



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

09/25/2015

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: THERESA NEWMAN  
CONTRACT OFFICER  
302-857-4552

SUBJECT: **AWARD NOTICE – Addendum #36 – Effective March 13, 2019 – Updating HP Inc. Contact Info. & Adds SHI International as reseller for Lenovo and updates SHI Contract Info**  
**CONTRACT NO. GSS15133-COMPUTER**  
**Computer Equipment, Peripherals, and Related Services**

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OF  
KEY CONTRACT INFORMATION

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**GOVERNMENT SUPPORT SERVICES – CONTRACTING**

100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202

PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

## 1. CONTRACT OVERVIEW

This contract provides PC's and related commodities (including printers, small servers, LAN/WAN storage devices and monitors) and allows for very limited professional services directly related to the purchase of PC's. Products available are found using Delaware eMarketplace and the Vendor's online store. The contract is divided into 6 bands (1) Desktop, (2) Laptop, (3) Tablet, (4) Server, (5) Storage, and (6) Ruggedized Devices. Preferred Savings Packages are offered by selected vendors and offer greater discount.

## 2. MANDATORY USE CONTRACT

**REF: Title 29, Chapter 6911(d) Delaware Code.** Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

Under Title 29 §6933, The State of Delaware is authorized to participate in, sponsor, conduct or administer a cooperative purchasing agreement for the procurement of materiel or nonprofessional services with 1 or more public procurement units either within the State or within another state in accordance with an agreement entered into between the participants. Government Support Services, Office of Management and Budget has entered into a cooperative agreement with the State of Minnesota, under the National Association of State Procurement Officer (NASPO) Value Point for the procurement of Computer Equipment, Peripherals, and Related Services.

Executive Order # 20 requires that all executive agencies maximize efficiencies and improve the quality of IT related purchases. Agencies, as defined be 29 Del. C. § [6902](#), are mandated to use the Premium Savings Package (PSP) to procure desktop computers and peripherals. The Department of Technology and Information (DTI) has determined that the PSP offered under this contract provides the most cost effective configuration and that the offering by Dell Marketing and Apple Computers shall be the state's standard configuration.

Procurement from other awarded vendors must be approved by DTI.

## 3. CONTRACT PERIOD

The contract executed by the State of Minnesota is for use by the State of Delaware under a Participating Addendum that allows state departments and agencies to use the agreement. The Master Price Agreement shall become effective on October 1, 2015 through March 31, 2017. The State reserves the right, in its sole discretion, to extend this contract pursuant to and including any extensions of the Lead State Agreement under the same terms and conditions.

Contracts with Apple, Inc., Pure Storage, Panasonic, and, have been extended through March 31, 2018 under the same terms and conditions.

Contracts with Bytespeed, Dell Marketing, L.P, HP Inc., Howard Technology Solutions, Microsoft, DELL EMC Corp., Lenovo have been extended through March 31, 2020 under the same terms and conditions.

In addition, Contracts with Hewlett Packard Enterprise Company, Panasonic and Pure Storage have been extended through March 31, 2020 under the same terms and conditions.

Contract with Apple, Inc has been extended through March 31, 2019 under the same terms and conditions.

