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
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:

<table>
<thead>
<tr>
<th>Segment</th>
<th>Segment Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servers</td>
<td>Physical servers, including rack-mounted, blades, and tower models, virtual servers, and related emerging technologies</td>
</tr>
<tr>
<td>Storage</td>
<td>Enterprise mass storage components, purchased as standalone units or as part of a storage system containing several unique items, and related emerging technologies</td>
</tr>
<tr>
<td>Networking Equipment</td>
<td>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)</td>
</tr>
<tr>
<td>IT Infrastructure Software</td>
<td>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)</td>
</tr>
<tr>
<td>Converged IT Infrastructure Solutions</td>
<td>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</td>
</tr>
<tr>
<td>IT Infrastructure Peripheral Components</td>
<td>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 $25,000.</td>
</tr>
</tbody>
</table>
### 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.

**PLEASE NOTE:** Any Executive Branch State Agency that will be using a 204X Vendor Solution which is Cloud-Based or Software as a Service (SaaS) must submit a request to the State CIO for a hosting exception via the Exception Process located at the following link: [https://it.nc.gov/documents/exception-resources](https://it.nc.gov/documents/exception-resources)

#### NC State IT Contract 204X Manufacturers:

<table>
<thead>
<tr>
<th>Aerohive Networks</th>
<th>Gigamon</th>
<th>Riverbed</th>
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<tr>
<td>Avaya</td>
<td>Hedvig</td>
<td>Rubrik</td>
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<td>Belkin</td>
<td>Hewlett Packard Enterprise</td>
<td>Ruckus Networks</td>
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<td>Ciena</td>
<td>Hitachi</td>
<td>Symantec</td>
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<td>Cisco</td>
<td>IBM</td>
<td>Tripp Lite</td>
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<tr>
<td>Dell</td>
<td>Infoblox</td>
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<td>EMC</td>
<td>Lenovo</td>
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<td>Extreme Networks</td>
<td>NetApp</td>
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<td>F5 Networks</td>
<td>Nutanix</td>
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<td>Fortinet</td>
<td>Palo Alto</td>
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<tr>
<td>Fujitsu</td>
<td>Pure Storage</td>
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</table>

