



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

**Statewide IT Contract Number 204X – IT Infrastructure Solutions**

Bid / Solicitation Number ITS-400277

Contract Award Type CONVENIENCE

Current Effective Dates **July 1, 2018 through June 30, 2023**  
Renewals: Five (5) one-year options

Contract Administrator Debbie Patterson  
Email: [debbie.patterson@nc.gov](mailto:debbie.patterson@nc.gov)  
Tel: 919-754-6619

**The Statewide IT Procurement Office continues to evaluate Vendor offers received in response to IFB ITS-400277. Additional vendors may be awarded as the State completes evaluation of offers received prior to the bid opening date and time.**

**Scope**

The Department of Information Technology created this Statewide IT Contract to provide IT Infrastructure Solutions for purchase, with options for support, to Agencies within the State of North Carolina. The scope of the 204X Statewide IT Contract is defined in Table 1:

Segment	Segment Description
Servers	Physical servers, including rack-mounted, blades, and tower models, virtual servers, and related emerging technologies
Storage	Enterprise mass storage components, purchased as standalone units or as part of a storage system containing several unique items, and related emerging technologies
Networking Equipment	Physical devices which are required for communication and interaction between devices on a computer network, and related emerging technologies (e.g., L1-L7 networking devices: repeaters, extenders, optical, switches, routers, firewalls, gateways, and IP Telephony)
IT Infrastructure Software	Software used in the operation, maintenance, or management of IT Infrastructure Solutions within the scope of this contract (e.g., IT hardware management software, software defined storage, network modeling software, performance monitoring software)
Converged IT Infrastructure Solutions	Includes pre-engineered converged and hyper-converged enterprise infrastructure solutions that integrate one or more IT infrastructure elements (e.g., servers, storage, networking equipment, virtualization, management software) and related emerging technologies
IT Infrastructure Peripheral Components	Peripherals (e.g., memory, hard drives, racks, additional processors, cables) must be able to attach to, work with, and be supported by the IT Infrastructure Solutions 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. Peripheral Options (procured by themselves) may be purchased under this contract in amounts up to <b>\$25,000</b> .

Segment	Segment Description
Value Added Services	Value Added Services related to IT Infrastructure Solutions (e.g., roadmap planning, site assessments, design, configuration, manufacturing (e.g., assembly, configuration), installation, implementation, training, move / add / changes, hard drive retention, end of life disposal / recycling, and support and maintenance, including extended maintenance renewals for hardware and associated software, middleware, and firmware. For 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 the Value Added Services being provided by the Vendor to the Agency and the specific pricing for these Value Added Services.

Table 1: Scope of 204X Statewide IT Contract

The contract shall be a Statewide IT **CONVENIENCE** Contract for the use of Executive State Agencies and non-Executive State Agencies as permitted by law. This is not a mandatory IT Statewide Term Contract. Non-Executive State Agencies 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, as well as local (municipal and county) governments.

### Vendor Contact Information

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

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Aerohive Networks	Direct	Orders should be placed with Authorized Resellers listed below.	<p><b><u>Inside Sales – State and Local Governments</u></b>  Jonnette Pennington  Email: <a href="mailto:jpennington@aerohive.com">jpennington@aerohive.com</a>  Phone: 408-316-0913</p> <p><b><u>Outside Sales – State, Local Governments, K-12, Higher Education</u></b>  Genevieve Olds  Email: <a href="mailto:gold@s@aerohive.com">gold@s@aerohive.com</a>  Phone: 803-422-6173</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website: <a href="https://support.aerohive.com">https://support.aerohive.com</a>  Email: <a href="mailto:jhurtt@aerohive.com">jhurtt@aerohive.com</a>  Phone: 866-365-9918  Fax: 408-510-6199</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Aerohive Networks	A3 Communications	1911 Associates Lane Suite G Charlotte, NC 28217	<p><b><u>Inside Sales – State and Local Governments</u></b> Hunter Thornton Email: <a href="mailto:hthornton@a3communications.com">hthornton@a3communications.com</a> Phone: 678-630-9134</p> <p><b><u>Outside Sales – State and Local Governments</u></b> Matt Whitfield Email: <a href="mailto:mwhitfield@a3communications.com">mwhitfield@a3communications.com</a> Phone: 704-956-3908</p> <p><b><u>Sales – K-12</u></b> Greg Moorer Email: <a href="mailto:gmoorer@a3communications.com">gmoorer@a3communications.com</a> Phone: 803-269-9222</p> <p><b><u>Sales – Higher Education</u></b> Scott Rives Email: <a href="mailto:srives@a3communications.com">srives@a3communications.com</a> Phone: 803-354-6158</p>
	BridgeTek Solutions	744 East Stone Ave Greenville, SC 29601	<p><b><u>Inside Sales – State and Local Governments</u></b> Kelley Turpin Email: <a href="mailto:kturpin@bridgeteksolutions.com">kturpin@bridgeteksolutions.com</a> Phone: 704-517-3002</p> <p><b><u>Outside Sales – State and Local Governments</u></b> Tom Clinton Email: <a href="mailto:tclinton@bridgeteksolutions.com">tclinton@bridgeteksolutions.com</a> Phone: 864-420-1785</p> <p><b><u>Sales – K-12</u></b> Vance Milford Email: <a href="mailto:vmilford@bridgeteksolutions.com">vmilford@bridgeteksolutions.com</a> Phone: 864-214-0221</p> <p><b><u>Sales – Higher Education</u></b> John Ulmer Email: <a href="mailto:julmer@bridgeteksolutions.com">julmer@bridgeteksolutions.com</a> Phone: 803-240-3579</p>
	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<p><b><u>Sales – State and Local Governments</u></b> Melissa Deets Email: <a href="mailto:melidee@cdwg.com">melidee@cdwg.com</a> Phone: 717-571-8706</p> <p><b><u>Sales – K-12 and High Education</u></b> Matt Fielding-Russell Email: <a href="mailto:mattus@cdw.com">mattus@cdw.com</a> Phone: 847-371-5600</p>

