

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.39
(ID # 30682)

MEETING DATE:

Tuesday, July 14, 2026

FROM : PUBLIC SOCIAL SERVICES

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Ratify and Approve the HP Maintenance Services and Support Schedule-2 Agreement Number OPD-0004398872 with HP Inc, for Managed Cartridge Billing leveraging off of the NASPO Value Point Master Agreement Terms and Conditions Number 187822 for Multi-Function Devices and Related Software, Services and Cloud Solutions and the State of California Participating Addendum Number 7-24-70-46-02 for Multi-Function Devices and Related Software, Services, and Cloud Solutions Colorado NASPO ValuePoint Master Agreement Number 187822 with HP Inc., dba HP Computing and Printing, Inc. for ongoing maintenance services, effective July 1, 2026, through June 30, 2029, subject to the NASPO ValuePoint Master Agreement; All Districts. [Total Aggregate Cost \$678,000; up to \$135,600 in additional compensation, Funding: Federal 54%, State 18%, Realignment 28%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Agreement the HP Maintenance Services and Support Schedule-2 Agreement Number OPD-0004398872 with HP Inc, for Managed Cartridge Billing leveraging off of the NASPO Value Point Master Agreement Terms and Conditions Number 187822 for Multi-Function Devices and Related Software, Services and Cloud Solutions and the State of California Participating Addendum Number 7-24-70-46-02 for Multi-Function Devices and Related Software, Services, and Cloud Solutions Colorado NASPO ValuePoint Master Agreement Number 187822 with HP Inc., dba HP Computing and Printing, Inc., for ongoing maintenance services, effective July 1, 2026 through June 30, 2029 subject to the NASPO ValuePoint Master Agreement for a total aggregate amount of \$678,000 and authorize the Chair of the Board to sign on behalf of the County; and,

Continued on Page 2

ACTION:Policy

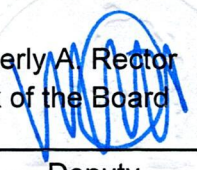

Charity Douglas, DPSS Director

6/26/2026

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Medina and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, and Gutierrez
Nays: None
Absent: Washington and Perez
Date: July 14, 2026
xc: DPSS

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

RECOMMENDED MOTION: That the Board of Supervisors:

2. Authorize the Purchasing Agent to issue a Purchase Order for any goods and/or services rendered; and
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, and as approved to form by County Counsel to (a) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement; and (b) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%) of the total aggregate cost.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$226,000	\$226,000	\$ 678,000	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: Federal 54%, State 18%, Realignment 28%			Budget Adjustment:	No
			For Fiscal Year:	26/27-28/29

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

This Board action requests to authorize the Purchasing Agent, to issue Purchase Orders to HP Inc, for Managed Cartridge Support Program and ongoing maintenance services, effective July 1, 2026 through June 30, 2029, subject to the NASPO ValuePoint Master Agreement.

The HP Managed Cartridge Program provides managed print services including toner, phone support, on-site repairs, maintenance kits, toner collection units, and authentic OEM parts for reliability. The Program also includes automatic toner replenishment that ensures timely delivery to maintain print quality and real-time monitoring. DPSS currently has 124 HP Printers throughout 33 DPSS offices that will be serviced by this Managed Cartridge Program.

Impact on Residents and Businesses

There is no negative impact on private residents or private businesses. DPSS provides several critical services to Riverside County residents that require physical paperwork such as program applications, outreach materials, notifications, and reporting. Ongoing printer maintenance and support is essential to continued administration of welfare services.

Additional Fiscal Information

The budget for each fiscal year:

FISCAL YEAR PERIOD	BUDGET
July 1, 2026 through June 30, 2027	\$226,000
July 1, 2027 through June 30, 2028	\$226,000
July 1, 2028 through June 30, 2029	\$226,000
Total	\$678,000

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Contract History and Price Reasonableness

County Purchasing and Fleet Services approved the use of the Cooperative Master Agreement #187822 between NASPO ValuePoint and HP Inc., based on the competitive solicitation and award conducted by NASPO ValuePoint acting by and through the State of Colorado (Lead State). NASPO ValuePoint is a local government and service cooperative under the laws of the State of Colorado offering a Cooperative Purchasing Program to eligible participating government entities. DPSS will acquire managed cartridge support and maintenance services under this cooperative agreement. This ensures that the County benefits from competitively procured rates and favorable contract terms. By executing this agreement, the department anticipates an annual savings of \$98,493.

