



**STATE OF NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)
STATEWIDE IT PROCUREMENT OFFICE**

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| Statewide IT Contract Number | STC 204B – RUGGEDIZED MOBILE COMPUTING DEVICES |
| DIT Bid / Solicitation Number | ITS-401070 |
| Contract Award Type | TERM: Mandatory for Executive State Agencies |
| Current Effective Dates | November 1, 2022 through October 31, 2025 |
| Contract Office | Allison Howard NC Department of Information Technology NC Statewide IT Procurement E-mail: allison.howard@nc.gov |

Scope

The scope of this Statewide IT Contract is limited to the State's normal enterprise requirements for Ruggedized Mobile Devices, accessories, and peripherals as standalone units or as part of a system containing several unique items, and respective support and maintenance, and maintenance renewal services, as applicable.

Consistent with ITS-401070 Ruggedized Mobile Computers are defined as Laptops, Tablets, and Handheld Computing Devices for rugged use beyond that of the standard off-the-shelf laptop. The term Rugged refers to devices specifically designed to operate reliably in vehicles, harsh usage environments and conditions, such as strong vibrations, extreme temperatures and wet or dusty conditions. The rugged computers shall have features that include but shall not be limited to hardened casings, waterproof keyboards, sunlight-readable displays, and shock-mounted disk drives. Peripherals and Accessories, that are attachable to and supported by Mobile Rugged Computers, must be present within the general offering of the Manufacturer, and as such, normally available from the manufacturer catalog or ordering site.

This is a **TERM contract** pursuant to [09 N.C.A.C. 06 B.0701\(b\)](#) between the Original Equipment Manufacturers and the State. **A Term contract's USE IS MANDATORY for Executive Branch State Agencies.** Further, it may be used as a Convenience Contract, available to, but not mandatory for, other governmental and educational entities as permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction (DPI), Instructional component of the North Carolina Community College System, as well as local (municipal and country) governments.

Manufacturer / Product Pricing

Pricing from this Statewide IT Contract is based on a percentage-discount off the manufacturer's current list price (i.e., percentage discounted from manufacturer's suggested retail price - MSRP). Vendor's quote must reference the State Term Contract Number in addition to the MSRP price and Percentage-Discount applied as per ITS-401070, for each line item.

Agency Needs Determination

The vendors are required, upon request, to provide the Purchasing Agency with catalogs, descriptive literature and/or web sites, along with the current list and net pricing information within two (2) business days from receipt of the request; such information shall be provided to the Agency at no charge.

Upon determination of a business need, the Purchasing Agency will establish its government estimate and follow its requisitioning process as applicable; it may request quote(s) from the selected-vendor throughout the effective period of this contract, on an as-needed basis, for the quantity required at the time ordered. As a best-practice, a Purchasing Agency may also seek quote(s) from one or any number of vendors listed on this Statewide IT Contract. Vendor-selection shall be based on the offered-quote which best meets that Agency needs and available budget, including value-added services, delivery, warranty, maintenance, etc.

The respective order will be issued directly to the OEM Resellers listed on this contract, consistent with the terms and conditions of this competitively bid, Statewide IT contract award.

MINIMUM ORDERS:

There are NO minimum order requirements for this contract.

ABNORMAL QUANTITY:

Any purchase-transaction from this contract exceeding \$250,000 must be forwarded to the NC DIT Statewide IT Division for authorization.

The Statewide IT Division reserves the right to issue its authorization in one or more of the following ways:

- Authorize requested purchase at the current level of pricing.
- Negotiate additional discounts from the current level of pricing.
- Issue a separate Invitation-For-Bid (IFB).

VENDOR CONTACT AND PRODUCT INFORMATION:

All known minority, physically handicapped or women-owned business representatives will be identified with an "M", "H" or "W" as appropriate after their name and highlighted accordingly. This is being done to better recognize businesses owned and operated by these groups and to encourage and promote their use to the greatest extent permitted by law.