### 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.
<table>
<thead>
<tr>
<th>Awarded Vendor</th>
<th>Authorized Resellers</th>
<th>Ordering Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerohive Networks</td>
<td>Direct</td>
<td>Orders should be placed with Authorized Resellers listed below.</td>
</tr>
<tr>
<td>A3 Communications</td>
<td>1911 Associates Lane Suite G Charlotte, NC 28217</td>
<td></td>
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<tr>
<td>BridgeTek Solutions</td>
<td>744 East Stone Ave Greenville, SC 29601</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vendor / Reseller Contact Information</th>
<th></th>
</tr>
</thead>
</table>
| **Inside Sales – State and Local Governments** | Jonnette Pennington  
Email: jpennington@aerohive.com  
Phone: 408-316-0913 |
| **Outside Sales – State, Local Governments, K-12, Higher Education** | Luis Rodriguez, Regional VP  
Email: lrodriguez@aerohive.com  
Phone: 321-422-9577 |
| **Customer Service / Technical / Warranty Support** | Website: [https://support.aerohive.com](https://support.aerohive.com)  
Email: rkorb@aerohive.com  
Phone: 866-365-9918  
Fax: 408-510-6199 |
| **Inside Sales – State and Local Governments** | Hunter Thornton  
Email: hthornton@a3communications.com  
Phone: 678-630-9134 |
| **Outside Sales – State and Local Governments** | Matt Whitfield  
Email: mwhitfield@a3communications.com  
Phone: 704-956-3908 |
| **Sales – K-12** | Greg Moorer  
Email: gmoorer@a3communications.com  
Phone: 803-269-9222 |
| **Sales – Higher Education** | Scott Rives  
Email: srives@a3communications.com  
Phone: 803-354-6158 |
| **Inside Sales – State and Local Governments** | Kelley Turpin  
Email: Kturpin@bridgeteksoluions.com  
Phone: 704-517-3002 |
| **Outside Sales – State and Local Governments** | Tom Clinton  
Email: Tclinton@bridgeteksoluions.com  
Phone: 864-420-1785 |
| **Sales – K-12** | Vance Milford  
Email: vmilford@bridgeteksoluions.com  
Phone: 864-214-0221 |
| **Sales – Higher Education** | John Ulmer  
Email: julmer@bridgeteksoluions.com  
Phone: 803-240-3579 |
<table>
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<tr>
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<th>Authorized Resellers</th>
<th>Ordering Address</th>
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</tr>
</thead>
</table>
| Aerohive Networks | CDW Government LLC | 230 N. Milwaukee Ave. Vernon Hills, IL 60061 | **Sales – State and Local Governments**  
Melissa Deets  
Email: melidee@cdwg.com  
Phone: 717-571-8706  
**Sales – K-12 and High Education**  
Matt Fielding-Russell  
Email: mattrus@cdw.com  
Phone: 847-371-5600 |
| CNIC, Inc. | 4418 Monroe Road Suite E Charlotte, NC 28205-7763 | **Sales – State and Local Governments**  
Gary Snyder  
Email: gary.snyder@cnic-inc.com  
Phone: 704-344-0090  
**Sales – K-12 and Higher Education**  
Aaron Waters  
Email: a.waters@cnic-inc.com  
Phone: 704-344-0090 |
| Data Network Solutions, Inc | 629 Lake Tide Dr. Chapin, SC 29036 | **Sales – State and Local Governments, Education**  
Bruce Fisher  
Email: bfisher@datanetworksolutions.com  
Phone: 704-905-1920 |
| Encore Technology Group, LLC | 2000 Wade Hampton Blvd. Suite 210 Greenville, SC 29615 | **Inside Sales – State and Local Governments**  
Megan White  
Email: insidesales@encoretg.com  
Phone: 888-983-6267  
**Outside Sales – State and Local Governments & Higher Education**  
Danielle Stengel  
Email: dstengel@encoretg.com  
Phone: 704-280-1489  
**Sales – K-12**  
Mike Ingram  
Email: mingram@encoretg.com  
Phone: 336-870-0848 |
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<th>Ordering Address</th>
<th>Vendor / Reseller Contact Information</th>
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<tr>
<td>Aerohive Networks</td>
<td>SHI International Corp.</td>
<td>290 Davidson Ave. Somerset, NJ 08873</td>
<td><strong>Sales – State and Local Governments, Education</strong></td>
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<tr>
<td>(HUB VENDOR)</td>
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<td></td>
<td>SHI Carolina Team</td>
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<td>Email: <a href="mailto:carolinateam@shi.com">carolinateam@shi.com</a></td>
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<td>Phone: 800-211-0831</td>