ATTACHMENTS:

ATTACHMENT A OPD-0004398872 HP Maintenance Services and Support Schedule-2 Managed Cartridge Billing

ATTACHMENT B Master Agreement 187822: NASPO ValuePoint Master Agreement Terms and Conditions For Multi-Function Devices and Related Software, Services, and Cloud Solution

ATTACHMENT C State of California Participating Addendum Number 7-24-70-46-02 Multi-Function Devices and Related Software, Services, and Cloud Solutions Colorado NASPO ValuePoint Master Agreement Number 187822, HP Inc., dpa HP Computing and Printing, Inc.


Stacy Orton, Assistant Director of Purchasing

7/1/2026


Stacey Pena, EO Management Analyst

7/6/2026


Maria Bryant

7/1/2026



HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE – 2 MANAGED CARTRIDGE BILLING

June 12, 2026
Dynamics ID# OPD-0004398872

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 under HP's Managed Cartridge Billing ("MCB") method (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 187822 and **California** Participating Addendum number **7-24-70-46-02**, 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: 36 MONTHS | July 1, 2026 – June 30, 2029

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:

- | | | |
|---|--|--|
| ☒ Toner and Ink Cartridges | ☒ Repair Services for devices in MSS Program | ☒ Strategic Business Reviews |
| ☒ Maintenance Items for MSS Program | ☒ Cleanings at Every Technician Visit | ☒ Assigned Account Manager |
| ☒ Toner and Ink Cartridge Disposal | ☒ Phone and Online Support for MSS Program | ☒ Remote Monitoring Software |
| ☒ Location Specific Response Times | | ☒ Enhanced Account Manager |

3. PRICING SCHEDULE

SUPPORT RATES FOR THE VARIOUS DEVICES ARE AS FOLLOWS:

MODEL	TYPE	SKU	YIELD	RATE	CARTRIDGE*	PROG.
HP E45028	Black	W9090MC	8600	\$0.0178	\$153.08	MSS
HP E45028	Color	W9091MC, W9092MC, W9093MC	6900	\$0.0700	\$161.00	MSS
HP E47528	Black	W9090MC	8600	\$0.0178	\$153.08	MSS
HP E47528	Color	W9091MC, W9092MC, W9093MC	6900	\$0.0700	\$161.00	MSS
HP E6800	Black	W2170Z	32000	\$0.0140	\$448.00	MSS
HP E6800	Color	W2171Z, W2173Z, W2172Z	24000	\$0.0445	\$356.00	MSS
HP E75245	Black	W9020MC	37000	\$0.0176	\$651.20	MSS
HP E75245	Color	W9021MC, W9022MC, W9023MC	35000	\$0.0430	\$501.68	MSS
HP E786	Black	W9150MC	29000	\$0.0082	\$237.80	MSS
HP E786	Color	W9151MC, W9152MC, W9153MC	24000	\$0.0237	\$189.60	MSS



