

WARRANTY SUPPORT

The following information answers the specific questions posed in the RFQ letter:

11.2.8.1. Who will honor the warranty, the reseller or manufacturer? If the manufacturer is providing the warranty, what role does the reseller (if applicable) perform in the process?

Lexmark is the manufacturer of the devices being proposed in the response to RFQ DPI PSC2015 and therefore is responsible for the warranty. Lexmark will take the same responsibility for resolution on all devices sold through Coast to Coast Computer Products, Inc.

11.2.8.2. Describe details of warranty, level of access and methods of support available to the end user?

Lexmark provides the Air Force a standard 48 month full parts and labor next business day warranty with each device purchased for all CONUS and OCONUS locations. This includes all upgrade options as well as the basic printing device and hard drive as well. In addition, Lexmark starts the warranty when the device is **installed** instead of when the device is shipped, when notified by Air Force personnel for smaller transactions or purchases. In large program like acquisitions with Wing or Command level buys, Lexmark proactively communicates with the customer to ensure the devices are covered for 48 months of actual service. This allows the Air Force to experience the full warranty term during product usage while providing a **lower effective TCO** as other manufacturers start the clock upon shipment. **Lexmark will enable this same process through our Small Business Partners.**

Lexmark considers the Air Force to be one of our most valuable clients. We demonstrate this value to the Air Force through our people, technology, support and strategic Small Business Partners. This support stretches to wherever the Air Force is located, CONUS and OCONUS. Lexmark has established the Air Force as a "Diamond Level Account." This designation means that we have dedicated resources monitoring all Air Force calls into our Technical Support Center (TSC). The Air Force will experience the value of that designation through quicker resolution to technical issues and a direct integration between our Key Account Specialists and Lexmark product engineers. We do not allow an Air Force customer to be in a situation where multiple service calls are outstanding without resolution. We analyze these service calls on a weekly basis and have a standing call on Thursday mornings with the DPI Program Office and our Service Delivery Organization to ensure the best customer experience around the world.

Lexmark continues to invest in the Air Force and our DPI contract by providing customer support resources as required. Over the life of the DPI contracts Lexmark devices has expanded by adding Systems Engineers and Field Service Engineers (technicians) to support the growing install base closest to the point of greatest need for the Air Force. **Evidence of Lexmark's most recent investments include the staffing of direct Lexmark technicians to support Edwards AFB, Lackland AFB, Randolph AFB, McGuire AFB, March AFB, Air National Guard Sites, Air Reserve Sites, Scott AFB, Tinker AFB and Wright Patterson AFB.**

Lexmark Systems Engineers are technical subject matter experts across the CONUS region that are well trained and assigned to support USAF customers. Many of these resources now have a security clearance to support your customers. We know these highly skilled resources enable USAF end users and network administrators to provide the most secure print infrastructure available and transferring knowledge that is of great value to support the mission.

Benefits of the Diamond Account Program:

- Standard service reporting
- Maintenance kit installation
- Dedicated service specialist
- Positive call closure
- Help desk training
- Reduced hold times to a live resource
- Automatic escalation of software and/or engineering issues
- Specified entitlement rules

Lexmark has also made strategic investments in specific locations where there are sizable deployments of Lexmark products. In these areas, we have arranged for parts to be stored at a nearby facility to drive same day resolution when possible. We have found this to provide better value to the Air Force as our local technicians have parts readily available for an expedited return to service.

Lexmark has multiple methods in which Air Force customers can obtain customer support: e-mail, live chat, premier phone support, and online KnowledgeBase documents. In 2014, Lexmark will create a new web portal process that allows CONUS and OCONUS customers to create customer service requests around the clock. The key users will have to create an account for the Air Force and after the one time setup the customer will be able to initiate tickets seamlessly with no phone conversations required. This portal will allow customers to initiate a service ticket, view shipping status or even order supplies as required.

