively constitute the agreement ("Agreement") between the parties. This Agreement is not effective until signed by Customer and accepted by HP, as specified below ("Effective Date"). The Parties agree that this Agreement and any Change Order or other ancillary agreement can be completed and executed with electronic signatures or as otherwise required by law. Capitalized terms not defined herein are defined in the Agreement. In case of conflicts between terms of this Schedule and the Agreement, the provisions of the Agreement shall prevail to the extent of the conflict. HP and Customer may be individually referred to as "Party," and collectively as the "Parties."

## 1. TERM: 60 MONTHS

## 2. GENERAL DEFINITIONS

- **Support Programs ("PROG").**
- **Maintenance Services and Support ("MSS"):** Full MSS – Includes toner and ink cartridges, maintenance kits, parts, and repairs.
- **Essential Support ("ES"):** Toner Only – Includes toner and ink cartridges drop shipped to Customer's dock. Maintenance kits, parts, and repairs available on a Time and Materials ("T&M") invoice.

### HP WILL PROVIDE SUPPORT WHICH INCLUDES THE FOLLOWING:

- |   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> Toner and Ink Cartridges          | <input checked="" type="checkbox"/> Repair Services for devices in MSS Program | <input checked="" type="checkbox"/> Strategic Business Reviews |
| <input checked="" type="checkbox"/> Maintenance Items for MSS Program | <input checked="" type="checkbox"/> Cleanings at Every Technician Visit        | <input checked="" type="checkbox"/> Assigned Account Manager   |
| <input checked="" type="checkbox"/> Toner and Ink Cartridge Disposal  | <input checked="" type="checkbox"/> Phone and Online Support for MSS Program   | <input checked="" type="checkbox"/> Remote Monitoring Software |
| <input checked="" type="checkbox"/> Location Specific Response Times  |  |  |

## 3. PRICING SCHEDULE

### SUPPORT RATES FOR THE VARIOUS DEVICES ARE AS FOLLOWS:

MODEL	ENGINE SKU	TYPE	RATE	PROG	MODEL	ENGINE SKU	TYPE	RATE	PROG
HP M452	CF389A, CF394A, CF388A	Black	\$0.0231	MSS	HP M452		Color	\$0.0901	MSS
HP M454	W1Y44A, W1Y45A	Black	\$0.0218	MSS	HP M454		Color	\$0.0895	MSS
HP M477	CF378A, CF379A, CF377A	Black	\$0.0209	MSS	HP M477		Color	\$0.0900	MSS
HP M479	W1A79A, W1A80A	Black	\$0.0225	MSS	HP M479		Color	.0986	MSS
HP M570	CZ271A, CZ272A	Black	\$0.0203	MSS	HP M570		Color	\$0.0788	MSS
HP Pro 4301	4RA80F, 4RA81F, 4RA82F	Black	\$0.0237	MSS	HP Pro 4301		Color	\$0.0900	MSS
HP M201	CF456A	Mono	\$0.0270	MSS	HP M402	C5F93A, C5F94A, C5F95A	Mono	\$0.0180	MSS
HP M404	W1A52A, W1A53A, W1A56A	Mono	\$0.0186	MSS	HP Pro 4001	2Z600F,2 Z601F,2Z 599F	Mono	\$0.0180	MSS
HP M451	CE956A, CE957A, CE958A	Black	\$0.0158	ES	HP M451		Color	\$0.0990	ES
HP M1536	CE538A	Mono	\$0.0270	ES	HP M401	CF278A, CF399A, CF285A, CZ195A	Mono	\$0.0138	ES



# HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE

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HP M425	CF286A	Mono	\$0.0138	ES	HP P2055	CE457A, CE459A, CE460A	Mono	\$0.0209	ES
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#### 4. SERVICE REQUESTS

