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

Statewide IT Contract Number	**204A - Microcomputers, Peripherals, and Related Services**
Bid / Solicitation Number	ITS-400203
Contract Award Type	MANDATORY
Current Effective Dates	August 1, 2017 through September 30, 2027 **One (1) one-year renewal option**
Contract Administrator	Beverly Satterfield Email: beverly.satterfield@nc.gov Tel: 919-754-6614

This contract can now be accessed via NC E-Procurement @ Your Service. If you are a user of this system, click https://buyer.ncgov.com/Ariba

SCOPE

1. The Department of Information Technology created this statewide term contract to provide a list of qualified Vendors for Agencies across the State to purchase microcomputers, associated peripherals, and value-added services, with options to purchase additional maintenance and support. This contract is limited to microcomputers that operate Microsoft Windows, Chrome, and Android operating systems. Vendors shall only offer Agencies items listed in Table 1 under this contract. NCDIT Contract Administrator may remove a Vendor from this contract, if this Vendor offers Agencies, under this contract, items that are not listed in Table 1.

2. The 204A Statewide Term Contract is limited to items listed in Table 1:

Microcomputer Segment	Segment Description
Desktop Units	Traditional Personal Computers, Fixed Workstations, “All-in-Ones”, and Thin Clients with a conventional chassis, tower, mini-tower, or small form factor case
Portable Units	Laptops, Notebooks, Chromebooks, Ultra-Portable, Mobile Workstations, and other easily transportable devices with fixed displays and keyboards
2-in-1 Units	Device that can function in a traditional ‘clam-shell’ laptop configuration or as a light weight, touch screen tablet through a conversion using an integrated or detachable keyboard and mouse/trackpad
Tablet Units	Extremely portable solid state computing devices primarily characterized by a single touch screen input mechanism; may or may not include an attachable keyboard

Microcomputer Segment	Segment Description
Peripheral Components	Peripherals must be able to attach to, work with, and be supported by, the Desktop Units, the Portable Units, the 2-in-1 Units, the Tablet Units, and the architecture described elsewhere herein. Peripherals must be present with the general offerings of the manufacturer, and as such, normally available from the manufacturer represented. Peripherals considered within the scope of this contract are monitors, input devices (keyboards, mice), docking stations, memory, hard drives, laptop cases, etc. Peripheral Options (procured by themselves) may be purchased under this contract in amounts up to **$25,000**. It is not mandatory to use this contract for peripheral only purchases.
Value-Added Services	Mandatory Value-Added Services related to Microcomputers that Vendor shall provide are Basic Imaging, Asset Tagging, and Basic Installation. Vendor may provide additional Value Added Services as options, which may include but are not limited to, managed logistics / staggered delivery, bulk packaging, move / add / change services, data migration services, end user training, and end of life disposal / recycling services. For optional Value Added Services, Vendor and Agency shall develop a mutually agreed upon written Statement of Work subject to the terms and conditions of this contract to describe in detail that Value Added Services being provided by the Vendor to the Agency and the specific pricing for these Value Added Services.

Table 1: Scope of 204A Statewide Term Contract for microcomputers, associated peripherals, and value added services

3. This contract **does not include** the following products:

- Mobile Ruggedized Computers (see IT Statewide Term Contract 204B)
- Server Units – Rack-mounted, blades and tower models (see IT Statewide Term Contract 204X)
- Itanium, SPARC, or Power Series (aka UNIX) Workstations/Servers and Peripheral Components (see IT Statewide Term Contract 204X)
- Smartphones, handhelds, and other portable client devices that require cellular broadband services to provide intended functionality
- Printers and Printer Peripheral Components (see IT Statewide Term Contract 204D)
- Digital Cameras
- Hubs, Routers and Switches
- Uninterruptible Power Systems (UPS) and Surge Protectors
- Projectors
- Software (other than OEM version of operating system and system drivers and tools)

This contract is a **MANDATORY** Statewide Term Contract, with approved exceptions, for the use of **Executive Branch State Agencies**. For non-Executive Branch State Agencies this is a Convenience Contract, available, but not mandatory to those entities permitted by law to use this contract. Such entities presently include the North Carolina University System and its member campuses, instructional components of the Department of Public Instruction, instructional components of the North Carolina Community College System, and local (municipal and county) governments.