The following are the USAF Technical Support Center phone numbers:

CONUS (includes Hawaii and Alaska):

1-866-653-3356 and use the PIN: 56250485

OCONUS Europe, Middle East and Africa (EMEA):

+44 87 07337200

OCONUS Asia Pacific (AP):

+61 28 2239883

OCONUS Australia:

+028 2239883

11.2.8.3. How does the OCONUS warranty service differ from CONUS warranty service?

Lexmark provides the same level of warranty service for CONUS and OCONUS regions. Each region has their own national certified service providers and therefore the company providing the service can vary in different geographies. Each of these geographies provides the same level of training and processes through our global services system, and they all report their service call logs to the Lexmark DPI Program Management Team to ensure that Lexmark is providing best-in-class product support for the Air Force worldwide. For call center support, CONUS support (including Hawaii and Alaska) is provided through the US technical support center with a PIN entered to identify the caller as an Air Force customer to ensure the Diamond Level support. For OCONUS, no PIN is required as the phone numbers are established for Diamond Level support without a PIN.

The Technical Support Centers cover 5 continents, 170 countries and all languages. The USAF utilizes 4 support centers today, one for the CONUS locations and three (EMEA, AP, and Australia) for the OCONUS locations. In the CONUS region immediate access to second level support is provided via

Intelligent Call Routing (ICR) utilizing a PIN number provided for the USAF. All Technical Support Center activities are provided to the Lexmark DPI Program Management Team on a regular reporting basis, as well as on exception basis. This insures that Lexmark continues to provide best-in-class product support for the USAF, globally, as has been the case for the past 6 years under the current DPI BPA.

11.2.8.4. Discuss warranty support for deployed environments such as Iraq and Afghanistan. Address how warranty work will be performed (e.g. mail back, mail parts, on-site, time to repair, etc.).

Warranty support within a deployed area is accomplished by the local base sending the device to a country/geography with a Lexmark maintenance facility. The Lexmark maintenance facility will send a "Hot Swap" device if needed by the customer to maintain maximum device uptime. Once the original device is fixed, it is then returned to the initial location.

11.2.8.5 Discuss warranty support for printers purchased in the CONUS and transported to the Area of Responsibility (Military Geographic Area). Since an item was purchased with CONUS warranty, is the warranty honored OCONUS? Will a replacement component be cross-shipped to the customer before defective product is returned?

Yes, all warranties for Air Force devices purchased via the DPI contract are honored in the CONUS or OCONUS region regardless of purchase location. Lexmark has a global system and is able to share data on product warranty to all our technical support centers. Lexmark ships a replacement device to customer before the defective device is returned.

11.2.8.6. Please provide a list of countries, cities, and contact information where OCONUS next day warranty service is available.

Next-day service is available at all Air Force locations OCONUS except in the deployed environments. Air Force personnel start the service process by contacting the TSC numbers referenced earlier.

11.2.8.7. Hard drive disk retention is required for all devices. Please provide a detailed description of the process to accomplish the retention of hard drives for all Government purchased devices for which a hard drive is included in the base device or as an upgrade option.

Hard drive disk retention is available with any of Lexmark's purchased devices. If a device is being exchanged, the Air Force customer will simply need to inform the technician of their intent to keep the hard drive. There are no forms to complete or approvals that have to be granted.

COVERED DEVICES:

Product OEM	Model #	DPI Cycle	Warranty
Lexmark	MX611de	PSC2014	4-year , on-site, next business day warranty with hard drive retention
Lexmark	MX810de	PSC2014 / PSC2015	4-year , on-site, next business day warranty with hard drive retention
Lexmark	X748de	PSC2014	4-year , on-site, next business day warranty with hard drive retention
Lexmark	X792dte	PSC2014	4-year , on-site, next business day warranty with hard drive retention
Lexmark	X950de	PSC2014	4-year , on-site, next business day warranty with hard drive retention

HP Warranty Support

Overview

Reference DPI BPA Paragraph 11.2.8

In accordance with the DPI Blanket Purchase Agreement (e.g. paragraph 11.2.8), HP provides a custom 4-year worldwide USAF DPI warranty for all MFP and network printers including upgrades purchased under the ITCC DPI program via AFWay.

HP offers its US-based HP Federal CONUS/OCONUS Custom Support model which includes:

- Dedicated USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:
 - CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
 - OCONUS customers: 281-514-0011
 - OCONUS email node: HP-DLS-DPI-SUPPORT@hp.com

Custom HP 4-year USAF DPI warranty: HP MFP and network printers purchased under the ITCC DPI program via AFWay are covered by a global 4-year warranty (including hard disk drive retention). HP will provide the custom 4-year HP Warranty on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

Manufacturer Warranty

Reference DPI BPA Paragraph 11.2.8.1

As the OEM, HP owns the responsibility for its Global Warranty and offers warranty services in over 100 countries including coverage for all USAF Bases and locations included within the scope of the BPA.

