



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 #
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	Elizabeth Leach, SLED Contracts Manager 501-849-4740	HP Inc. 10300 Energy Drive Spring, TX 77389	Elizabeth.Leach@hp.com
Account Manager	Mark Sokoloff, Account Manager 860-877-4612	HP Inc. 1501 Page Mill Road Palo Alto, CA 94304	Mark.Sokoloff@hp.com
Sales / Billing	Cameron Frye, Inside Sales 505-433-6802	HP Inc. 1501 Page Mill Road Palo Alto, CA 94304	Cameron.Frye@hp.com
Emergency Contact	Mark Sokoloff, Mark.Sokoloff@hp.com , 860-877-4612		

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 	Cameron Frye cameron.frye@hp.com 505.433.6802	Within 30 days of delivery	Mark Sokoloff mark.sokoloff@hp.com 860.877.4612
Product Returns: <ul style="list-style-type: none"> • Wrong Item • Change to order • Dead-on-arrival 	Karla Rodriguez directsledeast@hp.com	Within 30 days of delivery	Teresa Burton-Jira teresa.burton@hp.com 512.319.7912
Product Quality: <ul style="list-style-type: none"> • Damaged Equipment • Missing Pieces • Dead-on-arrival 	Karla Rodriguez directsledeast@hp.com	Within 30 days of delivery	Teresa Burton-Jira teresa.burton@hp.com 512.319.7912
Product Information: <ul style="list-style-type: none"> • PC Standards • Price Quotes • Compatibility 	Cameron Frye cameron.frye@hp.com 505.433.6802	Next Business Day	Mark Sokoloff mark.sokoloff@hp.com 860.877.4612
Technical Support: <ul style="list-style-type: none"> • Problems not resolved through support center • Unsatisfactory support • Website Issues 	Mark Sokoloff mark.sokoloff@hp.com 860.877.4612	Next Business Day	Elizabeth Leach elizabeth.leach@hp.com 501.849.4740
Contractor Website/ NYS online marketplace: <ul style="list-style-type: none"> • Unapproved items • Missing configurations • Incorrect Pricing 	Cameron Frye cameron.frye@hp.com 505.433.6802	Next Business Day	Mark Sokoloff mark.sokoloff@hp.com 860.877.4612