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

Statewide IT Contract Number	**939A – IT Hardware Third Party Maintenance Services**
Bid / Solicitation Number	ITS-400257
Contract Award Type	CONVENIENCE
Current Effective Dates	**September 22, 2025 through September 21, 2027**
Contract Administrator	Sandra Rosser Email: sandra.rosser@nc.gov Tel: 919-754-6672

SCOPE

This IT Statewide Term Contract provides a list of qualified Vendors for Agencies across the State to purchase IT Hardware Third Party Maintenance Services for servers, storage, and networking equipment (see Table 1).

IT Hardware Segment	Segment Description	Representative OEMs
Servers	Physical Servers, Virtual Servers, Gateways, Terminals	Cisco, Dell, Fujitsu, HP, IBM, Lenovo, Oracle
Storage	Tape, Flash, Switches, Backup, Controller, Enterprise Array, Enterprise Storage SAN and NAS Array, IPS, Platform Appliance	Brocade, Dell, EMC, Hitachi, HP, IBM, NetApp, Oracle, StorageTek, Virtual Instruments
Networking Equipment	Switches, Hubs, Firewalls, Load Balancers, Gateways, LAN / WAN, Routers, Security Appliances, Network Appliances, Video Conferencing Hardware, Session Border Controllers, VPN Equipment, Wireless Access Points, Uninterruptible Power Supply Equipment	Aerohive, Avaya, Cisco, F5, Oracle

Table 1: Scope of 939A IT Statewide Term Contract

This contract is a **CONVENIENCE** Statewide Term Contract, for the use of Executive Branch State Agencies. For non-Executive Branch State Agencies, this is also 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.

VENDOR CONTACT INFORMATION

Table 2 contains the awarded Vendors' Ordering Address and Assigned 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 Name	Ordering Address	Vendor Contact Information
Park Place Technology	747 Alpha Drive Cleveland, OH 44143 Phone: 877-778-8707	Jagger Gestson Director of Sales Mobile: 704-200-6638 jgestson@parkplacetech.com Dylan Vonada Account Manager Direct: 704-286-9124 dylan.vonada@parkplacetech.com **Customer Service / Technical / Warranty Support** Website Address: www.parkplacetechnologies.com Email Address: Support@parkplacetech.com
Service Express, LLC.	3855 Sparks Dr., SE Grand Rapids, MI 49546 Phone: 800-940-5585	Tim Arpin Director of Sales Direct: 203-927-9022 tarpin@serviceexpress.com Nick Liebl Account Manager Direct: 980-451-8319 nliebl@serviceexpress.com **Customer Service / Technical / Warranty Support** Website Address: www.serviceexpress.com Email: customersupport@serviceexpress.com

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

PRICING

Since each Agency's IT Hardware maintenance needs and environment is unique, Agencies should follow the Statement of Work (SOW) process described below to determine the best value solution:

Step 1: An Agency interested in procuring IT Hardware Third Party Maintenance Services will complete the Pricing Request template that is available on DIT Procurement's webpage for this contract. This includes listing the equipment that the Agency would like covered (including the location) and the desired service level of coverage.

Step 2: Agency will send the completed Pricing Request template to both Vendors on this contract and request a SOW. Agency can schedule site visit(s) to enable the Vendors to inspect the Agency's current equipment, understand physical layout of facilities, and to confirm their understanding of the Agency's business requirements.

Step 3: Each Vendor will work with the Agency as needed and develop a proposed SOW that details the plan to provide IT Hardware Maintenance Services for the equipment listed on the Pricing Request template. The SOW should include at a minimum:

a. SOW Purpose
b. Term of the Agreement
c. Key Resources
d. List of Covered Equipment and Service Levels
e. Service Level Agreements
f. Agency Specific Requirements
g. Vendor Specific Requirements
h. Confirmation of Responsibilities for Obtaining and Implementing Software (e.g., firmware, microcode) Updates
i. Confirmation of Responsibilities for Ordering and Paying for Parts
j. Equipment Item Level Pricing
k. Signatures

Step 4: Agency will seek any clarifications needed on each Vendor's proposed SOW, obtain final SOW from each Vendor if needed, and then select the Vendor who best meets the Agency's business requirements. The Agency may decide to not choose any Vendor to provide IT Hardware Maintenance Services.

Step 5: If approved and awarded by the Agency, the selected Vendor will work with the Agency to sign and implement the approved SOW.