Warranty Details

Reference DPI BPA Paragraph 11.2.8.2

HP offers its US-based HP Federal CONUS/OCONUS Custom Support model which includes:

- Dedicated USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:
 - CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
 - OCONUS customers: 281-514-0011
 - OCONUS email node: HP-DLS-DPI-SUPPORT@hp.com



Custom HP 4-year USAF DPI warranty: HP MFP and network printers purchased under the ITCC DPI program via AFWay are covered by a global 4-year warranty (including disk retention). HP will provide the custom 4-year HP Warranty on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

For new service calls logged before 3:00 pm, Monday through Friday (local time) that cannot be resolved remotely, an HP representative will arrive onsite the Next Business Day. Custom HP USAF DPI Next Business Day (“NBD”) On-site Warranty Services are modeled after the HP Care Pack Services. NBD on-site response is based on commercially reasonable effort. Next Business Day response is available as described within a 100-mile radius of HP support offices. Locations outside of this 100-mile radius may be subject to Two Business Day Response. Service radius may vary in some countries. The Authorized HP Service Representative will arrive at the site with required spare parts as determined through the over-the-phone diagnosis process and determine the actual nature of the failure and the repair required. If the appropriate part is not available at the time of visit, HP will provide a return onsite visit with the appropriate part to complete the repair.

HP Warranty coverage that is included in the purchase price of all DPI devices provides significant improvements in the USAF TCO by providing:

- Central specialized HP Federal Call Center for logging Service requests
- Onsite Next Business Day (NBD) coverage for all locations covered under the scope of the BPA
- Onsite service will be provided by HP-badged Field Service Personnel or HP Authorized Service Engineers with existing Air Force Base access
- Unified extended warranty coverage across all categories of devices, reducing the downtime
- Significant increase in the duration of warranty coverage over the standard commercial 1-year HP warranty
- Overall reduction in the time the USAF spends requesting and receiving needed support.

Parts and labor are covered under this program for the duration of the extended warranty period.

Custom HP USAF DPI Warranty Support will be delivered locally onsite using the US-based HP Federal OCONUS (and CONUS) Support Strategy model. The HP Federal OCONUS (and CONUS) Support model provides a 24x7x365 central Help Desk model, allowing the USAF user to log a service request at a time that is convenient for the user. All Warranty Service requests will be logged with HP using this central Help Desk model.

Listed CONUS pricing for custom HP USAF DPI warranty coverage will apply for devices purchased under this BPA, located in CONUS locations as well as Alaska and Hawaii.

Listed OCONUS pricing for extended warranty coverage will apply for devices purchased under this BPA and located in Guam and Puerto Rico.

HP provides all supported parts and materials necessary to maintain the hardware equipment in operating condition. Replacement parts are new or equivalent to new in performance. Hard disk drives will be retained by the USAF; other replaced parts become the property of HP. If a problem is a hardware component that is easily replaced, such as a hard disk or memory, HP is capable of express-shipping a replacement part to the site if



requested by the Air Force for unique situations. This saves the Air Force time and allows the hardware to be back in operation as quickly as possible. HP employees or HP Authorized Service Providers (ASP) perform the warranty services. Response times are based on local standard Federal Government work days and working hours (typically Monday through Friday, 8:00 am to 5:00 pm). Unless otherwise stated, all responses are measured from the time the USAF calls until HP has either established a mutually acceptable time for support to be performed, or HP has begun to provide support or remote diagnostics. HP has an established escalation procedure to enlist specialized expertise from HP and selected third-parties.

Defects resulting from improper operation or operation outside the usage parameters stated in the operations manuals; misuse or abuse of a Product; defects resulting from customer introduced "viruses"; defects caused by damage (even if accidental), including transit damage, the use of non-HP parts, and service or modification by persons not authorized by HP; defects resulting from the use of non-HP qualified software, accessories, media, supplies, consumables, or items not designed for use with the Product; and defects caused by force majeure events including fire or water damage, electrical disturbances are not covered under the terms of the standard warranty or optional extended warranties.