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HP E877	Black	W9170MC	50000	\$0.0068	\$340.00	MSS
HP E877	Color	W9171MC, W9172MC, W9173MC	45000	\$0.0246	\$369.00	MSS
HP M283	Black	W2110A	3150	\$0.0291	\$91.67	MSS
HP M283	Color	W2111A, W2112A, W2113A	2450	\$0.1215	\$99.27	MSS
HP M452	Black	CF410XC	6500	\$0.0209	\$135.85	MSS
HP M452	Color	CF411XC, CF412XC, CF413XC	5000	\$0.0846	\$141.03	MSS
HP M479	Black	W2020X	7500	\$0.0198	\$148.50	MSS
HP M479	Color	W2021X, W2022X, W2023X	6000	\$0.0844	\$168.80	MSS
HP M480	Black	W2020XC	7500	\$0.0236	\$177.00	MSS
HP M480	Color	W2021XC, W2022XC, W2023XC	6000	\$0.0837	\$167.40	MSS
HP M553	Black	CF360X	12500	\$0.0152	\$190.00	MSS
HP M553	Color	CF361X, CF362X, CF363X	9500	\$0.0642	\$203.32	MSS
HP M575	Black	CE400X	11400	\$0.0199	\$226.86	MSS
HP M575	Color	CE401A, CE402A, CE403A	7800	\$0.0715	\$185.90	MSS
HP M578	Black	W2120X	13000	\$0.0199	\$258.70	MSS
HP M578	Color	W2121X, W2122X, W2123X	10000	\$0.0715	\$238.38	MSS
HP M651	Black	CF330X	20500	\$0.0132	\$270.60	MSS
HP M651	Color	CF331A, CF332A, CF333A	15000	\$0.0571	\$285.50	MSS
HP M680	Black	CF320X	21000	\$0.0132	\$277.20	MSS
HP M680	Color	CF321A, CF322A, CF323A	16500	\$0.0511	\$281.05	MSS
HP M681	Black	CF470X	28000	\$0.0130	\$364.00	MSS
HP M681	Color	CF471X, CF472X, CF473X	23000	\$0.0506	\$387.95	MSS
HP M682	Black	CF470X	28000	\$0.0133	\$372.40	MSS
HP M682	Color	CF471X, CF472X, CF473X	23000	\$0.0519	\$397.92	MSS
HP M776	Black	W2010X	34000	\$0.0229	\$778.60	MSS
HP M776	Color	W2011X, W2012X, W2013X	29000	\$0.0796	\$769.49	MSS



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HP M856	Black	W2010X	34000	\$0.0229	\$778.60	MSS
HP M856	Color	W2011X, W2012X, W2013X	29000	\$0.0791	\$764.66	MSS
HP Pro 3301	Black	W2180X	3200	\$0.0432	\$138.24	MSS
HP Pro 3301	Color	W2181X, W2182X, W2183X	2500	\$0.1647	\$137.36	MSS
HP Pro 4301	Black	W2100X	7500	\$0.0256	\$192.00	MSS
HP Pro 4301	Color	W2102X, W2101X, W2103X	5500	\$0.0838	\$153.69	MSS
HP X55745	Black	W9240MC	21000	\$0.0116	\$243.60	MSS
HP X55745	Color	W9241MC, W9242MC, W9243MC	14000	\$0.0386	\$180.15	MSS
HP X57945	Black	W9250MC	25000	\$0.0121	\$302.50	MSS
HP X57945	Color	W9251MC, W9252MC, W9253MC	18000	\$0.0439	\$263.40	MSS
HP X677	Black	W9270MC	44000	\$0.0128	\$563.20	MSS
HP X677	Color	W9271MC, W9272MC, W9273MC	33000	\$0.0276	\$303.60	MSS
HP E40040	Mono	W9024MC	11500	\$0.0123	\$141.45	MSS
HP E42540	Mono	W9024MC	11500	\$0.0123	\$141.45	MSS
HP E50145	Mono	W9008MC	23000	\$0.0097	\$223.10	MSS
HP E52645	Mono	W9008MC	23000	\$0.0097	\$223.10	MSS
HP E60155	Mono	W9004MC	50000	\$0.0092	\$460.00	MSS
HP E62655	Mono	W9004MC	50000	\$0.0092	\$460.00	MSS
HP E731	Mono	W9065MC	48000	\$0.0082	\$393.60	MSS
HP E826	Mono	W9085MC	60000	\$0.0068	\$408.00	MSS
HP M402	Mono	CF226X	9000	\$0.0176	\$158.40	MSS
HP M404	Mono	CF258X	10000	\$0.0150	\$150.00	MSS
HP M426	Mono	CF226X	9000	\$0.0176	\$158.40	MSS
HP M428	Mono	CF258X	10000	\$0.0150	\$150.00	MSS
HP M430	Mono	CF258X	10000	\$0.0150	\$150.00	MSS
HP M506	Mono	CF287X	18000	\$0.0116	\$208.80	MSS
HP M507	Mono	CF289YC	20000	\$0.0102	\$204.00	MSS
HP M604	Mono	CF281A	10500	\$0.0166	\$174.30	MSS
HP M606	Mono	CF281X	25000	\$0.0100	\$250.00	MSS
HP M611	Mono	W1470Y	42000	\$0.0100	\$420.00	MSS
HP M635	Mono	W1470Y	42000	\$0.0100	\$420.00	MSS
HP P3015	Mono	CE255X	12500	\$0.0183	\$228.75	MSS