**Contract with Apple, Inc has been extended through March 31, 2020 under the same terms and conditions.**

#### 4. VENDORS

Awarded Vendor	Awarded Vendor Contact	RESELLERS
<b>Hewlett Packard Enterprise Company</b> Vendor Contract Number: GSS15133-COMPUTERV-08 FSF: 0000258913	3000 Hanover St. Palo Alto, CA 94304  Eastern Region Inside Sales Manager Erin Tank (P): (501) 428-8287 EMAIL: <a href="mailto:erin.tank@hpe.com">erin.tank@hpe.com</a>  Stacey Kearns SLED, US Route to Market Manager (P): (512) 319-1012 (secondary) : (501) 205-6277 Email: <a href="mailto:stacey.pierce@hpe.com">stacey.pierce@hpe.com</a>  <a href="http://www.hpe.com/buy/NASPOVP-PC4">www.hpe.com/buy/NASPOVP-PC4</a>	SHI International Corporation CDW Government, LLC MTM Technologies Inc P.C. Supplies Inc HCGI Hartford
<b>Hewlett Packard Company /dba/ HP Inc.</b> Vendor Contract Number: GSS15133-COMPUTERV07 FSF: 0000035207	1501 Page Mill Road Palo Alto, CA 94304  <b>Primary Contact:</b> Debra Lee 847-537-0344 847-922-2977 <a href="mailto:debra.lee@hp.com">debra.lee@hp.com</a>  <b>Secondary Contact:</b> Nancy Lenkowski 630-715-6204 <a href="mailto:nancy.lenkowski@hp.com">nancy.lenkowski@hp.com</a>  <b>Purchase Order Address :</b> Attn: Public Sector Sales 14231 Tandem Blvd Austin, TX 78728 Email: <a href="mailto:PSorderprocessing@hp.com">PSorderprocessing@hp.com</a> Fax: 1-800/825-2329  <b>Remit To Address :</b> PO. Box 101149 Atlanta, GA 30391-1149  <a href="http://www.hp.com/buy/naspovp-pc4">www.hp.com/buy/naspovp-pc4</a>	SHI International Corporation CDW Government, LLC MTM Technologies Inc P.C. Supplies Inc HCGI Hartford GovConnection

Awarded Vendor	Awarded Vendor Contact	RESELLERS
<b>Bytespeed</b> Vendor Contract Number: GSS15133-COMPUTERV02 FSF: 0000130569	3131 24th Ave S Moorhead, MN 56550  Primary Contact: Brenda Clifton (P): 877-553-0777 x489 (P): 218-227-0489 (F): 218-227-0498 Email: <a href="mailto:bclifton@bytespeed.com">bclifton@bytespeed.com</a>  Secondary Contact: Jason Redfield (P): 877-553-0777 x447 (P): 218-227-0447 (F): 218-227-0498 Email: <a href="mailto:jredfield@bytespeed.com">jredfield@bytespeed.com</a>  <a href="http://www.bytespeed.com">www.bytespeed.com</a>	P.C.Supplies
<b>Howard Technology Solutions</b> Vendor Contract Number: GSS15133-COMPUTERV06 FSF: 0000033314	36 Howard Dr P.O. Box 1590 Laurel, MS 39441  Melissa Reeves Ward Vendor Relations and Contract Manager PO Box 1590 Laurel, MS 39441 601.399.5680 (Direct) 888.912.3151 (Toll Free) 601.399.5077 (Fax) 601.913.3111 (Cell)  <a href="http://www.howardcomputers.com">www.howardcomputers.com</a>	NO RESELLERS
<b>Dell Marketing, L.P.</b> Vendor Contract Number: GSS15133-COMPUTERV03 FSF: 0000033778	One Dell Way Mail Stop 8708 Round Rock, TX 78682  Bill Lummis (P) 512-513-9214 (P)877-671-3355, Ext. 5139214 <a href="mailto:Bill_Lummis@dell.com">Bill_Lummis@dell.com</a>  Cyndi Radel (P) 231-747-9294 <a href="mailto:cyndi_radel@dell.com">cyndi_radel@dell.com</a>  <a href="http://www.dell.com/naspowsca">www.dell.com/naspowsca</a>	NO RESELLERS

