



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 #
PM20860	HP, Inc. 1501 Page Mill Road Palo Alto, CA 94304	94-1081436 1000009783

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	Debra Lee Public Sector Contract Management Director (847) 537-0344 Office (847) 922-2977 Cell	HP, Inc. 11403 Compaq Center Dr. W Houston, TX 77070	Debra.lee@hp.com
Account Manager	Glen Thompson Account Manager (518) 461-0295	HP, Inc. 1 Compton Rd. Clifton Park, NY 12065	Glen.thompson@hp.com
Sales / Billing	Matthew Montoya Inside Account Manager (505) 349-9833	HP, Inc. 2351 HP WAY Rio Rancho, NM 87144	Matthew.montoya@hp.com
Emergency Contact	(518) 461-0295 / glen.thompson@hp.com		

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 	Matthew Montoya Matthew.Montoya@hp.com (505) 349-9833	Within 30 days of delivery	Glen Thompson (518) 461-0295 glen.thompson@hp.com
Product Returns: <ul style="list-style-type: none"> • Wrong Item • Change to order • Dead-on-arrival 	Fátima Jiménez directsledeast@hp.com (847) 537-0344	Within 30 days of delivery	Debra Lee (847) 537-0344 debra.lee@hp.com
Product Quality: <ul style="list-style-type: none"> • Damaged Equipment • Missing Pieces • Dead-on-arrival 	Fátima Jiménez directsledeast@hp.com (847) 537-0344	Within 30 days of delivery	Debra Lee (847) 537-0344 debra.lee@hp.com
Product Information: <ul style="list-style-type: none"> • PC Standards • Price Quotes • Compatibility 	Matthew Montoya Matthew.Montoya@hp.com (505) 349-9833	Next Business Day	Glen Thompson (518) 461-0295 glen.thompson@hp.com
Technical Support: <ul style="list-style-type: none"> • Problems not resolved through support center • Unsatisfactory support • Website Issues 	Glen Thompson (518) 461-0295 glen.thompson@hp.com	Next Business Day	Debra Lee (847) 537-0344 debra.lee@hp.com
Contractor Website/ eMarketplace: <ul style="list-style-type: none"> • Unapproved items • Missing configurations • Incorrect Pricing 	Matthew Montoya Matthew.Montoya@hp.com (505) 349-9833	Next Business Day	Glen Thompson (518) 461-0295 glen.thompson@hp.com