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HP Pro 4001	Mono	W1480X	10000	\$0.0163	\$163.00	MSS
HP 4700	Black	Q5950A	11000	\$0.0175	\$192.50	ES
HP 4700	Color	Q5951A, Q5952A, Q5953A	10000	\$0.0899	\$299.73	ES
HP 5550	Black	C9730A	13000	\$0.0131	\$170.30	ES
HP 5550	Color	C9731A, C9732A, C9733A	12000	\$0.1109	\$443.60	ES
HP M451	Black	CE410X	4000	\$0.0193	\$77.20	ES
HP M451	Color	CE411A, CE412A, CE413A	2600	\$0.1343	\$116.44	ES
HP M476	Black	CF380X	4400	\$0.0189	\$83.16	ES
HP M476	Color	CF381A, CF382A, CF383A	2700	\$0.1920	\$172.80	ES
HP M401	Mono	CF280X	6900	\$0.0210	\$144.90	ES
HP M425	Mono	CF280X	6900	\$0.0210	\$144.90	ES
HP M602	Mono	CE390X	24000	\$0.0100	\$240.00	ES
HP M603	Mono	CE390X	24000	\$0.0100	\$240.00	ES
HP P2055	Mono	CE505X	6500	\$0.0204	\$132.60	ES
HP P4015	Mono	CC364X	24000	\$0.0106	\$254.40	ES
HP P4515	Mono	CC364X	24000	\$0.0106	\$254.40	ES

* If HP ships a cartridge other than the SKU listed above, the cartridge price will be calculated as the rate x yield of that shipped cartridge.

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). 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 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) standard and one (1) optional 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.

Special Note Regarding MVS Service Requests: The process for requesting service for devices supported by MSS and MVS programs is the same, but technicians and fulfillment of the requests are separate and distinct for each support



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program. For example, if a service request is placed for a device on MVS, the technician that responds may only service the device for which service was requested and any other device on MVS support program (the reverse is true for service requests placed for devices supported by the MSS program).

6. ENHANCED ACCOUNT MANAGEMENT

(a) Enhanced Account Management

HP will provide Customer with an Account Manager ("AM") 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) Assist with coordinating and managing Change Orders; (3) the fleet management analysis (fleet utilization), and (4) recommendations for optimization.

HP will perform all activities remotely.

8. TERM, TERMINATION & RENEWAL

The term of this Schedule will begin on the Schedule Effective Date and will continue for the Term indicated above, expiring on June 30, 2029, unless Customer notifies HP in writing at least sixty (60) days prior to the end of the initial term. Rates listed in the Pricing Schedule above are fixed for the initial Term of this Schedule.

Customer may terminate this Schedule for HP's uncured material breach by providing written notice describing the breach. HP will have thirty (30) days from receipt of such written notice to cure the breach; provided, however, that if the breach is not reasonably capable of cure within thirty (30) days, HP shall have such additional time as is reasonably necessary to complete the cure so long as HP promptly commences cure efforts and diligently pursues them to completion. If HP fails to cure within the applicable cure period, Customer may terminate this Schedule upon written notice.

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 HP of insufficient appropriations or authorization, which shall be accepted by HP, and shall be final and binding upon HP'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 HP for all Services performed, and any and all charges and expenses then due HP under this Schedule.