Awarded Vendor	Awarded Vendor Contact	RESELLERS
<b>Apple, Inc.</b> Vendor Contract Number: GSS15133-COMPUTERV04 FSF# 0000035250	<p>Apple, Inc.  11921 Freedom Drive  Suite 600 MS 188-RE  Reston, VA 20190-5634</p> <p>Avital Elad  Phone: 408-974-3402  Fax: 408-974-4908  Email: <a href="mailto:aelad@apple.com">aelad@apple.com</a></p> <p>Kathy Klass  Phone: 703-264-3429  Fax: 408-974-4908  Email: <a href="mailto:kklass@apple.com">kklass@apple.com</a></p> <p>Website:  <a href="http://www.apple.com/education/shop/contracts/states.de.html">http://www.apple.com/education/shop/contracts/states.de.html</a></p>	NO RESELLERS
<b>DELL EMC</b> Vendor Contract Number: GSS15133-COMPUTERV01 FSF# 0000000798	<p>DELL EMC  3017 Douglas Blvd, #300  Roseville, CA 95661</p> <p>Pamela Kunhart  P (916) 797-7052  M (916) 425-3739  F (888) 580-6069</p> <p>Renee Brand  Phone: (651) 338-3637  Fax (888) 580-6069  Email: <a href="mailto:Renee.brand@dell.com">Renee.brand@dell.com</a></p> <p>Website:  <a href="http://www.emc.com/emcwsca/data-storage/index.htm">http://www.emc.com/emcwsca/data-storage/index.htm</a></p>	CDW-G ePlus Technology Inc. NWN Corporation SHI
<b>Panasonic</b> Vendor Contract Number: GSS15133-COMPUTERV09 FSF# 0000037671	<p>Panasonic</p> <p>Amy Lee  Government Acquisition Business Development Manager-  Public Sector &amp; Education  Phone: 201-325-1181  Email: <a href="mailto:Amy.Lee@us.panasonic.com">Amy.Lee@us.panasonic.com</a></p> <p>Michelle Chapin  Phone: 973-303-7787  Email: <a href="mailto:Michelle.Chapin@us.panasonic.com">Michelle.Chapin@us.panasonic.com</a></p> <p><a href="http://business.panasonic.com/">http://business.panasonic.com/</a></p>	<p>Magnum Electronics</p> <p>CDW Government, LLC</p> <p>SHI International Corporation</p> <p>GovDirect. Inc.</p> <p>Insight</p>

Awarded Vendor	Awarded Vendor Contact	RESELLERS
<b>Microsoft</b> Vendor Contract # GSS15133- COMPUTERV05 FSF# 0000035007	<p>Microsoft Corporation  One Microsoft Way  Redmond, WA 98052</p> <p>Maria Stinson  Phone: 425-538-2867  Email: <a href="mailto:marstin@microsoft.com">marstin@microsoft.com</a></p> <p>Jeannine Sielinski  Phone: 206 -790-9623  FAX: 425-936-7329 attn: v-jesie  Email: <a href="mailto:v-jesie@microsoft.com">v-jesie@microsoft.com</a></p>	SHI International Corporation Microsoft Store HCGI
<b>Pure Storage</b> Vendor Contract # GSS15133- COMPUTERV FSF# 271069557	<p>Pure Storage, Inc  650 Castro St. Suite 400  Mountain View, CA 94041</p> <p>Kim Bradbury  Phone: 301-717-9968  Fax: 410-414-2117  Cell: 301-717-9968  Email: <a href="mailto:kim.bradbury@purestorage.com">kim.bradbury@purestorage.com</a></p> <p>Mels Stevens  Phone: 206 – 708-5007  Email: <a href="mailto:mels@purestorage.com">mels@purestorage.com</a></p>	SHI International Corporation MTM Technology ePlus CDW Government, LLC
<b>Lenovo</b> Vendor Contract # GSS15133- COMPUTERV25 FSF# 0000031170	<p>Lenovo (United States), Inc  1009 Think Place  Morrisville, NC 27560</p> <p>Dayna Self  Phone: 919-874-3514  Email: <a href="mailto:dself@lenovo.com">dself@lenovo.com</a></p> <p>Howard Tobias  Phone: 917-841-5079  Email: <a href="mailto:htobias@lenovo.com">htobias@lenovo.com</a></p>	SHI International Corporation

