

Employees' Retirement System of the State of Hawaii  
 HP SERVER SPEC OFFEROR COMPLIANCE SUMMARY  
 24x7 Maintenance Support, 2021 Contract Year.

**Offeror Name of Firm**

Item	ERS Item	Offeror Response
1	Offer Form	
1.01	Is the Offer Form completed, signed and returned?	
1.02	Does the TOTAL AMOUNT of Offer in HlePRO Offer section & Offeror Form include ALL COSTS, such as , fees, shipping, handling, and taxes? Is Total the Amount value on HP Servers 2021 Contract year support correctly placed in HlePRO offer section?  (Note:If an offeror quote is attached, the total of offeror form must be the same as the ERS Offer Form and as entered in HlePRO Offer section)	
1.03	Is Quote firm for 60 days for ERS internal process?	
1.04	Does the Offeror have (3) years in HP Server maintenance business?	
1.05	Does Offeror personnel (including subcontractors) meet technical requirements for 1 year of experience?	
1.06	Documents provided:	
	Is ERS Confidentiality Agreement signed and returned	
	Is there a Service Level Agreement? If yes, is it provided?	
	Are there subcontractors? If yes, identify. If yes, provide references for subcontractors. If yes, provide signed ERS Confidentiality Agreement signed by subcontractors.	
	Are there additional terms and conditions in vendor offer? If yes, list all documents and attach copy(s).	
1.07	Service Request Processing	
	Explain how a service call is handled, including response times, attach additional sheets as required.	