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Aerohive Networks	CNIC, Inc.	4418 Monroe Road Suite E Charlotte, NC 28205-7763	<p><b><u>Sales – State and Local Governments</u></b> Gary Snyder Email: <a href="mailto:gary.snyder@cnic-inc.com">gary.snyder@cnic-inc.com</a> Phone: 704-344-0090</p> <p><b><u>Sales – K-12 and Higher Education</u></b> Aaron Waters Email: <a href="mailto:a.waters@cnic-inc.com">a.waters@cnic-inc.com</a> Phone: 704-344-0090</p>
	Data Network Solutions, Inc	629 Lake Tide Dr. Chapin, SC 29036	<p><b><u>Sales – State and Local Governments, Education</u></b> Bruce Fisher Email: <a href="mailto:bfisher@datanetworksolutions.com">bfisher@datanetworksolutions.com</a> Phone: 704-905-1920</p>
	Encore Technology Group, LLC	2000 Wade Hampton Blvd. Suite 210 Greenville, SC 29615	<p><b><u>Inside Sales – State and Local Governments</u></b> Megan White Email: <a href="mailto:insidesales@encoretg.com">insidesales@encoretg.com</a> Phone: 888-983-6267</p> <p><b><u>Outside Sales – State and Local Governments &amp; Higher Education</u></b> Danielle Stengel Email: <a href="mailto:dstengel@encoretg.com">dstengel@encoretg.com</a> Phone: 704-280-1489</p> <p><b><u>Sales – K-12</u></b> Mike Ingram Email: <a href="mailto:mingram@encoretg.com">mingram@encoretg.com</a> Phone: 336-870-0848</p>
	SHI International Corp. <b>(HUB VENDOR)</b>	290 Davidson Ave. Somerset, NJ 08873	<p><b><u>Sales – State and Local Governments, Education</u></b> SHI Southeast Team Email: <a href="mailto:SoutheastTeam@shi.com">SoutheastTeam@shi.com</a> Phone: 888-764-8888</p> <p><b><u>Outside Sales – State and Local Governments</u></b> Carly Higginbotham Email: <a href="mailto:Carly_Higginbotham@shi.com">Carly_Higginbotham@shi.com</a> Phone: 919-219-7355</p> <p><b><u>Sales – K-12</u></b> Leacadia Powell Email: <a href="mailto:Leacadia_Powell@shi.com">Leacadia_Powell@shi.com</a> Phone: 888-764-8888</p> <p><b><u>Sales – Higher Education</u></b> Matt Springett Email: <a href="mailto:Matt_Springett@shi.com">Matt_Springett@shi.com</a> Phone: 888-764-8888</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Ciena	Direct	Orders should be placed with Authorized Resellers listed below.	<p><b><u>Sales – State and Local Governments, K-12, Higher Education</u></b>            Greg Nelson            Email: <a href="mailto:gnelson@ciena.com">gnelson@ciena.com</a>            Phone: 919-609-0830</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>            Website: <a href="https://portal.ciena.com">https://portal.ciena.com</a>            Phone: 800-243-6224            Fax: 410-694-5750</p>
	Carousel Industries of North America, Inc	659 South County Trail Exeter, RI 02882	<p><b><u>Sales – State and Local Governments, Education</u></b>            Brandon L. Hall            Email: <a href="mailto:bhall@carouselindustries.com">bhall@carouselindustries.com</a>            Phone: 919-230-9536</p>
	Graybar	211 S. New Hope Road Raleigh, NC 27610	<p><b><u>Inside Sales – State and Local Governments, K-12, Higher Education</u></b>            Bryan Gilliam            Email: <a href="mailto:Byran.gilliam@graybar.com">Byran.gilliam@graybar.com</a>            Phone: 336-275-9441</p> <p><b><u>Outside Sales – State and Local Governments, K-12, Higher Education</u></b>            Steve Foy            Email: <a href="mailto:Steven.foy@graybar.com">Steven.foy@graybar.com</a>            Phone: 919-623-8544</p>
	Integration Partners Corporation	12 Hartwell Avenue, Lexington, MA 02421	<p><b><u>Sales – State and Local Governments, Education</u></b>            Greg Fowler            Email: <a href="mailto:gfover@integrationpartners.com">gfover@integrationpartners.com</a>            Phone: 704-236-1028</p>
	Telamon Corporation	1000 E 116th St Carmel, IN 46032	<p><b><u>Sales – State and Local Governments, Education</u></b>            Mike Taylor            Email: <a href="mailto:Mike.taylor@telamon.com">Mike.taylor@telamon.com</a>            Phone: 404-307-2360</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Dell	Direct	One Dell Way Round Rock, TX 78682	<p><b><u>Inside Sales – State and Local Governments</u></b> David Bailey Email: <a href="mailto:david.b.bailey@dell.com">david.b.bailey@dell.com</a> Phone: 512-513-9417</p> <p><b><u>Outside Sales – State and Local Governments</u></b> Vincent Occhipinti Email: <a href="mailto:Vincent.Occhipinti@dell.com">Vincent.Occhipinti@dell.com</a> Phone: 919-601-7482</p> <p><b><u>Sales – K-12</u></b> Clarence Williams Email: <a href="mailto:clarence_williams@dell.com">clarence_williams@dell.com</a> Phone: 919-279-3352</p> <p><b><u>Sales – Higher Education</u></b> Jim Rigney Email: <a href="mailto:jim_rigney@dell.com">jim_rigney@dell.com</a> Phone: 919-349-6617</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b> Website: <a href="http://www.dell.com">www.dell.com</a> Email: <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> Phone: 800-766-3355 Fax: 512-283-0526</p>
EMC	Direct	176 South Street Hopkinton, MA 01748	<p><b><u>Sales – State and Local Governments, K-12, Higher Education</u></b> Mike Wade Email: <a href="mailto:michael.wade@dell.com">michael.wade@dell.com</a> Phone: 919-247-0851</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b> Website: <a href="http://support.emc.com">http://support.emc.com</a> Phone: 800-782-4362</p>
	eGroup Holding Company, LLC	PO Box 38 Mount Pleasant, SC 29465	<p><b><u>Inside Sales for State and Local Governments</u></b> Jeff Thomas Email: <a href="mailto:insidesales@eGroup-us.com">insidesales@eGroup-us.com</a> Phone: 877-347-6871</p> <p><b><u>Outside Sales – State and Local Governments, K-12, Higher Education</u></b> Daniel Navarro Email: <a href="mailto:insidesales@eGroup-us.com">insidesales@eGroup-us.com</a> Phone: 877-347-6871</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Extreme Networks	Direct	6480 Via Del Oro San Jose, CA 95119	<p><b><u>Sales – State and Local Governments, Education</u></b> Chris Bondi Email: <a href="mailto:cbondi@extremenetworks.com">cbondi@extremenetworks.com</a> Phone: 919-457-8250</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b> Website: <a href="https://www.extremenetworks.com/support/contact/">https://www.extremenetworks.com/support/contact/</a> Email: <a href="mailto:btownsen@extremenetworks.com">btownsen@extremenetworks.com</a> Phone: 800-872-8440</p>
	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<p><b><u>Sales – State and Local Governments, Education</u></b> Kyle Irwin Email: <a href="mailto:kyleirw@cdw.com">kyleirw@cdw.com</a> Phone: 919-272-6083</p>
	Data Network Solutions, Inc	629 Lake Tide Dr. Chapin, SC 29036	<p><b><u>Sales – State and Local Governments, Education</u></b> Bruce Fisher Email: <a href="mailto:bfisher@datanetworksolutions.com">bfisher@datanetworksolutions.com</a> Phone: 704-905-1920</p>
	Lockstep	5403 Stoney Ridge Court Belmont, NC 28012	<p><b><u>Sales – State and Local Governments, Education</u></b> Jim Pullano Email: <a href="mailto:jpullano@lockstepgroup.com">jpullano@lockstepgroup.com</a> Phone: 630-802-0202</p> <p>Michael Lawing Email: <a href="mailto:mlawing@lockstepgroup.com">mlawing@lockstepgroup.com</a> Phone: 704-577-4610</p>
	Meridian IT, Inc.	2065 Donald Street Indian Land, SC 29707	<p><b><u>Sales – State and Local Governments, Education</u></b> Gary Shipman Email: <a href="mailto:Gary.shipman@meridianitinc.com">Gary.shipman@meridianitinc.com</a> Phone: 980-288-6950</p>
	RM Source	150 Fayetteville Street, Suite 810 Raleigh, NC 27601	<p><b><u>Sales – State and Local Governments, Education</u></b> Email: <a href="mailto:rhultin@rmsource.com">rhultin@rmsource.com</a> Phone: 919-246-3845</p>
Fujitsu	Direct	1250 E. Arques Avenue Sunnyvale, CA 94085-3470	<p><b><u>Sales – State and Local Governments, K-12, Higher Education</u></b> Nathan Sirota Email: <a href="mailto:nathan.sirota@us.fujitsu.com">nathan.sirota@us.fujitsu.com</a> Phone: 781-727-5372</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b> Website: <a href="http://us.fujitsu.com/solutions">http://us.fujitsu.com/solutions</a> Email: <a href="mailto:computers_esd@us.fujitsu.com">computers_esd@us.fujitsu.com</a> Phone: 800-538-8486</p>