Agencies with the need to acquire services related not covered by this contract are required to follow the State of North Carolina IT procurement rules, consistent with 09 N.C.A.C. 06 A& B and established procedures of the Department of Information Technology (DIT).

There is no minimum order size or spending limit on this contract.

VOLUME PURCHASING INITIATIVE

The State's Volume Purchasing Initiative for microcomputers and related peripherals is provided under this Statewide Term Contract. Please visit DIT's Bulk Purchasing page for more information about this cost-saving program.

ABNORMAL QUANTITY

Any request that exceeds **$75,000** must be reviewed and approved by the Statewide IT Procurement Office before a Purchase Order can be issued.

For NC eProcurement Users, the system will automatically add the appropriate NCDIT Approvers and the Statewide IT Procurement Office to your Approval Flow.

For Non-NC eProcurement Users, you must email your request (including the Vendor quote and your documentation) to the following address:

> To: Submit2.StatewideIT@its.nc.gov
> (Please include "Abnormal Quantity Request STC 204A" in the subject line of the email).

The Statewide IT Procurement Office, in consultation with the procuring Agency, may process the request in one or more of the following ways:

1. Purchase may be authorized at current pricing with current Vendor(s)
2. Additional discounts from current pricing level may be negotiated with current vendor(s) or approved resellers
3. A separate Invitation for Bids may be issued for the requirement
4. The request may be included in the next scheduled Volume Purchasing Initiative

VENDOR CONTACT INFORMATION

Table 2 contains the awarded Vendors' Ordering Address and Contact information. Orders shall be issued directly to the respective Vendor. To address service or pricing questions, please contact the Vendors listed below.

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
CDW-G **(FOR ACER PRODUCTS)**	Direct	230 N. Milwaukee Ave. Vernon Hills, IL 60061 Phone: 800-808-4239 **Contract Management** Nelson Narciso Email: nelsnar@cdw.com Fax: 847-465-6800	**Inside Sales for State and Local Governments** Joseph R. Barese III Email: josebar@cdw.com Phone: 866-819-6497 Michael Karpman – **State and Local Sales Manager** Email: michkar@cdw.com Phone: 877.898.8153 **Outside Sales for State and Local Governments** Leslie Smith Email: leslie.smith@cdwg.com Phone: 919-667-4821 **Academic Sales (K-12 Local Education Authorities)** Ashley Pratt Email: ashlpra@cdw.com Phone: 866-819-6496 **Academic Sales (Higher Education)** Greg Henderson Email: greghen@cdw.com Phone: 540-494-2151
Dell	Direct	One Dell Way RR8-MS-8741 Round Rock, TX 78682 Phone: 800-981-3355 Fax: 512-283-8421	**Inside Sales – State and Local Governments** John Beck Email: John.Beck@Dell.com Phone: (512) 720-4585 **Outside Sales – State Governments** Vincent Occhipinti Email: vincent.occhipinti@dell.com Phone: (919) 601-7482 **Outside Sales – Local Governments** Vincent Occhipinti Email: vincent.occhipinti@Dell.com Phone: 919-601-7482 **Academic Sales – K-12** Tricia Gray Email: tricia.gray@dell.com Phone: 301-256-6246 **Academic Sales – Higher Education** Anthony Jenkins Email: anthony.jenkins@dell.com Phone: 919-264-9235 **Customer Service / Technical / Warranty Support** Website: www.dell.com Email: https://www.dell.com/support/home/en-us Phone: 800-766-3355 Fax: 512-283-0526

