



Contractor and Reseller Information

Attachment 7 – Contractor Information
Group 73600 – Award 22802
Information Technology Umbrella Contract – Manufacturer Based (Statewide)
Aggregate Agreement 25-01

Section 1. Contractor Information

Contract #	Contractor & 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	Connor Nowlan Senior Analyst SLED PMO Contracts	Dell Marketing LP One Dell Way Round Rock, TX 78682	Connor.Nowlan@dell.com
Account Manager	Cory Shannon Director (512) 618-0461	Dell Marketing LP One Dell Way Round Rock, TX 78682	Cory.Shannon@dell.com
Sales / Billing	David J Allen Sales Manager (512) 513-8211	Dell Marketing LP One Dell Way Round Rock, TX 78682	David.J.Allen@Dell.com
Emergency Contact	Cory Shannon (512) 618-0461 / Cory.Shannon@dell.com		

Attachment D – Issue Escalation Plan

Bidder must include an Issue Escalation Plan using Attachment D - Issue Escalation Plan in accordance with RFQ Section 8.15 – 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	Cory Shannon (512) 618-0461 Cory_Shannon@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	Cory Shannon (512) 618-0461 Cory_Shannon@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	Cory Shannon (512) 618-0461 Cory_Shannon@Dell.com
Product Information: <ul style="list-style-type: none"> • PC Standards • Price Quotes • Compatibility 	Please contact your respective Account Manager	24-48 Hours	Cory Shannon (512) 618-0461 Cory_Shannon@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	Cory Shannon (512) 618-0461 Cory_Shannon@Dell.com
Contractor Website/ NYS online marketplace: <ul style="list-style-type: none"> • Unapproved items • Missing configurations • Incorrect Pricing 	Barry Warriner (512) 618-0498 Barry_Warriner@Dell.com	24-48 Hours	David J Allen (512) 513-8211 David.J.Allen@Dell.com