Service requests can be made twenty-four (24) hours a day, seven (7) days a week by calling HP's toll-free number (1-800-745-2025) and leaving a voice mail or through the online portal ([www.hp.com/go/mpsservice](http://www.hp.com/go/mpsservice)). Upon receipt of any supplies provided by HP under this Schedule, Customer shall be responsible for their safekeeping and shall reimburse HP, at the then-current NASPO ValuePoint Master Agreement list price, for any supplies that are lost, stolen or damaged. Supplies provided by HP under this Schedule may only be used on devices covered under this Schedule. At the end of the Term, unused supplies provided by HP under this Schedule shall be returned to HP and are the property of HP at all times unless otherwise specified. HP encourages Customer to use HP's free cartridge return program for empty laser and ink cartridge disposal. See [www.hp.com/recycle](http://www.hp.com/recycle) for details. 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.

#### 5. SERVICE LEVEL DEFINITIONS

(a) **MSS Response Times:** HP offers two (2) response times depending on locations:

- **HP Advantage** – Next Business Day Response, toner and ink drop ship.
- **HP Extended Reach** – Depending on location, it may be greater than Next Business Day Response, toner, and ink dropship.

(b) MSS Response Times will only be measured during HP normal business hours and only apply to devices supported by the MSS program. Location specific MSS Response Times can be found in Exhibit A, attached hereto. All Response Times are determined by the ZIP codes listed in Exhibit A, therefore, if a location is listed with an incorrect ZIP code, then the Response Time may be incorrect and will be corrected by way of a Change Order.

#### 6. CLIENT MANAGEMENT

(a) **Remote Client Management.**

HP will provide Customer with a Client Manager ("CM") that will perform the following services for the Term of the Schedule: (1) Serve as the single point of contact responsible for the delivery of the Services, Customer relationship, Customer satisfaction, and manage escalated issues and corrective actions until resolution; (2) Jointly develop with Customer a documented plan ("Delivery Plan") designed to promote delivery consistency and track topics for scheduled strategic reviews; (3) Coordinate and manage Change Orders; (4) Summarize HP standard fleet tracking and utilization reports for discussion during scheduled strategic reviews; (5) Provide a statistical analysis of fleet performance during scheduled strategic reviews; and (6) Track and report service level commitment performance in an HP-defined format.

HP will perform all activities remotely. In coordination with the assigned Client Manager, the CM will schedule and lead annual remote strategic reviews to discuss: (1) the summary of HP's performance against the Schedule, (2) the Delivery Plan, (3) the fleet management analysis (fleet utilization), and (4) recommendations for optimization.

#### 8. TERM, TERMINATION & RENEWAL

The term of this Schedule will begin on the Schedule Effective Date and will continue for the Term indicated above. Rates listed in the Pricing Schedule above are fixed for the initial Term of this Schedule.

Customer may only terminate this Schedule in the event of HP's uncured material breach of this Schedule. HP will have thirty (30) days from Customer's written notice to cure such breach. If HP fails to cure such breach within the thirty (30) day period, this Schedule will terminate, with no Termination Fee, ninety (90) days after the written notice was received.

This Schedule may not be cancelled for convenience by Customer. In the event of any early termination of this Schedule by Customer for any reason other than HP's material breach, HP, in its sole discretion, may assess and invoice Customer the number of impressions estimated to be remaining for the term of this Schedule based on the most recent historical impression counts ("Termination Fee"). Upon termination of this Schedule, Customer will pay HP for all Services performed, and all charges and expenses then due HP under this Schedule, including any applicable Termination Fee.

HP reserves the right to terminate this Schedule with thirty (30) days' notice.