Vendor's SOW pricing to Agency shall include all hardware, software, maintenance, software maintenance and services required to fulfill the agreed upon IT Hardware Maintenance Services as defined in the SOW. Vendor's pricing included in a SOW shall not be equal to or more favorable to the State than the Vendor's Minimum Discount % off Original Equipment Manufacturer's Hardware Maintenance Quoted Price from the Vendor's accepted offer (see Table 3).

		Minimum Discount % Off OEM Hardware Maintenance Services Quoted Price	
IT Hardware Category	**Original Equipment Manufacturer**	**CHE Consulting**	**Service Express, Inc.**
Servers	Cisco		60%
	Dell	70%	60%
	Fujitsu	60%	60%
	HP	70%	60%
	IBM	70%	60%
	Lenovo	70%	60%
	Oracle	70%	60%
Storage	Brocade	60%	
	Dell	70%	60%
	EMC	70%	60%
	Hitachi	70%	60%
	HP	70%	60%
	IBM	70%	60%
	NetApp	60%	60%
	Oracle	70%	60%
	StorageTek	70%	60%
Networking Equipment	Cisco		60%

Table 3: Minimum Discounts Off Original Equipment Manufacturer's Quoted Prices

Vendors may provide Agencies pricing at deeper discounts than percentages in Table 3 at any time during the contract.

ABNORMAL QUANTITY

Any requirement that exceeds **$250,000** must be forwarded to the DIT Contract Administrator listed on page 1 of this document for approval. The DIT Contract Administrator, 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)
3. A separate Invitation for Bids may be issued for the requirement

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.

TRANSPORTATION COSTS

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.

PERFORMANCE ASSURANCE

Vendors have agreed to meet or exceed the Service Level Agreements in Table 4.

Service Level Agreement	Definition	Minimum Threshold
On-Site Response Time	Because of the important role that IT Hardware plays in enabling Agencies to conduct the State's business, standard service response time (e.g., four (4) hour maximum on-site response time 24 hours per day for 365 days per year) for each piece of IT Hardware equipment covered under a maintenance agreement with the Vendor shall be clearly established. For the purposes of this contract, response time shall mean the time between when the initial service call is placed with the Vendor and the arrival of a trained service person at the Agency site where covered equipment located. A telephone call, unless it results in solving the problem, shall not be deemed an acceptable service response. Repeated failure to provide service to all specified areas within the contracted time may result in the removal of the Vendor from the contract. An Agency may require a lower level of On-Site Service Response Time for specific individual equipment items if deemed to be in the best interest of the State. The lower level of On-Site Service Response Time shall be clearly documented in the SOW developed and agreed upon between the Agency and Vendor.	99%

Service Level Agreement	Definition	Minimum Threshold
Break Fix Resolution	Vendor is expected to have reported issues diagnosed and resolved and the covered IT Hardware fully operational within time mutually agreed upon by the Agency and Vendor after the service request call was logged with the Vendor. Resolution time for this Service Level Agreement may vary by issue severity and Service Levels as agreed upon by the Agency and Vendor in the SOW.	95%
First Time Fix	Vendor is expected to resolve reported issued the first time reported. Vendor is expected to have no other service calls placed for the same covered IT Hardware for the same equipment-related issue (e.g., issue was not due to user error) within ninety (90) calendar days of issue being initially resolved.	90% of all service calls
Timely Reporting	Vendor shall produce and electronically distribute agreed upon standard reports within thirty (30) calendar days of the closing of the established reporting period to NCDIT Contract Administrator and Agencies. Vendor shall produce and electronically distribute requested custom reports within thirty (30) calendar days of the request by NCDIT Contract Administrator and Agencies.	100%

Table 4: Service Level Agreement Minimum Thresholds

HISTORY

2026-08-06 Contract Extension for one year. Updated contact information for both vendors.
2025-09-10 Contract Extension for Park Place Technologies and Service Express for one year w/one-year renewal option. Updated Service Express contact information.
2024-10-28: Updated Service Express contract information.
2024-09-09: Contract extension.
2024-04-08: Updated Service Express Contact information and changed Contract Administrator
2023-09-12 Contract extension and update.
2022-09-21 Contract extension.
2021-09-21 Contract extension and update.
2021-02-05 CHE Assignment to Park Place Technology.
2020-09-23 Service Express account update.
2020-09-23 Contract Extension 2020-2021.
2019-09-25: CHE contact information update
2018-04-18: CHE contact information update
2017-10-17: Changed Contract Administrator
2017-09-21: Web summary posted.

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