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<td><strong>Outside Sales – State Governments</strong></td>
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<td>Carly Higginbotham</td>
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<td>Email: <a href="mailto:Carly_Higginbotham@shi.com">Carly_Higginbotham@shi.com</a></td>
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<td>Phone: 919-219-7355</td>
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<td><strong>Outside Sales – Local Governments</strong></td>
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<td>Dean Blackmon</td>
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<td>Email: <a href="mailto:Dean_Blackmon@shi.com">Dean_Blackmon@shi.com</a></td>
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<td>Phone: 910-538-6804</td>
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<td><strong>Sales – Higher Education</strong></td>
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<td>Leacadia Powell</td>
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<td>Email: <a href="mailto:Leacadia_Powell@shi.com">Leacadia_Powell@shi.com</a></td>
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<td>Phone: 980-556-6076</td>
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<td><strong>Sales – K-12</strong></td>
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<td>Matt Springett</td>
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<td></td>
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<td>Email: <a href="mailto:Matt_Springett@shi.com">Matt_Springett@shi.com</a></td>
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<td></td>
<td></td>
<td></td>
<td>Phone: 919-610-6774</td>
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<tr>
<td>Avaya Inc.</td>
<td>Direct</td>
<td>4655 Great America Parkway Santa Clara, CA 95054</td>
<td><strong>Sales – State and Local Governments, Education</strong></td>
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<td>Greg Nelson</td>
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<td>Email: <a href="mailto:gnelson@avaya.com">gnelson@avaya.com</a></td>
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<td></td>
<td></td>
<td></td>
<td>Phone: 704-551-1827</td>
</tr>
<tr>
<td>Carahsoft Technology Corporation</td>
<td>Direct</td>
<td>1860 Michael Faraday Dr. Suite 100 Reston, VA 20190</td>
<td><strong>Inside Sales – State and Local Governments</strong></td>
</tr>
<tr>
<td></td>
<td>For following products:</td>
<td></td>
<td>Rich Maigue</td>
</tr>
<tr>
<td></td>
<td>• F5 Networks</td>
<td></td>
<td>Email: <a href="mailto:Richard.Maigue@carahsoft.com">Richard.Maigue@carahsoft.com</a></td>
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<tr>
<td></td>
<td>• Gigamon</td>
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<td>Phone: 703-871-8578</td>
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<td>• Infoblox</td>
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<td><strong>Outside Sales – State and Local Governments</strong></td>
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<td>Carahsoft Sales Team</td>
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<td>• Palo Alto</td>
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<td>Email: <a href="mailto:sales@carahsoft.com">sales@carahsoft.com</a></td>
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<td>• Symantec</td>
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<td>Phone: 703-871-8500</td>
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<td><strong>Sales – K-12 and Higher Education</strong></td>
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<td>Tim Boltz</td>
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<td></td>
<td>Email: <a href="mailto:Tim.Boltz@carahsoft.com">Tim.Boltz@carahsoft.com</a></td>
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<td>Phone: 703-230-7402</td>
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<td>Awarded Vendor</td>
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<td>Ordering Address</td>
<td>Vendor / Reseller Contact Information</td>
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</tbody>
</table>
| Carahsoft Technology Corporation | CDW Government LLC | 230 N. Milwaukee Ave. Vernon Hills, IL 60061 | Inside Sales – State and Local Governments  
Nicole Tuzzolino  
Email: nicotuz@cdwg.com  
Phone: 866-850-5223  