Local Dealer For:	Local Dealer Name/Contact Information
<ul style="list-style-type: none"> <li>• <b>DELL EMC</b></li> <li>• <b>Hewlett Packard Company</b></li> <li>• <b>DBA: HP Inc.</b></li> <li>• <b>Hewlett Packard Enterprise</b></li> <li>• <b>Microsoft</b></li> <li>• <b>Pure Storage</b></li> <li>• <b>Lenovo</b></li> </ul>	<p><b>SHI International Corporation</b>  290 Davidson Avenue  Somerset, NJ 08873</p> <p>GSS15133-COMPUTERV24  FSF Vendor ID: 0000016884</p> <p>John Minnella  Phone: 908-421-2498  <a href="mailto:john_minnella@shi.com">john_minnella@shi.com</a></p> <p>Dominick Fama  Phone: 732-991-5646  <a href="mailto:dominick_fama@shi.com">dominick_fama@shi.com</a></p> <p><a href="http://www.shi.com">www.shi.com</a></p>
<ul style="list-style-type: none"> <li>• <b>DELL EMC</b></li> <li>• <b>Hewlett Packard Company</b></li> <li>• <b>DBA: HP Inc.</b></li> <li>• <b>Hewlett Packard Enterprise</b></li> <li>• <b>Panasonic</b></li> <li>• <b>Pure Storage</b></li> </ul>	<p><b>CDW Government, LLC</b>  Address: 230 N. Milwaukee Avenue, Vernon Hills, IL 60061  GSS15133-COMPUTERV32  FSF ID: 0000022347</p> <p>State and Local Government  Contact Name: Tahunnus Chaudhry  Telephone: 703.262.8099  Email: <a href="mailto:tahucha@cdwg.com">tahucha@cdwg.com</a></p> <p>Secondary Contact:  David Goodwin  Telephone: 1-866-811-4222  Email: <a href="mailto:daigoo@cdw.com">daigoo@cdw.com</a></p> <p>K-12 Education Contact  Contact Name: Bill Rose  Telephone: 203.851.7093  Toll Free: 866.819.6504  Email: <a href="mailto:billros@cdw.com">billros@cdw.com</a></p> <p>Higher Education Contact  Contact Name: Ed Voiculescu  Telephone: 847.968.9562  Toll Free: 877.259.4215  Email: <a href="mailto:eddivoi@cdw.com">eddivoi@cdw.com</a></p> <p>Remit Address:  Company Name: CDW Government LLC  Attn: Accounts Payable  75 Remittance Drive, Suite 1515  Chicago, IL 60675</p>

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<ul style="list-style-type: none"> <li>• <b>Hewlett Packard Company, DBA: HP Inc.</b></li> <li>• <b>Hewlett Packard Enterprise</b></li> <li>• <b>Pure Storage</b></li> </ul>	<p><b>MTM Technologies Inc</b>  Address: 1675A South State St.,  Dover, DE 19901-5148</p> <p>GSS15133-COMPUTERV27  FSF ID: 0000002776</p> <p>Contact Name: Michael Carey  Telephone: 302-744-2252  Toll Free: 866-383-2867  Fax : 302-735-3373  Email: <a href="mailto:mcarey@mtm.com">mcarey@mtm.com</a></p> <p>Ordering Address  Attn: Michael Carey  Remit Address  MTM Technologies, Inc.  Address: 1200 High Ridge Road, Stamford, CT 06905; Tel: 203-975-3700; Fax: 203-975-3701</p>
<ul style="list-style-type: none"> <li>• <b>Hewlett Packard Company, DBA: HP Inc.</b></li> <li>• <del><b>Hewlett Packard Enterprise</b></del></li> <li>• <b>Bytespeed</b></li> </ul>	<p><b>P.C. Supplies Inc</b>  1003 S Chapel St  Suite A  Newark, DE 19702-1357</p> <p>GSS15133-COMPUTERV28  FSF ID: 0000026031</p> <p>Attn: Scott Martin  Email: <a href="mailto:scott@pcsupplies.com">scott@pcsupplies.com</a>  Phone: 302-368-4800  Fax: 302-368-5288</p>
<ul style="list-style-type: none"> <li>• <b>Panasonic</b></li> </ul>	<p><b>Magnum Electronics</b>  927 Horsepond Road  Dover, DE 19904</p> <p>GSS1533-COMPUTERV33  FSF ID: 0000004196</p> <p>Contact Name(s): Mike Ridenour / Maria Ridenour  (Phone): 302-734-9250  (Fax): 302-734-1056  <a href="mailto:mike.ridenour@magnumelectronics.com">mike.ridenour@magnumelectronics.com</a>  <a href="mailto:marcia.ridenour@magnumelectronics.com">marcia.ridenour@magnumelectronics.com</a></p>



