



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 #
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]
<p>Problems with orders:</p> <ul style="list-style-type: none"> • Not received on time • Wrong item shipped • Price discrepancies 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com
<p>Product Returns:</p> <ul style="list-style-type: none"> • Wrong Item • Change to order • Dead-on-arrival 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com
<p>Product Quality:</p> <ul style="list-style-type: none"> • Damaged Equipment • Missing Pieces • Dead-on-arrival 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com
<p>Product Information:</p> <ul style="list-style-type: none"> • PC Standards • Price Quotes • Compatibility 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com
<p>Technical Support:</p> <ul style="list-style-type: none"> • Problems not resolved through support center • Unsatisfactory support • Website Issues 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com
<p>Contractor Website/eMarketplace:</p> <ul style="list-style-type: none"> • Unapproved items • Missing configurations • Incorrect Pricing 	<ul style="list-style-type: none"> • Government: Laura Shannon, (919) 874-3479, lshannon@lenovo.com • K-12: Isaiah Hyman, (919) 874-2934, ihyman@lenovo.com • Higher Education: Jeremiah Pope, (919) 874-3483, jpope@lenovo.com 	48 hours	<ul style="list-style-type: none"> • Government: Matthew Bernstein, (267) 987-6222, mbernstein@lenovo.com • K-12: Michael O'Brien, (919) 724-5543, mobrien@lenovo.com • Higher Education: Matthew Gulliford, (646) 761-8864, mgulliford@lenovo.com