| Contractor | Ordering or Inquiries / Information Contact Resellers for Dell Marketing STC 204B | Ordering or Inquiries / Information Contact Resellers for Dell Marketing STC 204B |
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| <p>(01) Dell Marketing L.P. One Dell Way Round Rock, TX 78682</p> <p>Manny Veloza manny.veloza@dell.com Phone: 919-272-5214</p> <p>Kris Ross Kris.Ross@dell.com Phone: 737-444-0413</p> | <p>Local Primary Representative for Inside Sales for State and Local Governments:</p> <p>Karen Lansdale karen.lansdale@dell.com Phone: 737-444-0413</p> <p>Local Primary Representative for Outside Sales for State and Local Governments:</p> <p>Kyle Irwin Kyle.Irwin@Dell.com 919-948-8694</p> | <p>Local Representative for Academic Sales (K-12 Local Education Authorities):</p> <p>Charlotte Harrison Charlotte_Harrison@dell.com 919-561-8012</p> <p>Local Representative for Academic Sales (Higher Education):</p> <p>Clarence Williams Clarenc_r_williams@dell.com 919-279-3352</p> <p>Customer Services / Technical / Warranty Support: http://www.dell.com/support/incidents-online/us/en/04/email/order-support 800-456-3355</p> |

| OEM VENDOR | Ordering or Inquiries Contact Information Resellers for DuraBook STC 204B | Ordering or Inquiries Contact Information Resellers for DuraBook STC 204B |
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| <p>(02) Durabook Americas</p> <p>48329 Fremont Blvd, Fremont, CA 94538</p> <p>Ben Baum Vice President of Sales Ben.baum@durabookamericas.com Phone: 510-492-0828</p> <p>Jerry Tsai Technical Point of Contact Jerry.Tsai@durabookamericas.com</p> | <p>1) GovConnection, Inc.</p> <p>Local Primary Representative for Inside Sales for State and Local Governments: Robert Bush Robert.bush@connection.com 800-800-0019 Ext. 33059</p> <p>Local Primary Representative for Outside Sales for State and Local Governments: Nichole Price Nichole.Price@connection.com 800-800-0019 Ext. 77881</p> <p>Local Representative for Academic Sales (K-12 Local Education Authorities). Local Representative for Academic Sales (Higher Education):</p> <p>Laura Woudstra Laura.woudstra@connetion.com 800-800-0019 Ext. 75550</p> <p>Customer Services / Technical / Warranty Support: robert.bush@connection.com</p> <p>2) iT1 Source LLC.</p> <p>Primary Representative: Steve Morberg Steve.morberg@it1.com 480-676-3524</p> <p>Customer Services / Technical / Warranty Support: Steve.morberg@it1.com</p> | <p>3) Lenovo</p> <p>Primary Representative: Tanika Melvin tmelvin@lenovo.com 919-874-2931</p> <p>Local Primary Representative for Outside Sales for State and Local Governments: Ryan Rand rrand@levovo.com 919-986-9349</p> <p>Customer Services / Technical / Warranty Support: Service@durabookamericas.com</p> |

| OEM Vendor | Ordering or Inquiries Contact Information Resellers for Getac Inc. STC 204B | Ordering or Inquiries Contact Information Resellers for Getac Inc. STC 204B |
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| <p>(03) Getac Inc.</p> <p>15495 Sand Canyon Drive Suite 350, Irvine, CA 92618</p> <p>Tammy Tubbs Capture Manager Office: 949-681-2926 Mobile: 949-217-8939 tammy.tubbs@getac.com</p> <p>Eric McKee Reginal Sales Manager Southeast Central Office: 949-681-2996 Mobile: 949-230-9471 Eric.mcke@getac.com</p> <p>Michael Kirsch Technical Lead Office: 949-308-8914 Michael.kirsh@getac.com</p> | <p>1) Brite <i>(Upstate Wholesale Supply DBA Brite)</i></p> <p>Primary Representative: Lindsey Cooksey lcooksey@brite.com 585-869-6037</p> <p>Customer Services / Technical / Warranty Support: support@brite.com</p> <p>2) Brooks Network Services</p> <p>Local Primary Representative for Inside Sales for State and Local Governments. Local Representative for Academic Sales (K-12 Local Education Authorities): Primary Representative: Steve Brooks sbrooks@brooksnetworkservices.com 336-270-5895</p> <p>Local Primary Representative for Outside Sales for State and Local Governments. Local Representative for Academic Sales (Higher Education): Primary Representative: Rick Sed rick@brooksnetworkservices.com 336-419-0038</p> <p>Customer Services / Technical / Warranty Support: sbrooks@brooksnetworkservices.com</p> <p>3) GovDirect</p> <p>Primary Representative: Brian Robbins brobbins@govdirect.com O: 402-323-4811 M: 704-795-8645</p> <p>Customer Services / Technical / Warranty Support: GetacSupport_US@getac.com 866-394-3822</p> | <p>4) Bullins-Guynn, Inc. <i>(DBA Preferred Communications)</i></p> <p>Primary Representative: Michael Headspeth Michael.Headspeth@satstar.com (919) 575-4600 ext. 22</p> <p>Customer Services / Technical / Warranty Support: GetacSupport_US@getac.com 866-394-3822</p> <p>5) PCN Strategies Inc.</p> <p>Primary Representative: Sean Rosinbum Sean.r@pcnstrategies.com 202-270-1480</p> <p>Customer Services / Technical / Warranty Support: GetacSupport_US@getac.com 866-394-3822</p> |