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
Dell	SHI International Corp.	290 Davidson Avenue Somerset, NJ 08873 Phone: 888-764-8888	**Sales – State and Local Government, Education** SHI Carolina Team - QUOTING Email: carolinateam@shi.com Phone: 800-211-0831 **Outside Sales – State Agencies** Todd Enter Email: Todd_Enter@shi.com Phone: 336-254-3197 Carly Higginbotham Email: Carly_Higginbotham@shi.com Phone: 919-219-7355 **Outside Sales – Local Government (Raleigh Area)** Jackson Ling Email: Jackson_Ling@shi.com Phone: 910-705-7183 **Outside Sales – Local Government (Charlotte Area)** Justin Hansen Email: Justin_hansen@shi.com Phone: 704-300-9126 **Sales – Education** David Burak Email: david_burak@shi.com Phone: 704-400-3023 Corey Boyd Email: Corey_Boyd@SHI.com Phone: 678-571-9796
	Tiber Creek Consulting	10130 Mallard Creek Road Suite 300 Charlotte, NC 28262 Phone: 704-996-3718 Fax: 704-944-3101	**Inside Sales for State and Local Governments** Keith Bond Keith.bond@tibercreek.com Phone: 704-441-5405 **Outside Sales for State and Local Governments** David Lloyd David.lloyd@tibercreek.com Phone: 704-996-3718 **Academic Sales (K-12 Local Education Authorities)** Donald Junker don.junker@tibercreek.com Phone: 704-685-2479 **Academic Sales (Higher Education)** Jennifer Hillesland Jennifer.hillesland@tibercreek.com Phone: 704-614-0742
	Davenport Group	104 Belfast Avenue Lewisburg, TN 37091 Phone: 877-231-9114	**Sales for State & Local Govt. and Education** Brandon Cole bcole@davenportgroup.com Phone: 704-458-2277

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
Dell	United Data Technologies, INC.	2900 Monarch Lakes Boulevard, Suite 300 Miramar, FL 33027 Phone: 954-308-5100 Fax: 954-432-5203	**Inside Sales for State and Local Governments** Randy Silcox Phone: 800-882-9919 615-481-1810 Email: rsilcox@udtonline.com **Outside Sales for State and Local Governments and Academic Sales (Higher Education)** Sam Lucchese Phone: 919-610-5328 800-882-9919 Email: slucchese@udtonline.com **Academic Sales (K-12 Local Education Authorities)** Sam Lucchese Phone: 800-882-9919 919-610-5328 Email: slucchese@udtonline.com **Inside Sales for K-12** Sam Lucchese Phone: 800-882-9919 919-610-5328 Email: slucchese@udtonline.com
	Sidepath, Inc.	22892 Mill Creek Laguna Hills, CA 92653 Phone: 949-748-8700 Fax: 949-748-8706	**Inside Sales for State and Local Governments** Kristen Norem Phone: 949-403-8074 Email: kristen@sidepath.com **Outside Sales for State and Local Governments and Academic Sales (Higher Education)** Krunal Patel Phone: 949-396-3743 Email: krunal@sidepath.com **Academic Sales (K-12 Local Education Authorities)** Krunal Patel Phone: 949-396-3743 Email: krunal@sidepath.com **Inside Sales for K-12** Krunal Patel Phone: 949-396-3743 Email: krunal@sidepath.com

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
HP	Direct	3800 Quick Hall Road Bldg. 2, Suite 100 Austin, TX 78728 Fax: 800-825-2329 Email: Email: ORDERS-PROCESSING-USA@hp.com	**Outside Sales for State & Local Government, K-12, & Higher Education** Mason Dorsett mason.dorsett@hp.com Phone: 919-255-8622 **Order Status Questions** directsledeast@hp.com **Customer Service / Technical / Warranty Support** Website Address: www.support.hp.com Phone: 800-334-5144
	Applied Data Technologies	8515 Crown Crescent Ct. Charlotte, NC 28227 Phone: 800-267-1419 Fax: 704-847-3077	**Inside Sales for State and Local Government** Jennifer Clabeaux Jennifer.Clabeaux@applieddatatech.com Phone:704-847-3000 Fax: 704-847-3077 **Outside Sales for State and Local Government** Terri Barnes Terri.Barnes@Applieddatatech.com Phone: 704-847-3000 Fax: 704-847-3077 **Academic Sales (K-12) Local Education Authority)** Lisa Windle LisaWindle@applieddatatech.com Phone: 704-847-3000 Fax: 707-847-3077 **Academic Sales (Higher Education)** Terri Barnes TerriBarnes@applieddatatech.com Phone: 704-847-3000 Fax- 704-847-3077