Outside Sales – State and Local Governments  
Kyle Irwin  
Email: kyleirw@cdw.com  
Phone: 866-769-8287  

Sales – K-12 and High Education  
Matt Fielding-Russell  
Email: matrus@cdw.com  
Phone: 847-371-5600 |
| Data Network Solutions, Inc | For following products:  
- F5 Networks  
- Infoblox  
- Nutanix  
- Palo Alto  
- Symantec | 629 Lake Tide Dr. Chapin, SC 29036 | Inside Sales – State and Local Governments  
Miriama Rodriguge  
Email: mrodrigue@datanetworksolutions.com  
Phone: 864-640-1343  

Outside Sales – State and Local Governments, Education  
Bruce Fisher  
Email: bfisher@datanetworksolutions.com  
Phone: 704-905-1920 |
| ePlus Technology, Inc. | For following products:  
- F5 Networks  
- Gigamon  
- Nutanix  
- Palo Alto  
- Symantec | 511 Davis Drive Suite 350 Morrisville, NC 27560 | Inside Sales – State and Local Governments, Education  
Kelly Manning  
Email: kmanning@eplus.com  
Phone: 910-679-3726  

Outside Sales – State and Local Governments, Education  
Marcel Provenccher  
Email: mprovenccher@eplus.com  
Phone: 919-767-2979 |
| NWN Corporation | For following products:  
- F5 Networks  
- Nutanix | 271 Waverley Oaks Road Waltham, MA 02452 | Sales – State and Local Governments, K-12, Higher Education  
James Welch  
Email: JWelch@nwnit.com  
Phone: 919-653-4461 |
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<tr>
<td>Carahsoft Technology Corporation</td>
<td>Presidio Networked Solutions LLC</td>
<td>5003 S. Miami Blvd Suite 110</td>
<td><strong>Inside Sales – State and Local Governments</strong>&lt;br&gt;Jessica Blust&lt;br&gt;<a href="mailto:jblust@presidio.com">jblust@presidio.com</a>&lt;br&gt;Phone: 407-641-0524&lt;br&gt;<strong>Outside Sales – State and Local Governments, Higher Education</strong>&lt;br&gt;Shawn Alba&lt;br&gt;Email: <a href="mailto:salba@presidio.com">salba@presidio.com</a>&lt;br&gt;Phone: 919-592-9676&lt;br&gt;Sales – K-12&lt;br&gt;Jim Slowik&lt;br&gt;Email: <a href="mailto:jslowik@presidio.com">jslowik@presidio.com</a>&lt;br&gt;Phone: 919-228-6123</td>
</tr>
<tr>
<td></td>
<td><strong>For following products:</strong></td>
<td>Durham, NC 27703</td>
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<td>• F5 Networks</td>
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<td>• Symantec</td>
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<tr>
<td>SHI International Corp. (HUB VENDOR)</td>
<td><strong>For following products:</strong></td>
<td>290 Davidson Ave. Somerset, NJ</td>
<td><strong>Sales – State and Local Governments, Education</strong>&lt;br&gt;SHI Carolina Team&lt;br&gt;Email: <a href="mailto:carolinateam@shi.com">carolinateam@shi.com</a>&lt;br&gt;Phone: 800-211-0831&lt;br&gt;<strong>Outside Sales – State Governments</strong>&lt;br&gt;Carly Higginbotham&lt;br&gt;Email: <a href="mailto:Carly_Higginbotham@shi.com">Carly_Higginbotham@shi.com</a>&lt;br&gt;Phone: 919-219-7355&lt;br&gt;<strong>Outside Sales – Local Governments</strong>&lt;br&gt;Dean Blackmon&lt;br&gt;Email: <a href="mailto:Dean_Blackmon@shi.com">Dean_Blackmon@shi.com</a>&lt;br&gt;Phone: 910-538-6804</td>
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<td></td>
<td>• F5 Networks</td>
<td>08873</td>
<td><strong>Sales – Higher Education</strong>&lt;br&gt;Leacadia Powell&lt;br&gt;Email: <a href="mailto:Leacadia_Powell@shi.com">Leacadia_Powell@shi.com</a>&lt;br&gt;Phone: 980-556-6076</td>
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<td></td>
<td>• Gigamon</td>
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<td><strong>Sales – K-12</strong>&lt;br&gt;Matt Springett&lt;br&gt;Email: <a href="mailto:Matt_Springett@shi.com">Matt_Springett@shi.com</a>&lt;br&gt;Phone: 919-610-6774</td>
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<tr>
<td>Sirius Computer Solutions, Inc.</td>
<td><strong>For following products:</strong></td>
<td>10100 Reunion Place Suite 500</td>
<td><strong>Outside Sales – State and Local Governments, Education</strong>&lt;br&gt;John Zemonek&lt;br&gt;Email: <a href="mailto:John.Zemonek@siriuscom.com">John.Zemonek@siriuscom.com</a>&lt;br&gt;Phone: 919-819-5275&lt;br&gt;<strong>Sales – K-12</strong>&lt;br&gt;Josh Enderline&lt;br&gt;Email: <a href="mailto:Josh.Enderline@Siriuscom.com">Josh.Enderline@Siriuscom.com</a>&lt;br&gt;Phone: 919-215-6749&lt;br&gt;<strong>Sales – Higher Education</strong>&lt;br&gt;Aaron Riggleman&lt;br&gt;Email: <a href="mailto:Aaron.Riggleman@Siriuscom.com">Aaron.Riggleman@Siriuscom.com</a>&lt;br&gt;Phone: 919-500-1852</td>
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<tr>
<td></td>
<td>• F5 Networks</td>
<td>San Antonio, TX 78216</td>
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| CDWG          | Direct              | 230 N. Milwaukee Ave Vernon Hills, IL 60061 | **Inside Sales – State and Local Governments**  
Nicole Tuzzolino  
Email: nicotuz@cdwg.com  
Phone: 866-850-5223  