OCONUS and CONUS

Reference DPI BPA Paragraph 11.2.8.3

The warranty service for CONUS and OCONUS is the same. HP will provide this custom service as detailed above, on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

All other non-named OCONUS locations will receive Depot Support from the closest HP Depot. HP will supply prepaid shipping to/from the Depot. All war zones will be handled via Depot support.

Global Depot Repair Facilities outside the US include:

- Germany, Japan, Korea, Kuwait, Pakistan and UK

Deployed Environments

Reference DPI BPA Paragraph 11.2.8.4

HP currently offers depot services from Kuwait or Pakistan for products installed in Iraq and Afghanistan. Warranty work will be provided through the use of pre-paid return to depot support using commercial shipment to and from the deployed environments. If requested, HP will ship replacement parts to the USAF with pre-paid return labels for the defective parts. Typical turnaround time will be within five business days after the unit is received at the repair depot.

HP may rely on the customer to provide shipping capabilities into/out-of war zones. Once these countries become more stable, HP will revert back to onsite, in-country services for these countries.



Global Warranty

Reference DPI BPA Paragraph 11.2.8.5

HP's USAF DPI supplied warranty is truly a Global Warranty in that the USAF can place service requests from any country using the same 24x7 HP Federal CONUS/OCONUS Custom Help Desk. As a purchased product moves to another country, the HP USAF DPI warranty moves with the product. If the product returns to the original country, the HP USAF DPI warranty returns with the product.

Upon request, HP will ship replacement parts to the USAF with pre-paid return labels for defective parts. HP understands hard drives will remain with the USAF customer.

OCONUS Next Day Warranty Service

Reference DPI BPA Paragraph 11.2.8.6

HP will provide the custom service as detailed above, on all units purchased under the ITCC DPI BPA via AFWay at all USAF Bases and locations included within the scope of the USAF DPI BPA.

Contact is through the dedicated HP USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:

- CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
- OCONUS customers: 281-514-0011
- CONUS/OCONUS email node: HP-DLS-DPI-SUPPORT@hp.com

Hard Disk Drive Retention

Reference DPI BPA Paragraph 11.2.8.7

HP understands hard disk drives will remain with the USAF DPI customer.

HP includes Defective Media Retention ("DMR") Service on all HP MFP and network printers purchased under the USAF DPI BPA.

The DMR process requires the HP Field Service Representative or other ASP representative to complete paperwork including the service call ID, hard disk drive part number, and serial number. This paperwork is returned to HP by the service representative in lieu of the defective disk drive.



COVERED DEVICES:

Product OEM	Model #	DPI Cycle	Warranty
HP	Digital Sender 8500 fn1	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	P3015dn	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	M553dn	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	M630z	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	M725z	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	X585z	PSC2014 / PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	M680z	PSC2015	4-year , on-site, next business day warranty with hard drive retention
HP	M775z	PSC2015	4-year , on-site, next business day warranty with hard drive retention

CANON SCANNER WARRANTY SUPPORT

The following information answers the specific questions posed in the RFQ letter:

11.2.8.1. Who will honor the warranty, the reseller or manufacturer? If the manufacturer is providing the warranty, what role does the reseller (if applicable) perform in the process?

Canon is the manufacturer of the devices being proposed in the response to RFQ DPI PSC2015 and therefore is responsible for the warranty. Canon will take the same responsibility for resolution on all devices sold through Coast to Coast Computer Products, Inc.

Coast to Coast Computer Products, Inc. is responsible for the forwarding of OCONUS devices that are delivered to them for depot warranty support to Canon, and the scheduling of replacement device pickup for delivery back to the OCONUS customer, and is otherwise removed from the warranty process.

11.2.8.2. Describe details of warranty, level of access and methods of support available to the end user?

Canon provides the Air Force a standard 36 month full parts and labor next business day depot exchange warranty with each device purchased for all CONUS and OCONUS locations.

As a condition to obtaining service under this eCarePAK, Air Force customers must first troubleshoot the Covered Product's malfunction in good faith with Canon's technical support team. If Canon cannot fix the Covered Product's malfunction through remote diagnosis, Canon will exchange your Covered Product through Canon's Advanced Exchange Service program for CONUS facilities. Since the OCONUS units are being procured from CONUS facilities, they are covered by the CONUS warranty.

