



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 #
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 [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	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: - Wrong Item - Change to order - Dead-on-arrival	Karla Rodriguez directsledeast@hp.com 1.800.727.2472	Within 30 days of delivery	Teresa Burton-Jira teresa.burton@hp.com 512.319.7912
Product Quality: - Damaged Equipment - Missing Pieces - Dead-on-arrival	Karla Rodriguez directsledeast@hp.com 1.800.727.2472	Within 30 days of delivery	Teresa Burton-Jira teresa.burton@hp.com 512.319.7912
Product Information: - 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: - 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: - 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