Local Dealer For:	Local Dealer Name/Contact Information
<ul style="list-style-type: none"> <li>• Hewlett Packard Company, DBA: HP Inc.</li> <li>• Hewlett Packard Enterprise</li> <li>• Microsoft</li> </ul>	<p><b>HCGI Hartford</b>  2400 Sweetbrier Road  Wilmington, DE 19810</p> <p>GSS15133-COMPUTERV34  <b>FSF ID:0000140396</b></p> <p>Contact Name: Carol Huff  (P): 800-370-5849  (F): 410-740-8732  <a href="mailto:chuff@hcgi.com">chuff@hcgi.com</a></p> <p>Secondary Contact: Kevin McCabe  (P): 302-743-5000  (F): 302-323-8105  <a href="mailto:kmccabe@hcgi.com">kmccabe@hcgi.com</a></p>
<ul style="list-style-type: none"> <li>•DELL EMC</li> </ul>	<p><b>ePlus Technology Inc.</b>  13595 Dulles Technology Dr  Hernon, VA 20171</p> <p><a href="http://www.eplus.com">www.eplus.com</a></p> <p>GSS15133-COMPUTERV30  FSF ID:0000040210</p> <p>Contact Name: Nick D'Archangelo  (P): 610-495-1293  610-495-1208  <a href="mailto:ndarchangelo@eplus.com">ndarchangelo@eplus.com</a></p> <p>Secondary Contact Name:  Michele Graeff  (p): 610-495-1250  (f): 610-495-1208  (c): 610-495-1250  <a href="mailto:mgraeff@eplus.com">mgraeff@eplus.com</a></p>

Local Dealer For:	Local Dealer Name/Contact Information
<ul style="list-style-type: none"> <li>• <b>DELL EMC</b></li> </ul>	<p><b>NWN Corporation</b>  271 Waverley Oaks Road  Waltham, MA 02452</p> <p><a href="http://www.nwnit.com">www.nwnit.com</a></p> <p>GSS15133-COMPUTERV29  FSFID: 0000039535</p> <p>Contact Name: Scott Pintsopoulos  (p) (781) 472-3435  (c) (781) 472-3435  <a href="mailto:SPintsopoulos@nwnit.com">SPintsopoulos@nwnit.com</a></p> <p>Secondary Contact Name:  Mathew S. Niemann  (p): (916) 637-2135  (f): (916) 596-4800  (c): (916) 637-2135  <a href="mailto:MNiemann@nwnit.com">MNiemann@nwnit.com</a></p>
<ul style="list-style-type: none"> <li>• <b>Microsoft</b></li> </ul>	<p><b>Microsoft Store</b>  137 Christiana Mall  Newark, DE 19702</p> <p>GSS15133-COMPUTERV05  FSFID: 0000035007</p> <p>Todd Minor  Phone: 425-421-0494 ext10494  Email: <a href="mailto:toddmin@microsoft.com">toddmin@microsoft.com</a></p> <p>Cresta Cavanaugh  310-880-7121  <a href="mailto:crcavana@microsoft.com">crcavana@microsoft.com</a></p>
<ul style="list-style-type: none"> <li>• <b>HP Inc.</b></li> </ul>	<p><b>GovConnection</b>  Connection Public Sector Solutions  732 Milford Road  Merrimack, NH 03054-4633</p> <p>GSS15133-COMPUTERV35  FSF ID: 0000030381</p> <p>Robert (Bobby) W. Renshaw  Phone: 800-800-0019 x34314  Fax: 603-683-1361  Email: <a href="mailto:robert.renshaw@connection.com">robert.renshaw@connection.com</a></p>

Local Dealer For:	Local Dealer Name/Contact Information
<ul style="list-style-type: none"> <li><b>Panasonic</b></li> </ul>	<p><b>GovDirect. Inc.</b>  601 Cleveland Street  Suite 415  Clearwater, FL 33755</p> <p>GSS15133-COMPUTERV19  FSFID: 0000300231</p> <p>Danielle Zoz  Phone: 727-754-2699  Secondary Phone: 727-754-2688  FAX: 866-484-0950  Cell: 402-202-7081  <a href="mailto:dzoz@govdirect.com">dzoz@govdirect.com</a></p> <p>Jeff Blair  Phone: 402-323-4819  Secondary Phone: 402-323-4888  FAX: 402-323-4848  Cell: 402-429-1265  <a href="mailto:jblair@govdirect.com">jblair@govdirect.com</a></p>
<ul style="list-style-type: none"> <li><b>Panasonic</b></li> </ul>	<p><b>Insight Public Sector</b>  6820 S. Harl Ave.  Tempe , AZ 85283</p> <p>GSS15133-COMPUTERV12  FSFID:</p> <p>Pam Potter  Phone: 630-924-6810  FAX: 480-760-9957  Email: <a href="mailto:Pam.Potter@insight.com">Pam.Potter@insight.com</a></p> <p>Amy Tshopp  Phone: 630-924-6820  FAX: 630-924-6850  Email: <a href="mailto:Amy.Tschopp@Insight.com">Amy.Tschopp@Insight.com</a></p>

## 5. SHIPPING TERMS

F.O.B. destination; freight pre-paid.