Coast to Coast Computer Products, Inc. is acting as the OCONUS Warranty repair return depot, and will forward devices overnight to Canon's internal facilities upon receipt from OCONUS facilities. There will be no charge to the Air Force for return shipment from overseas to Coast to Coast, or for return shipment to these facilities. It is anticipated that the entire return process should take no longer the four calendar days, and that a replacement device can be delivered with 48 hours of the reported issue.

Canon Systems Engineers are technical subject matter experts and are well trained to support Federal Government customers. Coast to Coast Air Force staff at 800-223-8890 ext. 377 are well trained in supporting federal customers and will contact the necessary Canon Systems Engineers to support any issues being experienced by Air Force Customers upon receipt of a support request. The Coast to Coast Computer Products, Inc. team will manage the return process once a ticket has been issued by Canon to ensure prompt resolution to Air Force customer issues.

The following are the Technical Support Center phone numbers:

CONUS:

1-800-423-2366

OCONUS:

1-805-244-9500 ext.377

Toll-Free telephone support for troubleshooting issues is available Monday through Friday from 8:00 a.m. to 8:00 p.m., E.T. USA excluding holidays. For the most efficient support, please have your device serial number available at the time of the call.

Under the Advanced Exchange Program, a defective Covered Product will be exchanged for a comparable refurbished Covered Product on an expedited basis, usually by the next business day (or

longer if your ship-to address is determined by Canon to be a rural or remote location). You will be required to provide a ship-to location (street address only) for the replacement product. You may be required to sign a form to guarantee the return of the defective unit. If you do not return your defective Covered Product to Canon or Coast to Coast Computer Products, Inc. by the date, and in the manner specified by Canon, Canon may invoice you for the full replacement cost of a new Covered Product.

11.2.8.3. How does the OCONUS warranty service differ from CONUS warranty service?

Canon provides the same level of warranty service for CONUS and OCONUS regions. The warranty is a depot exchange. The exchange pickup must originate from a CONUS location.

Coast to Coast Computer Products, Inc. is acting as the OCONUS Warranty repair return depot, and will forward devices overnight to Canon's internal facilities upon receipt from OCONUS facilities. There will be no charge to the Air Force for return shipment from overseas to Coast to Coast, or for return shipment to these facilities. It is anticipated that the entire return process should take no longer the four business days, and that a replacement device can be delivered with 48 hours of the reported issue.

11.2.8.4. Discuss warranty support for deployed environments such as Iraq and Afghanistan. Address how warranty work will be performed (e.g. mail back, mail parts, on-site, time to repair, etc.).

Warranty support within a deployed area is accomplished by the local base sending the device to Coast to Coast Computer Products, Inc. for forwarding to Canon USA depot service support center, or directly to the Canon USA depot service center. The Canon maintenance facility will send a "Hot Swap" device if needed by the customer to maintain maximum device uptime.

11.2.8.5 Discuss warranty support for printers purchased in the CONUS and transported to the Area of Responsibility (Military Geographic Area). Since an item was purchased with CONUS warranty, is the warranty honored OCONUS? Will a replacement component be cross-shipped to the customer before defective product is returned?

Yes, all warranties for Air Force devices purchased via the DPI contract are honored in the CONUS or OCONUS region regardless of purchase location. Canon and Coast to Coast Computer Products, Inc. are able to share data on product warranty to ensure hot swap replacements are made available to Air Force Customers. Canon ships a replacement device to customer before the defective device is returned as necessary.

11.2.8.6. Please provide a list of countries, cities, and contact information where OCONUS next day warranty service is available.

Next-day service is available at all Air Force locations OCONUS except in the deployed environments. Air Force personnel start the service process by contacting the Canon warranty support numbers referenced earlier. We anticipate there are some OCONUS environments which could take up to 48-72 hours due to international transit times.

11.2.8.7. Hard drive disk retention is required for all devices. Please provide a detailed description of the process to accomplish the retention of hard drives for all Government purchased devices for which a hard drive is included in the base device or as an upgrade option.

This device does not contain a hard drive for data, and as a result hard drive retention is not a factor to be considered.

COVERED DEVICES:

Product OEM	Model #	DPI Cycle	Warranty
Canon	DRC225/wFB101	PSC2015	3-year, next business day exchange warranty