Upon expiration or termination of this Schedule for any reason, Customer shall pay HP only for toner and ink cartridges actually shipped and Services actually performed through the effective date of expiration or termination, together with any other undisputed amounts properly due under this Schedule as of that date. Customer shall have no obligation to pay any termination fee, early termination charge, lost profits, estimated future impressions charge, or other charge based on projected future usage after the effective date of expiration or termination."

Customer and HP may terminate this Schedule for any reason other than cause with ninety (90) days written notice to the other party.

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 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



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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

- (a) This Agreement will be billed under the Managed Cartridge Billing method and in accordance with the NASPO ValuePoint Master Agreement. Managed Cartridge Billing method is defined as a billing option based on the toner or ink cartridges shipped to the Customer during the billing period. The pricing is based upon high-capacity contractual cartridges that are shipped when available (see SKU number in the Pricing Schedule above). Alternate cartridges (SKU numbers) may be used and will be billed accordingly.
- (b) **MCB Method Price Calculation:** MCB pricing is calculated by taking the Rate in the Pricing Schedule and multiplying it by the number of pages expected to print ("Yield") according to the cartridge yield published in HP's device/cartridge yield specifications. All devices supported under this Schedule will be billed by this method.

12. DATA COLLECTION AGENT ("DCA"); AUTO TONER REPLENISHMENT ("ATR")

HP can assist Customer with the installation of an HP authorized remote monitoring software DCA. This DCA is not required. Customer acknowledges it 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.

HP's preferred method of supplies replenishment is ATR. The DCA reports and alerts HP when supplies are needed and initiates and fulfills an order for supplies. Those supplies are drop shipped to the Customer. Reporting and alerts are determined by the Customer's printing history and require running the DCA for at least thirty (30) days before ATR is active. ATR can only be assigned to devices that are networked and reporting to the DCA. Local or non-networked devices will not have ATR.

If ATR is included, it requires the DCA to be installed and running. If the Customer chooses not to install the DCA or if the DCA is uninstalled, ATR is not available.

13. 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 paragraph 6, End of Service Life. The standard credit described in the paragraph 6 does not apply to EOSL Device(s).

14. 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.



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Special Note on Firmware Upgrades: HP will only perform Firmware Upgrades if the manufacturer has announced the Firmware Upgrade resolves a known service issue.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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 MAINTENANCE SERVICES AND SUPPORT SCHEDULE – 2
MANAGED CARTRIDGE BILLING**

June 12, 2026
Dynamics ID# OPD-0004398872

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.

SCHEDULE EFFECTIVE DATE: July 1, 2026

HP INC.	CUSTOMER NAME: COUNTY OF RIVERSIDE - DPSS
Signature:	Signature: <i>Karen S. Spiegel</i>
Printed Name: Steve Carter	Printed Name: Karen Spiegel
Title: NA Print Pursuit	Title: Chair, Board of Supervisors
Date:	Date: 07/15/2026
Address: 11311 Chinden Blvd. MS 335 Boise, ID 83714	Address: 3450 14th Street, Suite 420 Riverside, CA 92501
Contact Name:	Contact Name: Verenice Ramirez
Contact Email:	Contact Email: VerRamirez@Rivco.org
Contact Phone:	Contact Phone: (951) 955-4929