**Outside Sales – State and Local Governments**  
Kyle Irwin  
Email: kyleirw@cdwg.com  
Phone: 866-769-8287  
**Sales – K-12**  
Ray Sorrentino  
Email: raysor@cdwg.com  
Phone: 866-833-0358  
**Sales – Higher Education**  
Justin Scott  
Email: justins@cdwg.com  
Phone: 877-820-8807 |
| Ciena          | Direct              | Orders should be placed with Authorized Resellers listed below. | **Sales – State and Local Governments, K-12, Higher Education**  
Greg Nelson  
Email: gnelson@ciena.com  
Phone: 919-609-0830  
**Customer Service / Technical / Warranty Support**  
Website: https://portal.ciena.com  
Phone: 800-243-6224  
Fax: 410-694-5750 |
| Carousel Industries of North America, Inc | Direct | 659 South County Trail Exeter, RI 02882 | **Sales – State and Local Governments, Education**  
Brandon L. Hall  
Email: bhall@carouselindustries.com  
Phone: 919-230-9536 |
| Graybar        | Direct              | 211 S. New Hope Road Raleigh, NC 27610 | **Inside Sales – State and Local Governments, K-12, Higher Education**  
Bryan Gilliam  
Email: Byran.gilliam@graybar.com  
Phone: 336-275-9441  
**Outside Sales – State and Local Governments, K-12, Higher Education**  
Steve Foy  
Email: Steven.foy@graybar.com  
Phone: 919-623-8544 |
| Integration Partners Corporation | Direct | 12 Hartwell Avenue, Lexington, MA 02421 | **Sales – State and Local Governments, Education**  
Greg Fowler  
Email: gfowler@integrationpartners.com  
Phone: 704-236-1028 |
<table>
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<td>Ciena</td>
<td>Telamon Corporation</td>
<td>1000 E 116th St</td>
<td><strong>Sales – State and Local Governments, Education</strong>&lt;br&gt;Mike Taylor&lt;br&gt;Email: <a href="mailto:Mike.taylor@telamon.com">Mike.taylor@telamon.com</a>&lt;br&gt;Phone: 404-307-2360</td>
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<tr>
<td></td>
<td>Direct</td>
<td>Orders should be placed with Authorized Resellers listed below.</td>
<td><strong>Inside State and Local Governments</strong>&lt;br&gt;Anna Miller&lt;br&gt;Email: <a href="mailto:annamil@cisco.com">annamil@cisco.com</a>&lt;br&gt;Phone: 984-216-0775</td>
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<td><strong>Outside Sales – State and Local Governments</strong>&lt;br&gt;David Dini&lt;br&gt;Email: <a href="mailto:ddini@cisco.com">ddini@cisco.com</a>&lt;br&gt;Phone: 408-895-2655</td>
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<td><strong>Sales – K-12 and Higher Education</strong>&lt;br&gt;Andy Chai-Seong&lt;br&gt;Email: <a href="mailto:achaiseo@cisco.com">achaiseo@cisco.com</a>&lt;br&gt;Phone: 408-895-2832</td>
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<td>CDW Government LLC</td>
<td>230 N. Milwaukee Ave. Vernon Hills, IL 60061</td>
<td><strong>Outside Sales – State and Local Governments</strong>&lt;br&gt;Kyle Irwin&lt;br&gt;Email: <a href="mailto:kyleirw@cdw.com">kyleirw@cdw.com</a>&lt;br&gt;Phone: 919-272-6083</td>
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<td><strong>Sales – K-12 and High Education</strong>&lt;br&gt;Matt Fielding-Russell&lt;br&gt;Email: <a href="mailto:mattrus@cdw.com">mattrus@cdw.com</a>&lt;br&gt;Phone: 847-371-5600</td>
</tr>
<tr>
<td>ePlus Technology, Inc.</td>
<td>511 Davis Drive Suite 350 Morrisville, NC 27560</td>
<td><strong>Inside Sales – State and Local Governments, Education</strong>&lt;br&gt;Kelly Manning&lt;br&gt;Email: <a href="mailto:kmanning@eplus.com">kmanning@eplus.com</a>&lt;br&gt;Phone: 910-679-3726</td>
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<td><strong>Outside Sales – State and Local Governments, Education</strong>&lt;br&gt;Marcel Provencher&lt;br&gt;Email: <a href="mailto:mprovencher@eplus.com">mprovencher@eplus.com</a>&lt;br&gt;Phone: 919-767-2979</td>
</tr>
<tr>
<td>DISYS Solutions, Inc.</td>
<td>44670 Cape Court Suite 100 Ashburn, VA 20147</td>
<td><strong>Inside State and Local Governments</strong>&lt;br&gt;Pankaj Sharma&lt;br&gt;Email: <a href="mailto:Pankaj_Sharma@dsitech.com">Pankaj_Sharma@dsitech.com</a>&lt;br&gt;Phone: 571-707-3610</td>
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<td><strong>Outside Sales – State and Local Governments and K-12</strong>&lt;br&gt;John Mills&lt;br&gt;Email: <a href="mailto:John.Mills@dsitech.com">John.Mills@dsitech.com</a>&lt;br&gt;Phone: 864-350-8477</td>
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<td><strong>Sales – Higher Education</strong>&lt;br&gt;Roy Everett&lt;br&gt;Email: <a href="mailto:Roy.Everett@dsitech.com">Roy.Everett@dsitech.com</a>&lt;br&gt;Phone: 571-707-3655</td>
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| Cisco Systems, Inc.                | Internetwork Services Incorporated, dba Internetwork Engineering                       | 13777 Ballantyne Corporate Place Suite 305      | **Inside State and Local Governments**  
Client Services  
Email: ClientsServices@ineteng.com  
Phone: 704-540-5800  