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Fujitsu	A3 Communications	1911 Associates Lane Suite G Charlotte, NC 28217	<p><b><u>Inside Sales – State and Local Governments</u></b> Hunter Thornton Email: <a href="mailto:hthornton@a3communications.com">hthornton@a3communications.com</a> Phone: 678-630-9134</p> <p><b><u>Outside Sales – State and Local Governments</u></b> Matt Whitfield Email: <a href="mailto:mwhitfield@a3communications.com">mwhitfield@a3communications.com</a> Phone: 704-956-3908</p> <p><b><u>Sales – K-12</u></b> Greg Moorer Email: <a href="mailto:gmoorer@a3communications.com">gmoorer@a3communications.com</a> Phone: 803-269-9222</p> <p><b><u>Sales – Higher Education</u></b> Scott Rives Email: <a href="mailto:srives@a3communications.com">srives@a3communications.com</a> Phone: 803-354-6158</p>
	Alphanumeric Systems Inc.	3801 Wake Forest Rd. Raleigh, NC 27609	<p><b><u>Inside Sales – State and Local Governments</u></b> Terry Proctor Email: <a href="mailto:tproctor@alphanumeric.com">tproctor@alphanumeric.com</a> Phone: 919-376-4556</p> <p><b><u>Outside Sales – State and Local Governments &amp; Higher Education</u></b> Rob Vanderberry Email: <a href="mailto:rvanderberry@alphanumeric.com">rvanderberry@alphanumeric.com</a> Phone: 919-376-4499</p> <p><b><u>Sales – K-12</u></b> Ryan Stitt Email: <a href="mailto:rstitt@alphanumeric.com">rstitt@alphanumeric.com</a> Phone: 919-376-4474</p>
	Corus 360	130 Technology Parkway Norcross, GA 30092	<p><b><u>Inside Sales – State and Local Governments, Education</u></b> Lorie Allen Email: <a href="mailto:lallen@corus360.com">lallen@corus360.com</a> Phone: 910-835-9047</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b> Todd Cannady Email: <a href="mailto:toddc@corus360.com">toddc@corus360.com</a> Phone: 919-532-2111</p>
	General Datatech LP	999 Metromedia Place Dallas, TX 75247	<p><b><u>Sales – State and Local Governments, Education</u></b> Robert Moroni Email: <a href="mailto:Robert.moroni@gdt.com">Robert.moroni@gdt.com</a> Phone: 919-757-7209</p>