The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

## 6. PRICING

Prices will remain firm for the term of the contract year.

Pricing is available at Delaware eMarketplace:

<https://solutions.scquest.com/apps/Router/Login?OrgName=StateofDelaware&tmstmp=1442867190967>

## **7. PAYMENT**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

## **8. PRODUCT SUBSTITUTION**

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

## **9. ORDERING PROCEDURE**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

ALL ORDERING AGENCIES ARE REQUIRED TO HAVE A FORMAL RECOMMENDATION from the Copier and Multifunction Printer Resource Management Program (CRMP) for printer purchases. No orders may be processed by the vendor without the formal recommendation and PO. Vendor may fulfill only what is recommended by the CRMP.

## **10. PURCHASE ORDERS**

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS15133-COMPUTER on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

## **11. HOLD HARMLESS**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

## **12. NON-PERFORMANCE**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

## **13. FORCE MAJEURE**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

## **14.AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

## **15.COPIER AND MULTIFUNCTION PRINTER RESOURCE MANAGEMENT PROGRAM FUNCTIONS**

The Copier and Multifunction Printer Resource Management Program (CRMP) will be responsible for reviewing Agency needs and making formal recommendations and ensuring right sizing of placements. The Copier Management Program will maximize benefits of multi-function equipment while reducing fax machines, desktop and stand-alone printers in the workplace.

- a. The CRMP Officer is the person that the contractor will contact after the contract is executed for answers to any questions and concerns about any aspect of the contract.
- b. The CRMP will ensure contract compliance with Agencies and Vendor(s).
- c. The CRMP is responsible for coordinating the use and resolving minor disputes between the contractor and any component part of the State Contract Manager's Department.
- d. The CRMP is the central coordinator of the use of the contract for all Using Agencies, while other State employees engage and pay the contractor.
- e. All persons and agencies that use the contract must notify and coordinate the use of the contract with the CRMP, who must approve for placement of such equipment being procured.

- f. If the CRMP determines that the Contractor has failed to perform contractually required work, a Corrective Action Request (CAR) will be completed. Government Support Services will notify the vendor of the contract performance deficiencies requiring resolution within a period of time determined by Government Support Services. This same procedure will be used in any instance where deliverables (i.e. commodities, services, or invoicing) are not in accordance with contract specifications.
- g. The CRMP is responsible for working with the Director or his designee on any modification to the scope of work or special projects that may be required during the active contract term.

## **16. COORDINATION WITH THE CRMP OFFICER**

- a. Any contract user that is unable to resolve disputes with a contractor shall refer those disputes to the CRMP Officer for resolution.
- b. Any questions related to performance of the work of the contract by contract users shall be directed to the CRMP Officer.
- c. The Contractor may contact the CRMP Officer if the contractor cannot resolve a dispute with the contract users.
- d. Cancellations under this contract require CRMP approval.

## **17. PRINTER ORDERING PROCEDURE DETAILS**

The Copier and Multifunction Printer Resource Management Program (CRMP) will be responsible for reviewing Agency needs and making formal recommendations and ensuring right sizing of placements. The Copier and Multifunction Printer Resource Management Program will maximize benefits of multi-function equipment while reducing fax machines, desktop and stand-alone printers in the workplace.

- a. The CRMP officer is the person that the contractor will contact after the contract is executed for answers to any questions and concerns about any aspect of the contract.
- b. The CRMP will ensure contract compliance with Agencies and Vendor(s).
- c. The CRMP coordinates the use of this contract and assists in resolving minor disputes between the contractor and end users.
- d. The CRMP is the central coordinator of the use of this contract for all using Agencies. End users process invoices, order supplies, and contract the vendor for any required maintenance.
- e. All persons and agencies that use the contract must notify and coordinate the use of the contract with the CRMP, who must approve for placement of such equipment being purchased/leased.
- f. Approved orders from the CRMP will have a CRMP Formal Recommendation that must accompany the PO when ordering from the Vendor. Only orders with a CRMP Formal Recommendation and valid PO may be filled under this contract. Failure to do so may be cause for termination of contract.
- g. When the Vendor receives the CRMP recommendation and Agency PO from the ordering Agency, the Vendor has seventy-two (72) hours to acknowledge receipt of order and provide an estimated delivery date.