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
HP	CDWG	230 N. Milwaukee Ave. Vernon Hills, IL 60061 Phone: 800-808-4239 Fax: 847-465-6800	**Inside Sales for State and Local Governments** Joseph R. Barese III Email: josebar@cdw.com Phone: 866-819-6497 Michael Karpman – **State and Local Sales Manager** Email: michkar@cdw.com Phone: 877.898.8153 **Outside Sales for State and Local Governments** Leslie Smith Email: leslie.smith@cdwg.com Phone: 919-667-4821 **Academic Sales (K-12 Local Education Authorities)** Ashley Pratt Email: ashlpra@cdw.com Phone: 866-819-6496 **Academic Sales (Higher Education)** Greg Henderson Email: greghen@cdw.com Phone: 540-494-2151
	Netcom Business Solutions, Inc.	2900 Village Drive Fayetteville, NC 28304 Phone: 888-638-8880 Fax: 910-486-4937	**Sales for State and Local Government, Education** Todd Jordan Email: TJordan@netcombsi.com Phone: 910-486-5040 Fax: 910-486-4937 Jonathan Moseley Email: jonathan@netcombsi.com Phone: 910-486-5040
	Trafera LLC	2550 University Ave. W. Ste 315-S St. Paul, MN 55114 Fax: 651-888-7922	**Sales – State and Local Government, Education** Ryan Lapadat Email: Ryan.Lapadat@trafera.com Phone: 651-888-7922

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
	Vivacity Tech Pbc	641 Fairview Ave N Ste 150 St Paul, MN, 55104	**Sales – State and Local Government, Higher Education** Bo Patterson Email: Bpatterson@vivacitytech.com Phone: 877-731-2069 **Academic Sales (K-12)** Ryan Heineman Email: Ryan@vivacitytech.com Phone: 877-731-2069 Megan Lokuta Email: Megan@vivacitytech.com Phone: 877-731-2069 Chelsi Rhodes Email: Crhodes@vivacitytech.com Phone: 877-731-2069
Lenovo	Direct	8001 Development Drive Morrisville, NC 27560 Phone: 855-253-6686 Fax: 855-515-1782 **Contract Manager**: Kenneth Stephens kstephens@lenovo.com	**Inside Sales for State and Local Governments** Tanika Melvin tmelvin@lenovo.com Phone: 919-874-2931 **Outside Sales for State and Local Governments** Ryan Rand rrand@lenovo.com Phone: 919-986-9349 **Academic Sales (K-12)** Ryan Hansen rhansen@lenovo.com Phone: 704-773-9212 **Academic Sales (Higher Education)** Lora Eckler leckler@lenovo.com Phone: 301-919-5018 **Customer Service / Technical / Warranty Support** Website Address: http://support.lenovo.com/en_US/ Email Address: Please use the “Contact Us” link on the Support Webpage Phone: 800-426-7378

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
Lenovo	Lockstep Technology Group, LLC	190 Technology Pkwy NW Suite 125 Phone: 678-444-4590	**Inside Sales for State and Local Governments & Academic Sales** John Ulmer John.ulmer@lockstepgroup.com Phone: 864-609-3073 **Outside Sales for State and Local Governments & Academic Sales** Chris Turpin Chris.turpin@lockstepgroup.com Phone: 704-770-1659 **Local Representative for Academic Sales (K-12 Local Education Authorities)** Kelley Turpin Kelley.turpin@lockstepgroup.com 704-517-3002 **Local Representative for Academic Sales (Higher Education)** Michael Davis Michael.davis@lockstepgroup.com 404-259-5641
	CDWG	230 N. Milwaukee Ave. Vernon Hills, IL 60061 Phone: 800-808-4239 Fax: 847-465-6800	**Inside Sales for State and Local Governments** Joseph R. Barese III Email: josebar@cdw.com Phone: 866-819-6497 Michael Karpman – **State and Local Sales Manager** Email: michkar@cdw.com Phone: 877.898.8153 **Outside Sales for State and Local Governments** Leslie Smith Email: leslie.smith@cdwg.com Phone: 919-667-4821 **Academic Sales (K-12 Local Education Authorities)** Ashley Pratt Email: ashlpra@cdw.com Phone: 866-819-6496 **Academic Sales (Higher Education)** Greg Henderson Email: greghen@cdw.com Phone: 540-494-2151

