



Office of General Services Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contractor and Reseller Information

Attachment 7 – Contractor Information Group 73600 – Award 22802 Information Technology Umbrella Contract – Manufacturer Based (Statewide) Aggregate Agreement 26-01

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	Danielle Goncalves Contract Program Manager	Dell Marketing LP One Dell Way Round Rock, Texas 78682	Danielle.Goncalves@dell.com
Account Manager	Barry Warriner and Hope Faulkner Sales Managers Barry Warriner: 737-252-0290 Hope Faulkner: 512-720-3992	Dell Marketing LP One Dell Way Round Rock, Texas 78682	Barry.Warriner@dell.com Hope.Faulkner@dell.com
Sales / Billing	Brooks Winfree Sales Director 615-556-8103	Dell Marketing LP One Dell Way Round Rock, Texas 78682	Brooks.Winfree@dell.com
Emergency Contact	Brooks Winfree 615-556-8103 / Brooks.Winfree@dell.com		

Office of General Services
Procurement Services

Group 73600 – Award 22802
IT Umbrella Contract – Manufacturer Based (Statewide)

RFQ 26-01
Aggregate Hardware Buy 26-01

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 [Contact Name/Phone/Email Address]	When to Escalate	Escalation Point [Contact Name/Phone/Email Address]
Problems with orders: - Not received on time - Wrong item shipped - Price discrepancies	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brooks Winfree (615) 556-8103 Brooks.Winfree@dell.com
Product Returns: - Wrong Item - Change to order - Dead-on-arrival	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brooks Winfree (615) 556-8103 Brooks.Winfree@dell.com
Product Quality: - Damaged Equipment - Missing Pieces - Dead-on-arrival	Customer Care (800) 624-9896 https://www.dell.com/support	24-48 Hours	Brooks Winfree (615) 556-8103 Brooks.Winfree@dell.com
Product Information: - PC Standards - Price Quotes - Compatibility	Please contact your respective Account Manager	24-48 Hours	Brooks Winfree (615) 556-8103 Brooks.Winfree@dell.com
Technical Support: - Problems not resolved through support center - Unsatisfactory support - Website Issues	Please contact your respective Account Manager	24-48 Hours	Brooks Winfree (615) 556-8103 Brooks.Winfree@dell.com
Contractor Website/ NYS online marketplace: - Unapproved items - Missing configurations - Incorrect Pricing	Barry Wariner (512) 618-0498 Barry.Wariner@Dell.com	24-48 Hours	David J Allen (512) 513-8211 David.J.Allen@Dell.com