| OEM Vendor | Ordering or Inquiries Contact Information | Ordering or Inquiries Contact Information |
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| <p>(04) Panasonic Connect</p> <p>Newark, NJ</p> <p>Karen D. Painter Senior Bids and Capture Manager 862-373-2103 Karen.painter@us.panasonic.com</p> <p>Solomon Surles III Contract Manager 775-895-2401 Contracts@us.panasonic.com</p> <p>Derek Hornacek Technical Contact- Account Manager 862-229-3846 proservices@us.panasonic.com</p> | <p>Resellers for Panasonic Inc. STC 204B</p> <p>1) ARC Acquisition <i>(DBA Computercenter)</i></p> <p>Local Primary Representative for Inside Sales for State and Local Governments:</p> <p>Candice Gomez candice.gomez@computercenter.com</p> <p>Local Primary Representative for Outside Sales for State and Local Governments. Local Representative for Academic Sales (K-12 Local Education Authorities). Local Representative for Academic Sales (Higher Education):</p> <p>Johanna Daily Johanna.daily@arc-pts.com 210-572-1307</p> <p>Customer Services / Technical / Warranty Support: johanna.daily@arc-pts.com</p> <p>2) CDW Government</p> <p>Inside Sales for State and Local Governments Joseph R. Barese III Email: josebar@cdw.com Phone: 866-819-6497</p> <p>Michael Karpman – State and Local Sales Manager Email: michkar@cdw.com Phone: 877.898.8153</p> <p>Outside Sales for State and Local Governments Leslie Smith Email: leslie.smith@cdwg.com Phone: 919-667-4821</p> <p>Academic Sales (K-12 Local Education Authorities) Ashley Pratt Email: ashlpra@cdw.com Phone: 866-819-6496</p> <p>Academic Sales (Higher Education) Greg Henderson Email: greghen@cdw.com Phone: 540-494-2151</p> | <p>Resellers for Panasonic Inc. STC 204B</p> <p>3) GovDirect</p> <p>Primary Representative:</p> <p>Brian Robbins Director Public Sector Solutions sales@govdirect.com brobbins@govdirect.com 704-795-8645</p> <p>Customer Services / Technical / Warranty Support: sales@govdirect.com 727-754-2688</p> <p>4) Law and Order Technology</p> <p>Local Primary Representative for Inside Sales for State and Local Governments:</p> <p>Alison Rae alison@lawandordertechnology.com 954-281-5050</p> <p>Local Primary Representative for Outside Sales for State and Local Governments. Local Representative for Academic Sales (K-12 Local Education Authorities). Local Representative for Academic Sales (Higher Education):</p> <p>Rodney Spell rodney@lawandordertechnology.com 954-281-5050</p> <p>Customer Services / Technical / Warranty Support: alison@lawandordertechnology.com 954-281-5050</p> <p>5) Mobile Communications of America (MCA)</p> <p>Primary Representative:</p> <p>Janna Myers JannaMyers@callmc.com 919-786-0891</p> <p>Customer Services / Technical / Warranty Support: JannaMyers@callmc.com 919-786-0891</p> |

CONTRACT HISTORY:

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| May 3, 2024 | Changed Dell contact from Karen Lansdale to Kris Ross. |
| March 14, 2024 | Changed contract Administrator to Allison Howard. |
| February 5, 2024 | Updated CDWG contract information and changed Contract Administrator to Debbie Patterson. |
| August 3, 2023 | Dell contact update. |
| October 1, 2022 | Original Award for 3 years. November 1, 2022, to October 31, 2025. |
| December 12, 2022 | Revised contact for Durabook. |