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
	GovConnection, Inc. dba Connection Public Sector Solutions	2275 Research Blvd. Suite 360 Rockville, MD 20850	**Inside Sales – State and Local Governments, Education** Bill Fleckenstein Email: bill.fleckenstein@connection.com Phone: 800-800-0019, Ext. 34242 **Outside Sales – State and Local Governments** Wayne Kassouf Email: wayne.kassouf@connection.com Phone: 800-800-0019, Ext. 77228
	Trafera, LLC	2550 University Ave. W. Ste 315-S St. Paul, MN 55114	**Sales – State and Local Government, Education** Ryan Lapadat Email: Ryan.Lapadat@trafera.com Phone: 651-888-7922
	Y&S Technologies	383 Kingston Ave. Ste. 357 Brooklyn, NY 11213	**Sales – State and Local Government, Education** Saul Finck Email: saul@yandstech.com Phone: 718-473-0284, Ext. 203 Mordy Finck Email: mordy@yandstech.com Phone: 888-491-8910, Ext. 200
Microsoft Corporation	Direct	Orders should be placed with Authorized Resellers listed below **Contract Manager**: Tamra McKee tamramckee@velatrio.com	**Senior Surface Specialist | US State & Local Government – Southeast Region** Trevor Ferguson Email: tferguson@microsoft.com Phone: 919-754-6619 Mobile: 1 (425) 538-5061 **Surface Specialist | Education** Eric Davis Email: eric.davis@microsoft.com Phone: 919-259-4599

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	Applied Data Technologies	8515 Crown Crescent Ct. Charlotte, NC 28227 Phone: 800-267-1419 Fax: 704-847-3077	**Inside Sales for State and Local Government** Jennifer Clabeaux Jennifer.Clabeaux@applieddatatech.com Phone:704-847-3000 Fax: 704-847-3077 **Outside Sales for State and Local Government** Terri Barnes Terri.Barnes@Applieddatatech.com Phone: 704-847-3000 Fax: 704-847-3077 **Academic Sales (K-12) Local Education Authority)** Lisa Windle LisaWindle@applieddatatech.com Phone: 704-847-3000 Fax: 707-847-3077 **Academic Sales (Higher Education)** Terri Barnes TerriBarnes@applieddatatech.com Phone: 704-847-3000 Fax- 704-847-3077
Microsoft Corporation	SHI International Corp.	290 Davidson Avenue Somerset, NJ 08873 Phone: 888-764-8888	**Sales – State and Local Government, Education** SHI Carolina Team - QUOTING Email: carolinateam@shi.com Phone: 800-211-0831 **Outside Sales – State Agencies** Todd Enter Email: Todd_Enter@shi.com Phone: 336-254-3197 Carly Higginbotham Email: Carly_Higginbotham@shi.com Phone: 919-219-7355 **Outside Sales – Local Government (Raleigh Area)** Jackson Ling Email: Jackson_Ling@shi.com Phone: 910-705-7183 **Outside Sales – Local Government (Charlotte Area)** Justin Hansen Email: Justin_hansen@shi.com Phone: 704-300-9126 **Sales – Education** David Burak Email: david_burak@shi.com Phone: 704-400-3023 Corey Boyd Email: Corey_Boyd@SHI.com Phone: 678-571-9796

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor/Reseller Contact Information
	CDWG	230 N. Milwaukee Ave. Vernon Hills, IL 60061 Phone: 800-808-4239 Fax: 847-465-6800	**Inside Sales for State and Local Governments** Joseph R. Barese III Email: josebar@cdw.com Phone: 866-819-6497 Michael Karpman – **State and Local Sales Manager** Email: michkar@cdw.com Phone: 877.898.8153 **Outside Sales for State and Local Governments** Leslie Smith Email: leslie.smith@cdwg.com Phone: 919-667-4821 **Academic Sales (K-12 Local Education Authorities)** Ashley Pratt Email: ashlpra@cdw.com Phone: 866-819-6496 **Academic Sales (Higher Education)** Greg Henderson Email: greghen@cdw.com Phone: 540-494-2151
Microsoft Corporation	Microsoft Store	One Microsoft Way Redmond, WA 98052 Phone: 866-425-4709 Fax: 425-658-4951	**Sales – State and Local Government, Education** Microsoft Sales Excellence Team Email: rdscommercialna@microsoft.com Phone: 866-425-4709

Table 2: Awarded Vendor's Address and Assigned Contact Information

PRICING

See Table 3 below for minimum discounts off MSRP by Vendor by Segment / Sub-Segment. To obtain specific pricing, go to NC E-Procurement @ Your Service and use the vendors' Punchout Catalogs in E-Procurement.

