



Contractor Information

Attachment 7 – Contractor Information
Group 73600 – Award 22802
Information Technology Umbrella Contract – Manufacturer Based (Statewide)
Aggregate Hardware Buy 23-01 Agreement

Section 1. Contractor Information

Contract #	Contractor Name & Address	FED.ID. # / NYS Vendor #
PM20820	Dell Marketing LP One Dell Way Round Rock, TX 78682	74-2616805 1000041162

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	Jenne Tamayo Contracts Manager 512-728-4408	Dell Marketing LP One Dell Way Round Rock, TX 78682	jenne_t@dell.com
Account Manager	Brian J Williams Sales Manager 512-618-0338	Dell Marketing LP One Dell Way Round Rock, TX 78682	Brian.J.Williams@dell.com
Sales / Billing	Cory Shannon Sales Manager 512-513-9022	Dell Marketing LP One Dell Way Round Rock, TX 78682	Cory.Shannon@dell.com
Emergency Contact	Cory Shannon 512-513-9022 / 800-766-3355/ Cory.Shannon@dell.com		

Section 4. Issue Escalation Plan

Problems/Issues	Initial Point of Contact <i>[Contact Name/Phone/Email Address]</i>	When to Escalate	Escalation Point <i>[Contact Name/Phone/Email Address]</i>
Problems with orders: <ul style="list-style-type: none"> • Not received on time • Wrong item shipped • Price discrepancies 	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com
Product Returns: <ul style="list-style-type: none"> • Wrong Item • Change to order • Dead-on-arrival 	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com
Product Quality: <ul style="list-style-type: none"> • Damaged Equipment • Missing Pieces • Dead-on-arrival 	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com
Product Information: <ul style="list-style-type: none"> • PC Standards • Price Quotes • Compatibility 	Please contact your respective Account Manager	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com
Technical Support: <ul style="list-style-type: none"> • Problems not resolved through support center • Unsatisfactory support • Website Issues 	Please contact your respective Account Manager	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com
Contractor Website/ eMarketplace: <ul style="list-style-type: none"> • Unapproved items • Missing configurations • Incorrect Pricing 	Barry Warriner (512) 618-0498 Barry_Warriner@Dell.com	24-48 Hours	Brian J Williams (512) 618-0338 Brian.J.Williams@dell.com