



Hewlett-Packard Company
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Palo Alto, CA 94304-1185
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April 27, 2012

Jessica Abbott
KETS Vendor Manager
Kentucky Department of Education
Office of Knowledge Information Data Services
15 Fountain Place
Frankfort, KY 40601

Judith M. Alexander, Esq.
HP North America Legal and
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Re: KETS Instructional Devices (Workstations) Contract Number MA 758 1000000237 (the "Contract")

Dear Ms. Abbott:

As you know, the above referenced Contract between Commonwealth of Kentucky, on behalf of the Kentucky Department of Education and Hewlett-Packard Company ("HP"), includes the Service Agent requirements below.

Section 8 - KETS Contract Awards

Service Agent. The manufacturer may either handle order fulfillment, delivery and warranty services or they may assign a maximum of two (2) service agents. For this bid and the resulting contract(s), a service agent shall be defined as a company or individual that represents the manufacturer in the order fulfillment, delivery and warranty services of the manufacturer's product(s). If a manufacturer is awarded a Master Agreement and would want to use a service agent, the manufacturer must make that known as part of their response to this Solicitation using the Vendor Reliability Form. The contract holder cannot have both the agent and the manufacturer handle order processing and fulfillment. It can only be one or the other.

If the manufacturer does not assign a service agent, only the manufacturer shall be authorized to handle fulfillment, delivery, and warranty services of their products. Should the manufacturer name a service agent, the manufacturer would still be legally responsible for ALL aspects of the contract requirements. The assigned service agent must also have offices located within the Commonwealth of Kentucky. Should the manufacturer desire to remove or replace a service agent, the request must be submitted to both the OET and the Office of Procurement Services "OPS" for approval. Confirmation of a manufacturer using more than two (2) service agent shall be cause for immediate cancellation of their contract without any cure period.

In accordance with Section 8, in order to best fulfill the Contract requirements and to continue to provide quality service and support to purchasers, HP requests approval to remove SARCOM as a Service Agent, while retaining Pomeroy IT Solutions.

Additionally, we would appreciate your advising to whom in the Office of Enterprise Technology and Office of Procurement Services we should also submit this request, as required by Section 8.



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Page 2 of 2

We sincerely appreciate your continued support of and confidence in HP. Should you have any questions, please contact your HP Account Manager, Tina Segneri Ladegast at 859.361.8544 or tina.segneri@hp.com.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Judith M. Alexander'.

Judith M. Alexander, Esq.
Public Sector Contracts Negotiator
State & Local Government/Education

cc: Joe Perugini, HP Contract Program Manager
Tina Segneri Ladegast, HP Account Manager