- h. Notice of any delivery problems is required. The confirmation must be made to the ordering agency as stated in the purchase order

## 18.E-RATE

“E-Rate” is a program sponsored by the Federal Communications Commission whereby educational and other qualifying institutions may purchase authorized technology at reduced prices. E-Rate eligibility depends upon who uses the equipment, how it is used and where it is located. In general terms, equipment located on school property and that is necessary for e-mail and internet access in classrooms is eligible for E-Rate support. Each contractor shall make every effort to continue its involvement in this program and to add products as applicable

- USAC's free search tool is located at <http://www.usac.org/sl/tools/default.aspx>.

<b>Apple, Inc.</b>	143004358 Call to Confirm	143030194
		143004358
<b>ByteSpeed</b>	143022706	143022706
<b>Cisco - Call to Confirm</b>	143014306	143014306
	143004718	143004718
	143018091	143018091
<b>Dell Marketing L.P.</b>	143004340	143004340
<b>DELL EMC</b>		143037205
		143026357
		143034411
<b>Hewlett Packard</b>	143007617	

<b>Howard Technology</b>	143022153	
<b>IBM</b>	143005607	
<b>Lenovo</b>	143033514	
<b>Microsoft</b>	143013242	143013242
<b>Nimble</b>	Call to Confirm	
<b>Oracle America, Inc.</b>	Call to Confirm	143007126
		143021620
<b>Panasonic</b>	Call to Confirm	
<b>Toshiba</b>		143013282





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## Important Safety Announcement

### HP Notebook Computer Battery Safety Recall and Replacement Program

Dear Valued HP Customer,

In cooperation with various government regulatory agencies HP has announced a worldwide voluntary safety recall and replacement program, for certain notebook batteries. The affected batteries were shipped with specific HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers sold worldwide from March 2013 through August 2015, and/or were sold as accessories or spares, or provided as replacements through Support. The batteries have the potential to overheat, posing a fire and burn hazard to customers.

Because affected batteries pose a fire and burn hazard, it is extremely important for customers to check whether their batteries are affected. HP's primary concern is for the safety of our customers. HP strongly encourages customers to validate their batteries on the HP Battery Recall website at: <http://www.HP.com/go/batteryprogram2016>. Customers should cease use of affected batteries immediately. Customers may continue to use their notebook computer without the battery installed by connecting the notebook to external power. HP will provide a replacement battery for each verified, affected battery, at no cost.

**Note:** Not all batteries in all HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers are affected.

**Note:** If the validation process indicates that a battery is not affected, it may continue to be used, and a replacement is not necessary.

## How to determine if your HP Notebook Computer Batteries may be affected

1) The following table provides a list of potentially affected product series.

Compaq				
Compaq CQ45 (B)	Compaq CQ58 (B)			
HP ENVY				
HP ENVY dv6 (G)				
HP Pavilion				
HP Pavilion 14 (S)	HP Pavilion g4 (S)			
HP Pavilion 15 (S)	HP Pavilion g6 (S)			
HP Pavilion 17 (S)	HP Pavilion g7 (S)			
HP				
HP 240	HP 450	HP 650	HP 250 G1	HP 1000 (B)
HP 245	HP 455	HP 655	HP 255 G1	HP 2000 (B)
HP 246				
HP ProBook				
HP ProBook 440 G0	HP ProBook 450 G0	HP ProBook 470 G0	HP ProBook 4440s	
HP ProBook 440 G1	HP ProBook 450 G1	HP ProBook 470 G1	HP ProBook 4441s	
HP ProBook 445 G1	HP ProBook 455 G1	HP ProBook 470 G2	HP ProBook 4445s	
			HP ProBook 4446s	
			HP ProBook 4540s	
			HP ProBook 4545s	
Products listed below are also compatible with, but were not shipped with, the affected batteries.				
Compaq				
Compaq 435	Compaq 436			
Compaq Presario				
Compaq Presario CQ42 [B]	Compaq Presario CQ56 [B]	Compaq Presario CQ62	Compaq Presario CQ72	

