



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	lshannon@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