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Fujitsu	Seeds of Genius	980 Mercantile Dr. Suite L Hanover, MD 21076	<p><b><u>Inside Sales – State and Local Governments</u></b>  Matt Habeck  Email: <a href="mailto:mhabeck@seedsofgenius.com">mhabeck@seedsofgenius.com</a>  Phone: 410-353-6857</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Brian Clark  Email: <a href="mailto:bclark@seedsofgenius.com">bclark@seedsofgenius.com</a>  Phone: 703-725-1190</p>
	ViON Corporation	196 Van Buren St. Ste 300 Herndon, VA 20170	<p><b><u>Inside Sales – State and Local Governments</u></b>  Justin Ciaccio  Email: <a href="mailto:Justin.ciaccio@vion.com">Justin.ciaccio@vion.com</a>  Phone: 703-599-3843</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Charles Michaux  Email: <a href="mailto:Charles.Michaux@vion.com">Charles.Michaux@vion.com</a>  Phone: 336-686-7002</p>
	Walker and Associates, Inc. <b>(HUB VENDOR)</b>	7129 Old Hwy 52 N Welcome, NC 27374	<p><b><u>Inside Sales – State and Local Governments, Education</u></b>  Emma Hanes  Email: <a href="mailto:Emma.hanes@walkerfirst.com">Emma.hanes@walkerfirst.com</a>  Phone: 336-731-5310</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Eddie Lester  Email: <a href="mailto:Eddie.lester@walkerfirst.com">Eddie.lester@walkerfirst.com</a>  Phone: 336-731-5268</p>
Hewlett Packard Enterprise	Direct	3000 Hanover Street Palo Alto, CA 94304	<p><b><u>Inside Sales – State and Local Governments, Education</u></b>  Chris Andrews  Email: <a href="mailto:christopher.andrews@hpe.com">christopher.andrews@hpe.com</a>  Phone: 972-860-1547</p> <p><b><u>Outside Sales – State and Local Governments, Higher Education</u></b>  Stefanie Perry  Email: <a href="mailto:sperry@hpe.com">sperry@hpe.com</a>  Phone: 919-930-1795</p> <p><b><u>Sales – K-12</u></b>  Allie McNeal  Email: <a href="mailto:alexandria.mcneal@hpe.com">alexandria.mcneal@hpe.com</a>  Phone: 989-280-1765</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website: <a href="https://www.hpe.com/us/en/support.html">https://www.hpe.com/us/en/support.html</a>  Phone: 844-806-3425</p>

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Hewlett Packard Enterprise	Applied Data Technologies <b>(HUB VENDOR)</b>	8515 Crown Crescent Court Charlotte, NC 28227	<u><b>Sales – State and Local Governments, Education</b></u> Terri Barnes Email: <a href="mailto:terri.barnes@applieddatatech.com">terri.barnes@applieddatatech.com</a> Phone: 803-417-4627
	BlueAlly Technology Solutions, LLC	1255 Crescent Green Suite 300 Cary, NC 27518	<u><b>Inside Sales – State and Local Governments, Education</b></u> Jennifer Jones Email: <a href="mailto:jjones@blueally.com">jjones@blueally.com</a> Phone: 919-249-1582  <u><b>Outside Sales – State and Local Governments, Education</b></u> Dale Denning Email: <a href="mailto:ddenning@blueally.com">ddenning@blueally.com</a> Phone: 919-249-1538
	Carolina Advanced Digital, Inc.	133 Triangle Trade Drive Cary, NC 27513	<u><b>Inside Sales – State and Local Governments</b></u> Julie Allen Email: <a href="mailto:julie@cadinc.com">julie@cadinc.com</a> Phone: 919-460-1313 Ext. 211  <u><b>Outside Sales – State Governments</b></u> Lee Currie Email: <a href="mailto:lee@cadinc.com">lee@cadinc.com</a> Phone: 919-460-1313  <u><b>Outside Sales –Local Governments, K-12, Community Colleges</b></u> Bre Verreen Email: <a href="mailto:bre@cadinc.com">bre@cadinc.com</a> Phone: 919-460-1313  <u><b>Outside Sales – Higher Education - Universities</b></u> Wayne Gaudette Email: <a href="mailto:wayne@cadinc.com">wayne@cadinc.com</a> Phone: 919-460-1313
	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<u><b>Sales – State and Local Governments</b></u> Melissa Deets Email: <a href="mailto:melidee@cdwg.com">melidee@cdwg.com</a> Phone: 717-571-8706  <u><b>Sales – K-12 and High Education</b></u> Matt Fielding-Russell Email: <a href="mailto:mattrus@cdw.com">mattrus@cdw.com</a> Phone: 847-371-5600