Compaq Presario CQ43 [B]	Compaq Presario CQ57 [B]	Compaq Presario CQ62 [B]		
Compaq Presario CQ45 [B]	Compaq Presario CQ58 [B]			
	Compaq Presario CQ58			
<b>HP ENVY</b>				
HP ENVY 15 [G]				
HP ENVY m6				
HP ENVY TS 15				
<b>HP Pavilion</b>				
HP Pavilion dv6 [S]				
<b>HP</b>				
HP 243 G1	HP 430	HP 630	HP G42 [B]	HP 2000
	HP 431	HP 631	HP G56 [B]	
	HP 435	HP 635	HP G62 [B]	
	HP 436	HP 636	HP G62 [S]	
			HP G72 [B]	
<b>HP ProBook</b>				
HP ProBook 4330s	HP ProBook 4435s	HP ProBook 4530s		
HP ProBook 4331s	HP ProBook 4436s	HP ProBook 4535s		
		HP ProBook 4730s		

## 2) Serial Number patterns

The serial numbers of products sold with potentially affected batteries follow these patterns: Serial # patterns: xxx311xxxx - xxx444xxxx

### Validating potentially affected batteries

HP's primary concern is for the safety of our customers. HP encourages you to validate the batteries of any of the potentially affected notebook computers listed above, plus any batteries purchased as accessories or spares, or provided as replacements through Support. Validation can be performed in one of two ways:

**Option 1: Validation & Replacement individually by employees**

End users can quickly validate their batteries, and order a free replacement battery if eligible, on the HP Battery Recall website at: <http://www.HP.com/go/batteryprogram2016>. (See "Instructions for your employees" below.)

**Option 2: Bulk battery validation and replacement order process - for customers with 10 or more potentially affected batteries to validate)**

HP has put in place a process to facilitate battery validation and replacement ordering for customers with 10 or more potentially affected batteries to validate.

HP has developed a bulk battery validation utility which can be deployed by each individual customer, on the customer's notebook install base, to identify affected notebook serial numbers and battery part numbers. The regional Bulk Process teams will then verify the data and process the bulk order for battery replacements as applicable. All affected batteries will be replaced at no cost to you.

Please note that the Bulk Process will be managed in English only.

For more details and guidance through the bulk battery validation and replacement ordering process, and to obtain the utility, please contact the relevant regional Bulk Process team at one of the following email addresses:

- For Europe, Middle East and Africa: [EMEABulkBattery@hp.com](mailto:EMEABulkBattery@hp.com)
- For Asia Pacific: [APJBulkBattery@hp.com](mailto:APJBulkBattery@hp.com)
- For North America: [NABulkBattery@hp.com](mailto:NABulkBattery@hp.com)
- For Latin America: [LABulkBattery@hp.com](mailto:LABulkBattery@hp.com)

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**Instructions for your employees:**

Please go to the HP Battery Recall website at: <http://www.HP.com/go/batteryprogram2016> to validate your battery, and to order a free replacement battery, if eligible. If the validation process indicates that your battery is affected, cease use of the battery immediately and remove it from the notebook. You may continue to use your notebook without the battery installed by connecting the notebook to external power.

**Note:** If the validation process indicates that your battery is not affected, you may continue to use the battery, and a replacement is not necessary.

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## Contact HP

If you have questions on the HP Notebook Battery Safety Recall and Replacement program please contact HP via **Contact Us** on [HP Battery Recall website](http://www.HP.com/go/batteryprogram2016) at: <http://www.HP.com/go/batteryprogram2016>.

Or contact HP Support at the following numbers:

North America	Telephone Number
Canada (8 am – 7 pm, CST Monday–Friday, excluding holidays)	<b>1-888-202-4320</b>
USA (8 am – 7 pm, CST Monday–Friday, excluding holidays)	<b>1-888-202-4320</b>
Worldwide support numbers are available at the following link:  <a href="https://hp.com/go/Recallcontacthp">https://hp.com/go/Recallcontacthp</a>	

If additional support is needed, contact your HP account manager. HP apologizes for any inconvenience this may have caused you.

Sincerely, HP.