**Outside Sales – State and Local Governments and Education**  
NC SLED Account Team  
Email: NCSLED@ineteng.com  
Phone: 704-540-5800 |
| NWN Corporation                    |                                                                                       | 7025 Albert Pick Road Suite 302 Greensboro, NC  | **Inside Sales – State and Local Governments**  
Nichole Farrar  
Email: nfarrar@nwnit.com  
Phone: 919-653-4456  

**Outside Sales – State and Local Governments**  
Amy Robinson  
Email: ARobinson@nwnit.com  
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**Sales – K-12**  
James Welch  
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Phone: 919-653-4461  

**Sales – Higher Education**  
Mike Kane  
Email: MKane@nwnit.com  
Phone: 704-496-6907 |
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Jessica Blust  
Email: jblust@presidio.com  
Phone: 407-641-0524  

**Outside Sales – State and Local Governments, Higher Education**  
Shawn Alba  
Email: salba@presidio.com  
Phone: 919-592-9676  

**Sales – K-12**  
Jen Zadnik  
Email: jzadnik@presidio.com  
Phone: 919-228-6121 |
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</table>
| **Cisco Systems, Inc.**     | Rove, LLC                | 3201 International Airport Dr., Suite 100 Charlotte, NC 28208 | **Inside State and Local Governments**  
Brian Calfo  
Email: brian.calfo@withrove.com  
Phone: (704) 413-0897  

**Outside Sales – State and Local Governments**  
Marcus Jacoby  
Email: Marcus.Jacoby@withrove.com  
Phone: (704) 413-0902  

**Sales – K-12 and Higher Education**  
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Email: Jack.Daykin@withrove.com  
Phone: (704) 413-0914 |
| **Dell**                    | Direct                   | One Dell Way Round Rock, TX 78682 | **Inside Sales – State and Local Governments**  
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Email: david.b.bailey@dell.com  
Phone: 512-513-9417  

**Outside Sales – State and Local Governments**  
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Email: manny.veloza@dell.com  
Phone: 919-272-5214  

**Sales – K-12**  
Clarence Williams  
Email: clarence_williams@dell.com  
Phone: 919-279-3352  

**Sales – Higher Education**  
Jim Rigney  
Email: jim_rigney@dell.com  
Phone: 919-349-6617  

**Customer Service / Technical / Warranty Support**  
Website: www.dell.com  
Email: http://www.dell.com/support/incidents-online/us/en/04/email/order-support  
Phone: 800-766-3355  
Fax: 512-283-0526 |
| **Cambridge Computer Services, Inc (HUB VENDOR)** | | 271 Waverley Oaks Road Suite 301 Waltham, MA 02452 | **Sales – State, Local Governments, & Higher Education**  
Gerry Franzen  
Email: gfranzen@cambridgecomputer.com  
Phone: 919-605-9934  

