



Office of General Services Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contractor Information

Attachment 7 – Contractor Information
Group 73600 – Award 22802
Information Technology Umbrella Contract – Manufacturer Based (Statewide)
Aggregate Hardware Buy 20-01 Agreement

Section 1. Contractor Information

| Contract # | Contractor Name & Address | FED.ID. # / NYS Vendor # |
|------------|---|-----------------------------|
| PM21120 | Lenovo (United States) Inc. PO Box 643055 Pittsburgh, PA 15264-3055 | 52-2449153 1000032072 |

Section 2. Procurement Card and Prompt Payment Discount Information

Contractor accepts the New York State Procurement Card? ☐ No ☒ Yes – Up to \$

Prompt payment discount percentage for payment within 15 days of delivery and/or receipt of voucher: 0%

Prompt payment discount percentage for payment within 30 days of delivery and/or receipt of voucher: 0%

Section 3. Contact Information

| Contract Role | Contact Name / Phone | Address | Contact E-Mail |
|-------------------------|---|---|--|
| Agreement Administrator | Laura Shannon Inside Sales Representative (919) 874-3479 | Lenovo (United States) Inc. 8001 Development Dr Morrisville, NC 27560 | lashannon@lenovo.com |
| Account Manager | Matt Bernstein Account Executive, Field Sales Public Sector (267) 987-6222 | Lenovo (United States) Inc. 8001 Development Dr Morrisville, NC 27560 | mbernstein@lenovo.com |
| Sales / Billing | Matt Bernstein Account Executive, Field Sales Public Sector (267) 987-6222 | Lenovo (United States) Inc. 8001 Development Dr Morrisville, NC 27560 | mbernstein@lenovo.com |
| Emergency Contact | (512) 796-6956 / cpeterson1@lenovo.com / Coco Peterson | | |

Section 4. Issue Escalation Plan

| Problems/Issues | Initial Point of Contact [Contact Name/Phone/Email Address] | When to Escalate | Escalation Point [Contact Name/Phone/Email Address] |
|---|--|-------------------------|--|
| Problems with orders: <ul style="list-style-type: none"> Not received on time Wrong item shipped Price discrepancies | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | 24 Hours | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |
| Product Returns: <ul style="list-style-type: none"> Wrong Item Change to order Dead-on-arrival | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | 48 Hours | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |
| Product Quality: <ul style="list-style-type: none"> Damaged Equipment Missing Pieces Dead-on-arrival | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | 48 Hours | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |
| Product Information: <ul style="list-style-type: none"> PC Standards Price Quotes Compatibility | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | 48 Hours | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |
| Technical Support: <ul style="list-style-type: none"> Problems not resolved through support center Unsatisfactory support Website Issues | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | Customer Severity Level | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |
| Contractor Website/ eMarketplace: <ul style="list-style-type: none"> Unapproved items Missing configurations Incorrect Pricing | Matt Bernstein, (267) 987-6222 mbernstein@lenovo.com | 48 Hours | Ernest Grimes, (919) 874-3374, egrimes@lenovo.com |