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Hewlett Packard Enterprise	Data Network Solutions, Inc	629 Lake Tide Dr. Chapin, SC 29036	<p><b><u>Inside Sales – State and Local Governments</u></b>  Miriam Rodrigue  Email: <a href="mailto:mrodrigue@datanetworksolutions.com">mrodrigue@datanetworksolutions.com</a>  Phone: 864-640-1343</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Bruce Fisher  Email: <a href="mailto:bfisher@datanetworksolutions.com">bfisher@datanetworksolutions.com</a>  Phone: 704-905-1920</p>
	High Performance Technologies	11111 Carmel Commons Suite 340 Charlotte, NC 28226	<p><b><u>Sales – State and Local Governments, Education</u></b>  Brett Stinson  Email: <a href="mailto:Brett.stinson@highperftch.com">Brett.stinson@highperftch.com</a>  Phone: 317-306-9604</p>
IBM	Direct	3309 E. Cornwallis Rd Research Triangle Park, NC 27709	<p><b><u>Sales – State and Local Governments, K-12</u></b>  Mark Molinaro  Email: <a href="mailto:molinaro@us.ibm.com">molinaro@us.ibm.com</a>  Phone: 919-696-3160</p> <p><b><u>Sales – Higher Education</u></b>  Chris Shriver  Email: <a href="mailto:cshriver@us.ibm.com">cshriver@us.ibm.com</a>  Phone: 919-345-7121</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website: <a href="https://www-05.ibm.com/support/operations/us/en/overview.html">https://www-05.ibm.com/support/operations/us/en/overview.html</a>  Email: <a href="mailto:askibm@vnet.ibm.com">askibm@vnet.ibm.com</a>  Phone: 800-426-7378</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
IBM	Mainline Information Systems	1700 Summit Lake Drive Tallahassee, FL 32317	<p><b><u>Sales – State and Local Governments</u></b>  Alan Kline  Email: <a href="mailto:alan.kline@mainline.com">alan.kline@mainline.com</a>  Phone: 817-202-7947</p> <p>Dan Myers  Email: <a href="mailto:dan.myers@mainline.com">dan.myers@mainline.com</a>  Phone: 919-671-3713</p> <p>Dave Seale  Email: <a href="mailto:dave.seale@mainline.com">dave.seale@mainline.com</a>  Phone: 919-306-5660</p> <p><b><u>Sales – Higher Education</u></b>  Hal Connelly  Email: <a href="mailto:hal.connelly@mainline.com">hal.connelly@mainline.com</a>  Phone: 704-241-4189</p> <p>John Nicosia  Email: <a href="mailto:john.nicosia@mainline.com">john.nicosia@mainline.com</a>  Phone: 781-727-3327</p>
	Meridian IT, Inc.	320 N. Judd Parkway Suite 205 Fuquay, Varina, NC 27526	<p><b><u>Sales – State and Local Governments, Education</u></b>  Chad Morgan  Email: <a href="mailto:cmorgan@onlinemeridian.com">cmorgan@onlinemeridian.com</a>  Phone: 919-522-7471</p>
Lenovo	Direct	8001 Development Dr. Morrisville, NC 27560	<p><b><u>Inside Sales – State and Local Governments</u></b>  Ryan Warwick  Email: <a href="mailto:rwarwick@lenovo.com">rwarwick@lenovo.com</a>  Phone: 919-874-3512</p> <p><b><u>Outside Sales – State and Local Governments</u></b>  Ryan Rand  Email: <a href="mailto:rrand@lenovo.com">rrand@lenovo.com</a>  Phone: 919-986-9349</p> <p><b><u>Sales – K-12, Higher Education</u></b>  Ryan Rand  Email: <a href="mailto:rrand@lenovo.com">rrand@lenovo.com</a>  Phone: 919-986-9349</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website: <a href="http://support.lenovo.com">http://support.lenovo.com</a>  Email: <a href="http://www.lenovo.com/support/phone">www.lenovo.com/support/phone</a>  Phone: 800-426-7378</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Lenovo	Alphanumeric Systems Inc.	3801 Wake Forest Rd. Raleigh, NC 27609	<p><b><u>Inside Sales – State and Local Governments</u></b>  Terry Proctor  Email: <a href="mailto:tproctor@alphanumeric.com">tproctor@alphanumeric.com</a>  Phone: 919-376-4556</p> <p><b><u>Outside Sales – State and Local Governments &amp; Higher Education</u></b>  Rob Vanderberry  Email: <a href="mailto:rvanderberry@alphanumeric.com">rvanderberry@alphanumeric.com</a>  Phone: 919-376-4499</p> <p><b><u>Sales – K-12</u></b>  Ryan Stitt  Email: <a href="mailto:rstitt@alphanumeric.com">rstitt@alphanumeric.com</a>  Phone: 919-376-4474</p>
	Carolinas IT <b>(HUB VENDOR)</b>	1600 Hillsborough St. Raleigh, NC 27605	<p><b><u>Inside Sales – State and Local Governments</u></b>  Krystanna Acevedo  Email: <a href="mailto:Krystanna.Acevedo@CarolinasIT.com">Krystanna.Acevedo@CarolinasIT.com</a>  Phone: 919-573-4046</p> <p><b><u>Outside Sales – State and Local Governments &amp; Education</u></b>  Krista Cathey  Email: <a href="mailto:Krista.Cathey@CarolinasIT.com">Krista.Cathey@CarolinasIT.com</a>  Phone: 919-573-4073</p>
	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<p><b><u>Sales – State and Local Governments</u></b>  Melissa Deets  Email: <a href="mailto:melidee@cdwg.com">melidee@cdwg.com</a>  Phone: 717-571-8706</p> <p><b><u>Sales – K-12 and High Education</u></b>  Matt Fielding-Russell  Email: <a href="mailto:mattrus@cdw.com">mattrus@cdw.com</a>  Phone: 847-371-5600</p>
	Corus 360	130 Technology Parkway Norcross, GA 30092	<p><b><u>Inside Sales – State and Local Governments, Education</u></b>  Lorie Allen  Email: <a href="mailto:lallen@corus360.com">lallen@corus360.com</a>  Phone: 910-835-9047</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Todd Cannady  Email: <a href="mailto:toddc@corus360.com">toddc@corus360.com</a>  Phone: 919-532-2111</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Lenovo	Data Network Solutions, Inc	629 Lake Tide Dr. Chapin, SC 29036	<p><b><u>Inside Sales – State and Local Governments</u></b>  Miriam Rodrigue  Email: <a href="mailto:mrodrigue@datanetworksolutions.com">mrodrigue@datanetworksolutions.com</a>  Phone: 864-640-1343</p> <p><b><u>Outside Sales – State and Local Governments, Education</u></b>  Bruce Fisher  Email: <a href="mailto:bfisher@datanetworksolutions.com">bfisher@datanetworksolutions.com</a>  Phone: 704-905-1920</p>
	Mainline Information Systems	1700 Summit Lake Drive Tallahassee, FL 32317	<p><b><u>Sales – State and Local Governments</u></b>  Alan Kline  Email: <a href="mailto:alan.kline@mainline.com">alan.kline@mainline.com</a>  Phone: 817-202-7947</p> <p>Dan Myers  Email: <a href="mailto:dan.myers@mainline.com">dan.myers@mainline.com</a>  Phone: 919-671-3713</p> <p>Dave Seale  Email: <a href="mailto:dave.seale@mainline.com">dave.seale@mainline.com</a>  Phone: 919-306-5660</p> <p><b><u>Sales – Higher Education</u></b>  Hal Connelly  Email: <a href="mailto:hal.connelly@mainline.com">hal.connelly@mainline.com</a>  Phone: 704-241-4189</p> <p>John Nicosia  Email: <a href="mailto:john.nicosia@mainline.com">john.nicosia@mainline.com</a>  Phone: 781-727-3327</p>
	SHI International Corp. <b>(HUB VENDOR)</b>	290 Davidson Ave. Somerset, NJ 08873	<p><b><u>Sales – State and Local Governments, Education</u></b>  SHI Southeast Team  Email: <a href="mailto:SoutheastTeam@shi.com">SoutheastTeam@shi.com</a>  Phone: 888-764-8888</p> <p><b><u>Outside Sales – State Governments</u></b>  Carly Higginbotham  Email: <a href="mailto:Carly_Higginbotham@shi.com">Carly_Higginbotham@shi.com</a>  Phone: 919-219-7355</p> <p><b><u>Outside Sales – Local Governments</u></b>  Dean Blackmon  Email: <a href="mailto:Dean_Blackmon@shi.com">Dean_Blackmon@shi.com</a>  Phone: 910-538-6804</p> <p><b><u>Sales – K-12</u></b>  Leacadia Powell  Email: <a href="mailto:Leacadia_Powell@shi.com">Leacadia_Powell@shi.com</a>  Phone: 980-556-6076</p> <p><b><u>Sales – Higher Education</u></b>  Matt Springett  Email: <a href="mailto:Matt_Springett@shi.com">Matt_Springett@shi.com</a>  Phone: 919-610-6774</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Pure Storage	Direct	Orders should be placed with Authorized Resellers listed below.	<p><b><u>Sales – State and Local Governments, K-12, Higher Education</u></b>  Wes Miller  Email: <a href="mailto:wmillers@purestorage.com">wmillers@purestorage.com</a>  Phone: 919-455-0706</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website: <a href="http://pure1.purestorage.com/support">http://pure1.purestorage.com/support</a>  Email: <a href="mailto:support@purestorage.com">support@purestorage.com</a>  Phone: 866-244-7121</p>
	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<p><b><u>Sales – State and Local Governments, Education</u></b>  Kyle Irwin  Email: <a href="mailto:kyleirw@cdw.com">kyleirw@cdw.com</a>  Phone: 919-272-6083</p>
	Corus 360	130 Technology Parkway Norcross, GA 30092	<p><b><u>Sales – State and Local Governments, Education</u></b>  Todd Cannady  Email: <a href="mailto:toddc@corus360.com">toddc@corus360.com</a>  Phone: 919-532-2111</p>
	ePlus Technology, Inc.	13595 Dulles Technology Drive Herndon, VA 20171-3413	<p><b><u>Sales – State and Local Governments, Education</u></b>  Marcel Provencher  Email: <a href="mailto:mprovencher@eplus.com">mprovencher@eplus.com</a>  Phone: 919-767-2979</p>
	NWN Corporation	271 Waverley Oaks Road Waltham, MA 02452	<p><b><u>Sales – State and Local Governments, Education</u></b>  Shannon Ludwig  Email: <a href="mailto:sludwig@nwnit.com">sludwig@nwnit.com</a>  Phone: 919-653-4422</p>
	Presidio Networked Solutions LLC	5003 S. Miami Blvd Suite 110 Durham, NC 27703	<p><b><u>Sales – State and Local Governments, Education</u></b>  Shawn Alba  Email: <a href="mailto:salba@presidio.com">salba@presidio.com</a>  Phone: 919-323-8081</p>
	SHI International Corp. <b>(HUB VENDOR)</b>	290 Davidson Ave. Somerset, NJ 08873	<p><b><u>Sales – State and Local Governments, Education</u></b>  SHI Southeast Team  Email: <a href="mailto:SoutheastTeam@shi.com">SoutheastTeam@shi.com</a>  Phone: 888-764-8888</p>
	Sirius Computer Solutions, Inc.	10100 Reunion Place Suite 500 San Antonio, TX 78216	<p><b><u>Sales – State and Local Governments, Education</u></b>  Phyllis (PJ) Byrd  Email: <a href="mailto:Phyllis.byrd@siriuscom.com">Phyllis.byrd@siriuscom.com</a>  Phone: 210-369-0617</p>

Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Ruckus Networks	Direct	Orders should be placed with Authorized Resellers listed below.	<p><b><u>Inside Sales – State and Local Governments</u></b>  Jon Ban  Email: <a href="mailto:jon.ban@arris.com">jon.ban@arris.com</a>  Phone: 720-558-3254</p> <p><b><u>Outside Sales – State and Local Governments, K-12, Higher Education</u></b>  Michael Elliott  Email: <a href="mailto:michael.elliott@arris.com">michael.elliott@arris.com</a>  Phone: 727-647-5687</p> <p><b><u>Customer Service / Technical / Warranty Support</u></b>  Website:  <a href="https://support.ruckuswireless.com/contact-us">https://support.ruckuswireless.com/contact-us</a>  Phone: 855-Ruckus1 (855-782-5871)</p>
	A3 Communications	1911 Associates Lane Suite G Charlotte, NC 28217	<p><b><u>Inside Sales – State and Local Governments</u></b>  Hunter Thornton  Email: <a href="mailto:hthornton@a3communications.com">hthornton@a3communications.com</a>  Phone: 678-630-9134</p> <p><b><u>Outside Sales – State and Local Governments</u></b>  Matt Whitfield  Email: <a href="mailto:mwhitfield@a3communications.com">mwhitfield@a3communications.com</a>  Phone: 704-956-3908</p> <p><b><u>Sales – K-12</u></b>  Greg Moorer  Email: <a href="mailto:gmoorer@a3communications.com">gmoorer@a3communications.com</a>  Phone: 803-269-9222</p> <p><b><u>Sales – Higher Education</u></b>  Scott Rives  Email: <a href="mailto:srives@a3communications.com">srives@a3communications.com</a>  Phone: 803-354-6158</p>
	BridgeTek Solutions	744 East Stone Ave Greenville, SC 29601	<p><b><u>Inside Sales – State and Local Governments</u></b>  Kelley Turpin  Email: <a href="mailto:kturpin@bridgeteksolutions.com">kturpin@bridgeteksolutions.com</a>  Phone: 704-517-3002</p> <p><b><u>Outside Sales – State and Local Governments</u></b>  Tom Clinton  Email: <a href="mailto:Tclinton@bridgeteksolutions.com">Tclinton@bridgeteksolutions.com</a>  Phone: 864-420-1785</p> <p><b><u>Sales – K-12</u></b>  Vance Milford  Email: <a href="mailto:vmilford@bridgeteksolutions.com">vmilford@bridgeteksolutions.com</a>  Phone: 864-214-0221</p> <p><b><u>Sales – Higher Education</u></b>  John Ulmer  Email: <a href="mailto:julmer@bridgeteksolutions.com">julmer@bridgeteksolutions.com</a>  Phone: 803-240-3579</p>