Minimum Discount % Off MSRP						
Segment	**Sub-Segment**	**CDW-G**	**Dell**	**HP**	**Lenovo**	**Microsoft**
Desktop Units	Desktops	4%	14%	12%	34%	
	Fixed Workstations	4%	14%	22%	34%	
	All-In-Ones	4%	14%	12%	34%	
	Thin Clients	4%	14%	16%	34%	
	Value Models	N/A	14%	1%	3%	
Portable Units	Laptops	4%	14%	12%	34%	8%
	Notebooks	4%	14%	12%	34%	
	Chromebooks	4%	14%	8%	34%	
	Mobile Workstations	4%	14%	18%	34%	
	Ultra-Portables	4%	14%	13%	34%	
	Value Models	N/A	14%	1%	3%	
2-in-1 Units	2-in-1s	4%	3%	16%	34%	8%
	Value Models	N/A	3%	1%	3%	
Tablet Units	Tablets	4%	3%	13%	34%	8%

Minimum Discount % Off MSRP						
Segment	**Sub-Segment**	**CDW-G**	**Dell**	**HP**	**Lenovo**	**Microsoft**
	Value Models	N/A	3%	1%	3%	
Peripherals	Monitors	4%	5%	10%	6%	
	Value Models (Monitors)	N/A	5%	1%	3%	
	Docking Stations	4%	5%	19%	20%	12%
	Input Devices	4%	5%	19%	20%	
	Memory	4%	5%	19%	20%	
	Hard Drives	4%	5%	19%	20%	
	Carrying Cases	4%	5%	19%	20%	
	Cables	4%	5%	19%	20%	
	All Other Peripherals	4%	5%	19%	20%	12%
Extended / Upgraded Warranties	Desktop Units	4%	17%	20%	20%	
	Portable Units	4%	17%	20%	20%	12%
	2-in-1 Units	4%	17%	20%	20%	12%
	Tablets	4%	17%	20%	20%	12%
	Monitors	4%	17%	20%	20%	
Maintenance / Support Services	Desktop Units	4%	17%	20%	20%	
	Portable Units	4%	17%	20%	20%	
	2-in-1 Units	4%	17%	20%	20%	
	Tablets	4%	17%	20%	20%	
	Monitors	4%	17%	20%	20%	

Table 3: Minimum Discount % Off MSRPs

Vendor may provide more favorable terms to the State for these items at any time during the contract.

If, during the life of this contract, a Manufacturer directly offers any special price incentives beyond what Vendors agreed to provide under this Statewide Term Contract, whether temporary or permanent, then the Vendors must make such special pricing available to all Agencies eligible to purchase from the contract.

TRANSPORTATION CHARGES

Transportation shall be **FOB Destination,** unless otherwise specified in the solicitation document or purchase order. Freight, handling, charges for pallets, charges for special shipping requirements and distribution charges shall be included in the total price of each item. Any additional charges included on the invoice shall not be honored for payment, unless authorized by change order by the Agency. In cases where parties other than the Vendor ship materials against this order, the shipper shall be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. Complete packing lists shall accompany each shipment.

DELIVERY

Vendor will complete delivery within twenty-one (21) consecutive calendar days after receipt of a Purchase Order.

RETURN OF MERCHANDISE

A Microcomputer device or related peripheral that is not performing per the specification in this IFB may be returned to the Vendor without penalty if a resolution is not achieved within thirty (30) calendar days at no additional cost to the State. Vendor shall not charge any restocking fee for unopened Microcomputer devices or related peripherals that are returned within thirty (30) calendar days of delivery date.