## 9. DEVICES COVERED UNDER THIS SCHEDULE

The impression rates listed in the Pricing Schedule above and the terms contained herein are offered based on supporting all eligible devices within Customer's supportable locations listed in Exhibit A and Customer keeping the remote monitoring software active and reporting. All devices of a similar model/series must be enrolled in the support program and covered under this Schedule 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. To add a device to or remove a device from the Schedule, Customer must submit an email request to HP at [pmps-fleetmaintenance@hp.com](mailto:pmps-fleetmaintenance@hp.com) using a form to be provided by HP. Such requests must be submitted by an account manager or executive employed by Customer, or an employee authorized by the account manager or executive. Devices must be in a working condition prior to being enrolled in this program. If a device to be added to this Schedule is not new, HP will determine if repairs are required to bring the device to a working condition. If repairs are required, HP will notify Customer and, with Customer's approval, will provide those parts and repairs at HP's standard parts and service rates, per the pricing in the NASPO ValuePoint Master Agreement. If a mono device to be enrolled is in a "toner low" or "ink low" condition, Customer will be invoiced 50% of the retail price of a new toner or ink cartridge. If a color device to be enrolled is in a "toner low" or "ink low" condition, Customer will not be invoiced for the first cartridge, but will be invoiced for additional cartridges at retail price. Customer agrees to follow correct device operation guidelines as specified by the manufacturer for all devices covered under this Schedule.

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

## 10. HOURS OF SERVICE

HP's normal business hours are Monday through Friday, 8:00 a.m. through 5:00 p.m., local time. 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, though does provide technician support, during the following holidays:

- Martin Luther King Day
- Presidents' Day
- Juneteenth
- Friday following Thanksgiving
- Christmas Eve
- HP company-wide shut down from Christmas Day through New Year's Day

## 11. PRICING

Customer will be billed at the per impression rates by device model/series as listed in the Pricing Schedule, and per the NASPO ValuePoint Master Agreement. One (1) 8 ½" x 11" (A4) print will be charged as one (1) impression. One (1) 8 ½" x 14" (legal) print will be charged as one point three (1.3) impressions. One 11" x 17" (A3) size print will be charged as two (2) impressions. A duplex print will be charged as two (2) times the number of impressions that would be charged for a one-sided print. All other page sizes will be charged as reported by the device. If no purchase order is issued then, by signing this Schedule, Customer authorizes HP to provide the Services and will not contest payment.

## 12. CUSTOMER REQUIREMENTS

- (a) Customer is responsible for assisting in a timely installation of the remote monitoring software and for keeping the remote monitoring software active. Customer understands that if the remote monitoring software is de-activated, HP will not be able to receive "Toner Low" or "Service Alert" messages from devices and HP will not be held to the response time commitments listed in Exhibit A. 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 HP, including the remote monitoring software. Subject to the terms of this Schedule and the Agreement, Customer agrees to allow HP the right to collect and use data through the remote monitoring software.
- (b) Non-Reporting Devices: For any device subject to remote monitoring software (for example, a Data Collection Agent ("DCA") or other automated data collection tool provided by HP) that stops reporting data ("Non-Reporting Device"), Customer shall support HP in locating and returning all such Non-Reporting Devices to a reporting condition and to a designated location. Customer remains liable for payment of all charges for Non-Reporting Devices as determined by manually retrieved usage reports to be provided by Customer to HP every thirty (30) calendar days from the date that HP notifies Customer of the non-reporting status



of the devices until the devices are returned to an automated reporting status. If Customer fails to provide timely usage reports for Non-Reporting Devices, HP may:

- (1) continue to invoice impression rates based upon the historical usage data gathered from the last billing cycle when the device was in a reporting status. Once received HP reserves the right to reconcile actual usage against any previously invoiced impression amounts based upon historical data and then invoice in arrears for impressions not previously captured. Customer agrees to pay all such related invoices.
  - (2) suspend invoicing for impressions on the affected device until the device is returned to an automated reporting status and then invoice Customer in arrears for all non-reported impressions; or
  - (3) continue to invoice for impressions using the manufacturer's stated yield as the usage for each cartridge shipped during the billing period, multiplied by the impression rate per applicable device.
- (b) Manual Reporting Devices: For each device designated as a manual reporting device (i.e. a device that is incapable of automated data reporting), Customer shall provide to HP usage reports every thirty (30) calendar days. If at any point in time Customer stops timely reporting such data, such device shall be deemed a Non-Reporting Device and Customer remains liable for payment of all charges and fees for such Non-Reporting Devices. In such circumstances, HP may continue to invoice for impressions based upon:
- (1) the manufacturer's stated yield as the usage for each cartridge shipped during each billing period that the device remains in a non-reporting condition, multiplied by the impression rate per applicable device; or
  - (2) the historical usage data gathered from the last billing cycle when the device was in a reporting condition. Once received, HP reserves the right to reconcile actual usage against any impressions previously invoiced based upon historical data and then invoice in arrears for impressions not previously captured. Customer agrees to pay all such related invoices.
- (d) Special Note for mSKU Devices: Any devices designated as mSKU devices in the Pricing Schedule must be connected to the JetAdvantage Management (JAM) software at all times. Customer must assist HP in a timely installation of JAM and support HP in resolving any issues with devices that are not properly connected to JAM. Use of supplies on any mSKU device that are not provided directly by HP as a part of this Schedule may result in the device being disconnected from JAM. HP may increase the impression rate of any mSKU device that is disconnected from JAM, on a forward looking basis, if such non-reporting condition is due to Customer or lack of cooperation of Customer. HP will notify Customer of any adjustment to the impression rates. HP will implement the new impression rates unless notified of a concern within ten (10) Business Days from the notice date. In case of timely notification of concern, HP and Customer will work in good faith to resolve the dispute in a timely manner. During such time, Customer will be invoiced and pay the unadjusted impression rates until resolution of the dispute.

### 13. **TONER AND INK COVERAGE**

HP regularly reviews toner and ink consumption. If it is discovered that there are devices that are printing with greater than seven percent (7%) toner or ink coverage for monochrome, and twenty-eight percent (28%) toner or ink coverage for color, HP will notify the Customer in writing. HP will work with Customer to correct this problem by making recommendations that may include but are not limited to print policy changes, workflow changes, and device changes. If after sixty (60) days, Customer has not or will not make changes to reduce toner or ink coverage below these limits, HP may increase the rates to account for the increase in coverage, but at no time shall any rate increase exceed the pricing listed in the NASPO ValuePoint Master Agreement. Those increased rates will remain in place until the next annual review.

### 14. **DEVICE OBSOLESCENCE**

A manufacturer may choose to no longer support a device at which time replacement parts and/or supplies are no longer available for that device model/series, HP will make reasonable commercial efforts to continue to provide Service for the device, but HP reserves the right to discontinue providing Services on the respective device and potentially all like devices. If the respective device has been on contract for greater than three (3) months, then a standard credit will be provided towards the purchase of an HP printing device.

HP makes every attempt to identify those devices that are nearing the end of their supportable life. Such devices are described above in the END OF SERVICE LIFE (ES) section above. The standard credit described in the paragraph above does not apply to EOSL Device(s).

### 15. **ITEMS NOT COVERED**

The following items are not covered under the Services: paper, font cartridges, third-party SIMM or DIMMs, third-party accessories, and all external interface cards. Special note on Firmware Upgrades: HP will only perform Firmware Upgrades if the manufacturer has announced the Firmware Upgrade resolves a known service issue.

### 16. **REMOVAL OF CONFIDENTIAL INFORMATION**

If a hard drive fails, and HP determines that the device, which is still in its service life can no longer be repaired and must be replaced, HP will remove the hard drive from the defective device and leave it with Customer prior to removing the defective device from Customer's premises. In the event that Customer requests that HP repair or replace a device or upon termination of the Schedule, HP will cleanse all hard drive data in accordance with NASPO ValuePoint Master Agreement §4.6.5.(Hard Drive Removal and Surrender). In any other instance when the hard drive needs to be replaced there may be a cost associated with the replacement drive, and pricing will be in accordance with the NASPO ValuePoint Master Agreement Price List.



**17. 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 HP 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, in adherence with the NASPO ValuePoint Master Agreement. Any changes will only have effect for the future without any retroactive effect on any rates or charges that have already been invoiced. 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.

**18. ASSIGNMENT**

Neither this Schedule nor any right or obligation hereunder shall be assigned or delegated, in whole or part, by either Party without the prior written consent of the other Party, not to be unreasonably withheld.