Awarded Vendor	Authorized Resellers	Ordering Address	Vendor / Reseller Contact Information
Ruckus Networks	CDW Government LLC	230 N. Milwaukee Ave. Vernon Hills, IL 60061	<p><b><u>Sales – State and Local Governments</u></b> Melissa Deets Email: <a href="mailto:melidee@cdwg.com">melidee@cdwg.com</a> Phone: 717-571-8706</p> <p><b><u>Sales – K-12 and High Education</u></b> Matt Fielding-Russell Email: <a href="mailto:mattrus@cdw.com">mattrus@cdw.com</a> Phone: 847-371-5600</p>
	Converged Networks, LLC	2 Still Shadow Drive Suite G Charleston, SC 29414	<p><b><u>Sales – State and Local Governments, Education</u></b> Michael Duck Email: <a href="mailto:michael@convergednetworks.com">michael@convergednetworks.com</a> Phone: 803-665-9665</p>
	Encore Technology Group, LLC	2000 Wade Hampton Blvd. Suite 210 Greenville, SC 29615	<p><b><u>Inside Sales – State and Local Governments</u></b> Megan White Email: <a href="mailto:insidesales@encoretg.com">insidesales@encoretg.com</a> Phone: 888-983-6267</p> <p><b><u>Outside Sales – State and Local Governments &amp; Higher Education</u></b> Danielle Stengel Email: <a href="mailto:dstengel@encoretg.com">dstengel@encoretg.com</a> Phone: 704-280-1489</p> <p><b><u>Sales – K-12</u></b> Mike Ingram Email: <a href="mailto:mingram@encoretg.com">mingram@encoretg.com</a> Phone: 336-870-0848</p>

Table 2: Awarded Vendors' Address and Assigned Contact Information

## Pricing

Awarded Vendors provided a minimum discount off MSRP / List Prices for awarded Manufacturers in awarded Segments. Agencies should review all quotes to ensure that discounts provided off MSRP / List Prices are equal to or greater than minimum discounts found in Table 3 for applicable Segment. Some Vendors provided different minimum discount percentages for hardware (HW), software (SW) and extended warranties (EW), which are noted in Table 3.

Manufacturer	Awarded Vendor	Minimum Discount %s off MSRP / List Price					
		Servers	Storage	Networking Equipment	Software	Converged Solutions	Peripheral Components
Aerohive Networks	Aerohive Networks			40% HW 45% SW 45% EW	45%	40% HW 45% SW 45% EW	40% HW 45% EW
Ciena Communications	Ciena Communications			58% HW 58% SW 58% EW			
Dell Marketing, LP	Dell Marketing, LP	13.5% HW .5% SW .5% EW	13.5% HW .5% SW .5% EW	5% HW .5% SW .5% EW	.5%	2.5% HW .5% SW .5% EW	2.5% HW .5% EW
EMC Corporation	EMC Corporation		32% HW 32% SW 5% EW	32% HW 32% SW 5% EW	23%	15% HW 15% SW 5% EW	
Extreme Networks	Extreme Networks			48% HW 48% SW 15% EW	48%		48% HW 15% EW