WARRANTY

The Vendors warrant that all equipment furnished under this contract will be new, of good material and workmanship. The warranty will be for a minimum period of twelve (12) months from date equipment is put into operation. Such replacement shall include all parts, labor, and transportation cost to the location where equipment is down, free of any charge to the owner or his representative.

EXTENDED WARRANTIES/SERVICE OPTIONS

Extended and/or Upgraded warranty service options to include quicker resolution of hardware problems, after hour support, etc. may be offered. Contact Vendor for Extended/Upgraded Warranty information on specific computer models.

ENVIRONMENTAL PROGRAMS

All Desktops, Portable Units, and Monitors offered under this contract shall meet or exceed the EPA Energy Star Requirements and shall meet or exceed the EPEAT Silver requirements.

TAXES

The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this contract. Applicable State or local sales taxes shall be invoiced as a separate item.

VALUE ADDED SERVICES

Contract related value-added services may be provided by the Vendors. Value added services may be, but are not limited to, training, installation, asset tagging or imaging. These additional services will be negotiated by the Agency with the contract holder in accordance with IT Policies and Procedures. The Agency is responsible for reviewing and amending, if necessary, the scope of work prior to order placement.

Table 4 contains a list of maximum pricing for certain Value-Added Services offered by the Vendors. Pricing is per unit cost for desktop or portable devices. Agencies may negotiate lower pricing with the Vendors depending upon the size and scope of the services needed for a specific procurement.

Value Added Service	CDW-G	Dell	HP Inc	Lenovo	Microsoft
Basic Imaging	$25.00	$18.00	$10.00	$19.00	TBD – contact reseller
Asset Tagging	$5.00	$15.00	$5.00	$6.00	TBD – contact reseller
Basic Installation	$188.00	$145.00	$65.00	$65.00	TBD – contact reseller

Table 4: Value Added Services Not to Exceed Pricing per Unit

HISTORY

2026-09-30: Updated Microsoft contact information.
Updated CDW-G contact information.
2026-08-18: Updated Microsoft contact information.
2026-07-30: Updated Microsoft contact information. Replaced Tamra McKee with Chase Bennett.
2026-04-14: Updated Lenovo Contract Manager information.
2026-02-13: Updated Dell contact information.

2025-12-19: Updated reseller information. Took out Dell - CDW and add back in Davenport Group.
2025-10-06: Updated Microsoft contact information. Replaced Gage Anderson with Trevor Ferguson.
2025-09-22: Reseller Davenport replaced with Sidepath.
2025-09-18: Reseller Data Networks of America replaced with United Data Technologies.
2025-09-09: Change reseller name Bridgetek Solutions to Lockstep Technology Group.
2025-04-21: Updated Lenovo Account Contact information from Wilburn Oziogu to Coco Peterson.
2025-03-06: Updated Lenovo contact information. Removed SHI International Corp. as Lenovo authorized 204A reseller. Added GovConnection, Inc. dba Connection Public Sector Solutions as a Lenovo authorized 204A reseller.
2024-11-05: Updated Contract Administrator to Beverly Satterfield from Debbie Patterson. Removed JD Williams as HP Account Contact.
2024-08-08: Updated link to Microsoft 204A website
2024-07-29: Exercised second one-year renewal option under Amendment 1. Updated Netcom Business Solutions, Lenovo, and Microsoft contact information.
2024-04-09: Updated Microsoft contact information
2024-03-27: Updated Dell contact information.
2024-01-29: Updated CDWG contact information
2024-01-12: Added Vivacity Tech Pbc as HP authorized 204A reseller.
2023-08-29: Updated SHI contact information.
2023-06-22: Updated HP contact information. Updated Abnormal Quantity Request procedures.
2023-05-09: Exercised one-year renewal option under Amendment 1. Updated Dell, HP, Netcom Business Solutions, and SHI contact information.
2023-03-20: Updated Microsoft Store contact email.
2023-03-16: Updated HP contact information.
2023-02-09: Updated CDWG contact information
2023-02-01: Removed BridgeTek Solutions as HP 204A reseller.
2023-01-20: Updated Lenovo contract administrator
2022-09-30: Updated Microsoft Store contact info.
2022-08-03: Updated CDWG contact info.
2022-07-13: Updated Dell contact info.
2022-06-10: Added Trafera LLC as HP authorized 204A reseller.
2022-06-07: Issued Amendment 1 to STC 204A extending contract for one year with two (2) additional one year renewal options. Updated CDWG, HP, Data Networks of America, SHI contact information. Removed World Wide Technology, LLC as HP 204A reseller.
2022-04-25: Updated CDWG contact info.
2022-04-18: Updated SHI contact info.
2022-04-07: Updated SHI contact info.
2022-03-02: Updated Abnormal Quantity Request email address.
2022-01-26: Updated Dell contact info.
2022-01-05: Updated Y&S Technologies contact info.
2021-12-28: Added Y&S Technologies as Lenovo 204A reseller.
2021-12-15: Removed Carolinas IT dba as Logically as Lenovo 204A reseller.
2021-12-10: Updated Lenovo Contract Manager information.
2021-10-07: Added Data Networks of America, Inc. as Dell 204A reseller and removed Presidio Networked Solutions LLC as Dell 204A reseller.
2021-08-24: Added Applied Data Technologies as Microsoft 204A reseller.
2021-07-08: Exercised second one-year renewal option. Updated CDWG contact information. Dell updated contact information. Updated SHI contact information.
2021-06-15: Updated Lenovo contact information.
2021-06-14: Changed name of Lenovo 204A reseller from FireFly to Trafera, LLC.
2021-04-14: Removed ePlus as Lenovo 204A reseller and added BridgeTek Solutions LLC as Lenovo reseller. Updated Lenovo Contract Manager information.
2021-03-25: Updated Abnormal Qty. instructions.
2020-12-29: Added link to Microsoft 204A website.

