



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

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	Monica Olsen NC Department of Information Technology NC Statewide IT Procurement E-mail: <a href="mailto:monica.olsen@nc.gov">monica.olsen@nc.gov</a> Office: 919-754-6673

**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
<p><b>(01) Dell Marketing L.P.</b> One Dell Way Round Rock, TX 78682</p> <p><b>Manny Veloz</b> <a href="mailto:manny.veloz@dell.com">manny.veloz@dell.com</a> Phone: 919-272-5214</p> <p><b>Karen Lansdale</b> <a href="mailto:karen.lansdale@dell.com">karen.lansdale@dell.com</a> Phone: 737-444-0413</p>	<p>Local Primary Representative for Inside Sales for State and Local Governments:</p> <p><b>Karen Lansdale</b> <a href="mailto:karen.lansdale@dell.com">karen.lansdale@dell.com</a> Phone: 737-444-0413</p> <p>Local Primary Representative for Outside Sales for State and Local Governments:</p> <p><b>Kyle Irwin</b> <a href="mailto:Kyle.Irwin@Dell.com">Kyle.Irwin@Dell.com</a> 919-948-8694</p>	<p>Local Representative for Academic Sales (K-12 Local Education Authorities):</p> <p><b>Charlotte Harrison</b> <a href="mailto:Charlotte.Harrison@dell.com">Charlotte.Harrison@dell.com</a> 919-561-8012</p> <p>Local Representative for Academic Sales (Higher Education):</p> <p><b>Clarence Williams</b> <a href="mailto:Clarenc_r_williams@dell.com">Clarenc_r_williams@dell.com</a> 919-279-3352</p> <p>Customer Services / Technical / Warranty Support: <a href="http://www.dell.com/support/incidents-online/us/en/04/email/order-support">http://www.dell.com/support/incidents-online/us/en/04/email/order-support</a> 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
<p><b>(02) Durabook Americas</b></p> <p>48329 Fremont Blvd, Fremont, CA 94538</p> <p><b>Ben Baum</b> Vice President of Sales <a href="mailto:Ben.baum@durabookamericas.com">Ben.baum@durabookamericas.com</a> Phone: 510-492-0828</p> <p><b>Jerry Tsai</b> Technical Point of Contact <a href="mailto:Jerry.Tsai@durabookamericas.com">Jerry.Tsai@durabookamericas.com</a></p>	<p><b>1) GovConnection, Inc.</b></p> <p>Local Primary Representative for Inside Sales for State and Local Governments: <b>Robert Bush</b> <a href="mailto:Robert.bush@connection.com">Robert.bush@connection.com</a> 800-800-0019 Ext. 33059</p> <p>Local Primary Representative for Outside Sales for State and Local Governments: <b>Nichole Price</b> <a href="mailto:Nichole.Price@connection.com">Nichole.Price@connection.com</a> 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><b>Laura Woudstra</b> <a href="mailto:Laura.woudstra@connetion.com">Laura.woudstra@connetion.com</a> 800-800-0019 Ext. 75550</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:robert.bush@connection.com">robert.bush@connection.com</a></p> <p><b>2) IT1 Source LLC.</b></p> <p><b>Primary Representative:</b> <b>Steve Morberg</b> <a href="mailto:Steve.morberg@it1.com">Steve.morberg@it1.com</a> 480-676-3524</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:Steve.morberg@it1.com">Steve.morberg@it1.com</a></p>	<p><b>3) Lenovo</b></p> <p><b>Primary Representative:</b> <b>Tanika Melvin</b> <a href="mailto:tmelvin@lenovo.com">tmelvin@lenovo.com</a> 919-874-2931</p> <p>Local Primary Representative for Outside Sales for State and Local Governments: <b>Ryan Rand</b> <a href="mailto:rrand@levovo.com">rrand@levovo.com</a> 919-986-9349</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:Service@durabookamericas.com">Service@durabookamericas.com</a></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
<p><b>(03) Getac Inc.</b></p> <p>15495 Sand Canyon Drive Suite 350, Irvine, CA 92618</p> <p><b>Tammy Tubbs</b> Capture Manager Office: 949-681-2926 Mobile: 949-217-8939 tammy.tubbs@getac.com</p> <p><b>Eric McKee</b> Reginal Sales Manager Southeast Central Office: 949-681-2996 Mobile: 949-230-9471 Eric.mcke@getac.com</p> <p><b>Michael Kirsch</b> Technical Lead Office: 949-308-8914 Michael.kirsh@getac.com</p>	<p><b>1) Brite</b> <i>(Upstate Wholesale Supply DBA Brite)</i></p> <p><b>Primary Representative:</b> <b>Lindsey Cooksey</b> <a href="mailto:lcooksey@brite.com">lcooksey@brite.com</a> 585-869-6037</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:support@brite.com">support@brite.com</a></p> <p><b>2) Brooks Network Services</b></p> <p>Local Primary Representative for Inside Sales for State and Local Governments. Local Representative for Academic Sales (K-12 Local Education Authorities): <b>Primary Representative:</b> <b>Steve Brooks</b> <a href="mailto:sbrooks@brooksnetworkservices.com">sbrooks@brooksnetworkservices.com</a> 336-270-5895</p> <p>Local Primary Representative for Outside Sales for State and Local Governments. Local Representative for Academic Sales (Higher Education): <b>Primary Representative:</b> <b>Rick Sed</b> <a href="mailto:rick@brooksnetworkservices.com">rick@brooksnetworkservices.com</a> 336-419-0038</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:sbrooks@brooksnetworkservices.com">sbrooks@brooksnetworkservices.com</a></p> <p><b>3) GovDirect</b></p> <p><b>Primary Representative:</b> <b>Brian Robbins</b> <a href="mailto:brobbins@govdirect.com">brobbins@govdirect.com</a> O: 402-323-4811 M: 704-795-8645</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:GetacSupport_US@getac.com">GetacSupport_US@getac.com</a> 866-394-3822</p>	<p><b>4) Bullins-Guynn, Inc.</b> <i>(DBA Preferred Communications)</i></p> <p><b>Primary Representative:</b> <b>Michael Headspeth</b> <a href="mailto:Michael.Headspeth@satstar.com">Michael.Headspeth@satstar.com</a> <b>(919) 575-4600 ext. 22</b></p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:GetacSupport_US@getac.com">GetacSupport_US@getac.com</a> 866-394-3822</p> <p><b>5) PCN Strategies Inc.</b></p> <p><b>Primary Representative:</b> <b>Sean Rosinbum</b> <a href="mailto:Sean.r@pcnstrategies.com">Sean.r@pcnstrategies.com</a> 202-270-1480</p> <p>Customer Services / Technical / Warranty Support: <a href="mailto:GetacSupport_US@getac.com">GetacSupport_US@getac.com</a> 866-394-3822</p>

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

**CONTRACT HISTORY:**

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.