**19. PUBLICITY**

HP may use Customer's name and identification of this engagement in connection with general lists of customers and experience.

**20. INVOICING**

HP will invoice monthly in arrears, based on the impressions made during the previous month. Invoice terms are 30 days from HP's invoice date.

**21. CHANGE ORDERS**

Both Parties 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 or modify current service locations will require a Change Order signed by both Parties. Additional models/series of devices not currently priced on the Order will be added at the then-current rates, per the NASPO ValuePoint Master Agreement Price List.

**22. PRICES AND TAXES**

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

**24. DISPUTE RESOLUTION**

Any disputed matter under this Agreement will be referred to the parties' Project Managers, except for HP's right to terminate for Customer's failure to pay and except with respect to each party's right to pursue equitable remedies. If the Project Managers are unable to resolve the disputed matter within 2 weeks, the matter will be escalated to the parties' sponsoring executives. If these representatives fail to reach a mutual resolution within the following 2 weeks, or such other period as may be agreed to by the parties, the matter will be referred to the managers of such sponsoring executives. HP may suspend performance of services under this Agreement to the extent a disputed matter (including without limitation, a force majeure event or unfulfilled dependency) is not resolved within 60 days of the commencement of this dispute resolution process.

**[SIGNATURE PAGE FOLLOWS.]**

HP 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. Customer also warrants that signature of this Schedule authorizes HP to provide the Services and that Customer will pay for all Services provided under this Schedule. This Schedule must be signed within ninety (90) days from the date listed in the header of this Schedule. The Parties also agree that this Schedule and any subsequent amendments or change orders are binding upon HP and Customer.



**HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE**

1/30/2024  
MPS-0001605145

SCHEDULE EFFECTIVE DATE: \_\_\_\_\_

<b>HP INC.</b>	<b>STANWOOD CAMANO SCHOOL DISTRICT</b>
Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:
Address: <b>11361</b> Chinden Blvd Boise, Idaho, 83714-0021	Address:
Contact Name: Andrew Moore	Contact Name:
Contact Email: andy.moore@hp.com	Contact Email:
Contact Phone: 208-599-0036	Contact Phone:



# HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE

1/30/2024  
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## EXHIBIT A: SLAs by LOCATION

Address	City	State	ZIP	Response Time
1810 Elger Bay Rd	Camano Island	WA	98282	HP Advantage
608 Arrowhead Rd	Camano Island	WA	98282	HP Advantage
10227 273rd Place NW	Stanwood	WA	98292	HP Advantage
26211 72nd Ave NW	Stanwood	WA	98292	HP Advantage
26920 Pioneer Highway	Stanwood	WA	98292	HP Advantage
27210 90th Ave NW	Stanwood	WA	98292	HP Advantage
27911 68th Ave NW	Stanwood	WA	98292	HP Advantage
7400 272nd Street NW	Stanwood	WA	98292	HP Advantage
7401 272nd St NW	Stanwood	WA	98292	HP Advantage
7506 267th Street NW	Stanwood	WA	98292	HP Advantage
7600 272nd Street NW	Stanwood	WA	98292	HP Advantage
9307 271st Street NW	Stanwood	WA	98292	HP Advantage
9405 271st Street NW	Stanwood	WA	98292	HP Advantage

**Special Note for Devices Supported under the ES Program.** The Response Times listed below do not apply to those devices supported under the ES program. HP will drop ship toner and ink cartridges via a common carrier to a Customer's location in a timely manner and as requested by the Customer.

**MPS Response Times:** HP offers two (2) response times depending on locations:

- **HP Advantage** – Next Business Day Response, toner and ink drop ship.
- **HP Extended Reach** – Depending on location, it may be greater than Next Business Day Response, toner and ink drop ship.

All Response Times are determined by the ZIP codes listed above, therefore, if a location is listed with an incorrect ZIP code, then the Response Time may be incorrect and will be corrected by way of a Change Order.