2020-11-23: Microsoft Corporation awarded as 204A vendor through 2020 Open Enrollment bid IFB 400203-002. Microsoft added CDWG, SHI, and Microsoft Store as Microsoft 204A resellers.
2020-11-05: Removed Alphanumeric Systems as Lenovo 204A reseller. Added FireFly Computers as Lenovo 204A reseller. Updated Dell contact information.
2020-10-06: Removed SCW as HP 204A reseller; Added World Wide Technology, LLC as HP 204A reseller.
2020-08-24: Updated SCW contact information.
2020-08-17: Updated Dell contact information. Updated SHI contact information.
2020-07-10: Updated Carolinas IT name to Carolinas IT, dba Logically.
2020-07-07: Updated SHI contact information.
2020-06-25: Updated Alphanumeric, ePlus, Davenport Group, and SHI contact information. Updated Lenovo ordering address. Exercised first one-year renewal option on contract.
2020-06-08: Updated CDWG contact information.
2020-04-17: Updated Presidio contact information.
2020-04-06: Updated Dell contact information
2020-01-14: Updated CDWG contact information
2019-11-18: Added Presidio Networked Solutions and SHI as Dell 204A resellers.
2019-10-21: Updated Lenovo contact information.
2019-07-24: Updated HP contact information.
2019-04-17: Updated Lenovo contact information.
2019-03-20: Updated Lenovo contact information
2019-02-05: Removed inactive link to E-Procurement
2018-11-06: Added BridgeTek Solutions as HP 204A reseller. Removed United Data Technologies
2018-10-25: Updated HP contact info.
2018-07-30: Updated Dell contact info.
2018-06-19: Updated Lenovo contact info.
2018-04-05: Updated Dell contact info.
2018-02-13: Added Davenport Group as Dell 204A reseller.
2018-01-31: Updated Lenovo contact information.
2018-01-23: Added ePlus as Lenovo 204A reseller and removed SCW as Lenovo 204A reseller; Added CDWG and Tiber Creek Consulting as Dell 204A reseller.
2017-12-22: Added CDWG as Lenovo 204A reseller.
2017-09-29: Added SCW as Lenovo 204A reseller.
2017-09-18: Updated Lenovo contact info.
2017-09-13: Added CDWG, Southern Computer Warehouse, and United Data Technologies, Inc. as HP 204A resellers
2017-08-22: Updated HP contact info.
2017-08-03: Updated HP contact info.
2017-08-11: Updated Dell contact info.