Approved as to Form
Minh C. Tran
County Counsel

By: Raymond M. Mistica
Raymond M. Mistica
Supervising Deputy County Counsel

Date: 06/15/2026



ATTEST:
Clerk of the Board

By: Whitney Mayo, Deputy
Deputy



HP MAINTENANCE SERVICES AND SUPPORT SCHEDULE – 2 MANAGED CARTRIDGE BILLING

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EXHIBIT A: SLAs by LOCATION

Address	City	State	ZIP	Response Time
63 S 4th St	Banning	CA	92220	HP Advantage
901 E Ramsey St	Banning	CA	92220	HP Advantage
1225 W Hobson Way	Blythe	CA	92225	HP Extended Reach
1267 W Hobson Way	Blythe	CA	92225	HP Extended Reach
68615 Perez Rd Ste 9A	Cathedral City	CA	92234	HP Advantage
68625 Perez Rd Ste 5	Cathedral City	CA	92234	HP Advantage
68625 Perez Rd Ste 4	Cathedral City	CA	92234	HP Advantage
68625 Perez Rd Ste 1	Cathedral City	CA	92234	HP Advantage
68625 Perez Rd Ste 2	Cathedral City	CA	92234	HP Advantage
68615 Perez Rd Ste 8A	Cathedral City	CA	92234	HP Advantage
1373 Old Temescal Rd	Corona	CA	92881	HP Advantage
735 Corporation Yard Way	Corona	CA	92880	HP Advantage
14201 Palm Dr Ste 110	Desert Hot Springs	CA	92240	HP Advantage
14201 Palm Dr Ste 108	Desert Hot Springs	CA	92240	HP Advantage
14320 Palm Dr	Desert Hot Springs	CA	92240	HP Advantage
541 San Jacinto St	Hemet	CA	92543	HP Advantage
547 San Jacinto St	Hemet	CA	92543	HP Advantage
561 San Jacinto St	Hemet	CA	92543	HP Advantage
44199 Monroe St	Indio	CA	92201	HP Advantage
48113 Jackson St	Indio	CA	92201	HP Advantage
1400 Minthorn	Lake Elsinore	CA	92530	HP Advantage
333 W Limited Ave	Lake Elsinore	CA	92530	HP Advantage
91275 Ave 66 Ste 100	Mecca	CA	92254	HP Advantage
23119 Cottonwood Ave Bldg A	Moreno Valley	CA	92553	HP Advantage
23119 Cottonwood Ave Bldg B	Moreno Valley	CA	92553	HP Advantage
22690 Cactus Ave	Moreno Valley	CA	92553	HP Advantage
23119 Cottonwood Ave Bldg C	Moreno Valley	CA	92553	HP Advantage
26520 Cactus Ave	Moreno Valley	CA	92555	HP Advantage
12125 Day St Ste 101	Moreno Valley	CA	92557	HP Advantage



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22850 Calle San Juan De Los Lagos	Moreno Valley	CA	92553	HP Advantage
30755 Auld Rd	Murrieta	CA	92563	HP Advantage
3178 Hamner Ave	Norco	CA	92860	HP Advantage
73-705 Gerald Ford Drive	Palm Desert	CA	92211	HP Advantage
201 Redlands Ave	Perris	CA	92571	HP Advantage
21091 Rider St Ste 200	Perris	CA	92571	HP Advantage
371 Wilkerson St Ste L	Perris	CA	92571	HP Advantage
10281 Kidd St	Riverside	CA	92503	HP Advantage
5961 Mission Blvd	Riverside	CA	92509	HP Advantage
10769 Hole St	Riverside	CA	92505	HP Advantage
11060 Magnolia Ave	Riverside	CA	92505	HP Advantage
11070 Magnolia Ave	Riverside	CA	92505	HP Advantage
2300 Market St Ste 200	Riverside	CA	92501	HP Advantage
2300 Market St Ste 300	Riverside	CA	92501	HP Advantage
3610 Central Ave	Riverside	CA	92506	HP Advantage
3950 Reynolds Rd	Riverside	CA	92503	HP Advantage
4060 County Circle Dr	Riverside	CA	92503	HP Advantage
731 Palmyrita Ave	Riverside	CA	92507	HP Advantage
7477 Mission Blvd	Riverside	CA	92509	HP Advantage
7888 Mission Grove Pkwy Ste 120	Riverside	CA	92508	HP Advantage
7894 Mission Grove Pkwy Ste 150	Riverside	CA	92508	HP Advantage
9991 County Farm Rd	Riverside	CA	92503	HP Advantage
2980 Washington St	Riverside	CA	92504	HP Advantage
5473 Mission Blvd	Riverside	CA	92509	HP Advantage
2300 Market St Ste 100	Riverside	CA	92501	HP Advantage
7894 Mission Grove Pkwy	Riverside	CA	92508	HP Advantage
27464 Commerce Center Dr Ste E	Temecula	CA	92590	HP Advantage
43264 Business Park Dr Ste B-1	Temecula	CA	92590	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.



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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.