Manufacturer	Awarded Vendor	Minimum Discount %s off MSRP / List Price					
		Servers	Storage	Networking Equipment	Software	Converged Solutions	Peripheral Components
Fujitsu America, Inc.	Fujitsu America, Inc.	25% HW 25% SW 25% EW	25% HW 25% SW 25% EW	25% HW 0% SW 25% EW	25%	25%	25%
Hewlett Packard Enterprise	Hewlett Packard Enterprise	27% HW 27% SW 20% EW	35% HW 35% SW 20% EW	34% HW 20% SW 26% EW	26%	26% HW 26% SW 20% EW	26% HW 20% EW
IBM	IBM	12% HW 12% SW 5% EW	22% HW 22% SW 5% EW	12% HW 12% SW 5% EW	20%	17% HW 22% SW 5% EW	15% HW 5% EW
Lenovo (United States), Inc.	Lenovo (United States), Inc.	24.5% HW 17.5% SW 8.25% EW	19% HW 17.5% SW 8.25% EW	21% HW 17.5% SW 8.25% EW	17.5%	24.5% HW 17.5% SW 8.25% EW	16.25% HW 8.25% EW
Pure Storage, Inc.	Pure Storage, Inc.		37% HW 6% EW				
Ruckus	Ruckus			44% HW 44% SW 25% EW			

Table 3: Awarded Vendors' Minimum Discount Percentages Off MSRP / List Price by Segment

**NOTE:** Vendors may offer higher discounts at any time during the contract. Some Vendors may offer more favorable discounts for Academic / Education entities. **Purchasing entities are encouraged to request from Vendors more favorable pricing for larger purchases.**

### Abnormal Quantities Threshold

Any requirement that exceeds **\$250,000** must be forwarded to the Statewide IT Procurement Office for approval. The Statewide IT Procurement Office, and in consultation with the using Agency, may process the request in one or more of the following ways:

1. Purchase may be authorized at current pricing with current Vendor
2. Additional discounts from current pricing level may be negotiated with current Vendor
3. A separate Invitation for Bids may be issued for the requirement

### Service Level Agreements

DIT has included specific Service Level Agreements (SLAs) in this contract to manage the Vendors' performance (see Table 4).

SLA Name	SLA Description	Minimum Threshold
Delivery Time	<p>Delivery Time is the number of calendar days between Vendor's receipt of a valid request for IT Infrastructure Solutions and the date the IT Infrastructure Solutions are delivered.</p> <p>Vendor shall process Agency purchase order and deliver ordered IT Infrastructure Solutions within <b>thirty (30) calendar days</b>.</p> <p>Agency requested delivery dates that are past the established minimum threshold are excluded from this Service Level Agreement. Orders for Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions are excluded from this Service Level Agreement. Delays in delivery due to industry-wide component shortages or region-wide transportation delays that are submitted in writing to the Agency with supporting documentation are not included in the calculation of this Service Level Agreement.</p>	95%
Quote Time	Quote Time is the number of calendar days between Vendor's receipt of a request for quote on IT Infrastructure Solutions and the date the written quote is delivered to the Agency.	95%

SLA Name	SLA Description	Minimum Threshold
	Vendor shall process Agency requests for quotes for IT Infrastructure Solutions <b>within five (5) business days</b> for items in the Servers, Storage, Networking Equipment, IT Infrastructure Software, and IT Infrastructure Peripheral Components Segments.  Vendor shall process Agency requests for quotes for IT Infrastructure Solutions <b>within ten (10) business days</b> for items in the Converged IT Infrastructure Solutions and Value-Added Services Segments.	
Order Accuracy	Order Accuracy is the degree that Vendor delivers items to the Agency that match what is on the Purchase Order and that an accurate packing slip is included in the shipment. If a single item received does not match the item that was listed on the Purchase Order, or an accurate packing slip is not included in the shipment, then the delivery is considered to be inaccurate for purposes of measuring this Service Level Agreement. Agency shall notify Vendor in writing (e.g., email) of any order accuracy issues.	98%
Invoice Accuracy	Vendor shall issue invoices that match the Agency Purchase Order issued to the Vendor and the Vendor's quote.	98%

Table 4: Service Level Agreement Minimum Thresholds

Agencies should notify the DIT Contract Administrator if Vendor's performance falls below the minimum thresholds specified in Table 4 for any one-month period.

### Return of Merchandise

Return policies vary by Vendor. Agencies should review Vendor's return policy prior to ordering as some Vendors do not accept stock balance returns unless due to Vendor error.

See Table 5 for specific return policy by Manufacturer.

Manufacturer	Return Policy
Aerohive Networks	As a standard policy, Aerohive Networks does not accept cancellations or order returns. If equipment is factory sealed and returned within 30-days of delivery date, Aerohive will consider returns on a case by case basis.
Ciena Communications	Unopened stock balance returns allowed at no charge within 30 days of delivery.
Dell Marketing, LP	Unopened stock balance returns allowed at no charge within 30 days of delivery.
EMC Corporation	Unopened stock balance returns allowed at no charge within 30 days of delivery.
Extreme Networks	No stock balance returns. Only warranty replacements or repair offered.
Fujitsu America, Inc.	If equipment is factory sealed and returned within 30-days of delivery date, Fujitsu will consider returns on a case by case basis.
Hewlett Packard Enterprise	Unopened stock balance returns allowed at no charge within 30 days of delivery.
IBM	Unopened stock balance returns allowed at no charge within 30 days of delivery.
Lenovo (United States), Inc.	Unopened stock balance returns allowed at no charge within 30 days of delivery.
Pure Storage, Inc.	If equipment is factory sealed and returned within 30-days of delivery date, Pure Storage will consider returns on a case by case basis.
Ruckus	If equipment is factory sealed and returned within 30-days of delivery date, Ruckus will consider returns on a case by case basis.

Table 5: Manufacturer Return Policy

### 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 Charges

Transportation of Deliverables shall be **FOB Destination**; unless otherwise specified in the solicitation document or purchase order. Freight, handling, hazardous material charges, and distribution and installation charges shall be included in the total price of each item. Any additional charges shall not be honored for payment unless authorized in writing by the Purchasing State Agency. In cases where parties, other than the Vendor ship materials against this order, the shipper must be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. A complete packing list must accompany each shipment.

## History

2018-07-16: Removed Dell resellers at Dell's request.  
2018-07-26: Added eGroup as EMC reseller.

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