**Sales – K-12**  
Mike Rowland  
Email: mrowland@cambridgecomputer.com  
Phone: 240-315-7695 |
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<td>CDW Government LLC</td>
<td>230 N. Milwaukee Ave. Vernon Hills, IL 60061</td>
<td><strong>Inside Sales – State and Local Governments</strong>&lt;br&gt;Nicole Tuzzolino&lt;br&gt;Email: <a href="mailto:nicotuz@cdwg.com">nicotuz@cdwg.com</a>&lt;br&gt;Phone: 866-850-5223</td>
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<td><strong>Outside Sales – State and Local Governments</strong>&lt;br&gt;Kyle Irwin&lt;br&gt;Email: <a href="mailto:kyleirw@cdw.com">kyleirw@cdw.com</a>&lt;br&gt;Phone: 203-851-7126</td>
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<td><strong>Sales – K-12</strong>&lt;br&gt;Ashley Pratt&lt;br&gt;Email: <a href="mailto:ashilpra@cdw.com">ashilpra@cdw.com</a>&lt;br&gt;Phone: 866-819-6496</td>
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<td><strong>Sales – Higher Education</strong>&lt;br&gt;Mitch Huffington&lt;br&gt;Email: <a href="mailto:mitchh@cdwg.com">mitchh@cdwg.com</a>&lt;br&gt;Phone: 847-968-9362</td>
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<tr>
<td>Davenport Group</td>
<td>4166 Lexington Ave N St. Paul, MN 55126</td>
<td><strong>Sales – State and Local Governments</strong>&lt;br&gt;Matt Johnson&lt;br&gt;Email: <a href="mailto:Matt.johnson@davenportgroup.com">Matt.johnson@davenportgroup.com</a>&lt;br&gt;Phone: 651-765-0279</td>
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<td><strong>Sales – Higher Education</strong>&lt;br&gt;Mary Brown&lt;br&gt;Email: <a href="mailto:Mary.brown@davenportgroup.com">Mary.brown@davenportgroup.com</a>&lt;br&gt;Phone: 651-765-0279</td>
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<td>Nitor Solutions</td>
<td>3630 Clemmons Rd Suite 303 Clemmons, NC 27012</td>
<td><strong>Inside Sales – State and Local Governments</strong>&lt;br&gt;Calesha Pickard&lt;br&gt;Email: <a href="mailto:cpickard@nitorsi.com">cpickard@nitorsi.com</a>&lt;br&gt;Phone: 615-513-4324</td>
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<td><strong>Sales – State, Local Governments, K-12, Higher Education</strong>&lt;br&gt;Ron Hewett&lt;br&gt;Email: <a href="mailto:rhewett@nitorsi.com">rhewett@nitorsi.com</a>&lt;br&gt;Phone: 336-655-6793</td>
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<td>John Lee&lt;br&gt;Email: <a href="mailto:jlee@nitorsi.com">jlee@nitorsi.com</a>&lt;br&gt;Phone: 336-782-2566</td>
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<td>Scott Harris&lt;br&gt;Email: <a href="mailto:sharris@nitorsi.com">sharris@nitorsi.com</a>&lt;br&gt;Phone: 828-301-7177</td>
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<td>John Parks&lt;br&gt;Email: <a href="mailto:jpark@nitorsi.com">jpark@nitorsi.com</a>&lt;br&gt;Phone: 615-419-2499</td>
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<td>Dell</td>
<td>NWN Corporation</td>
<td>2520 Whitehall Park Drive Suite 250 Charlotte, NC 28273</td>
<td><strong>Inside Sales – State and Local Governments</strong>&lt;br&gt;Nichole Farrar&lt;br&gt;Email: <a href="mailto:nfarrar@nwnit.com">nfarrar@nwnit.com</a>&lt;br&gt;Phone: 919-653-4456</td>
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<td><strong>Outside Sales – State and Local Governments</strong>&lt;br&gt;Amy Robinson&lt;br&gt;Email: <a href="mailto:ARobinson@nwnit.com">ARobinson@nwnit.com</a>&lt;br&gt;Phone: 919-616-0667</td>
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<td><strong>Sales – K-12</strong>&lt;br&gt;Kyle Kipping&lt;br&gt;Email: <a href="mailto:kkipping@nwnit.com">kkipping@nwnit.com</a>&lt;br&gt;Phone: 404-909-0401</td>
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<td><strong>Sales – Higher Education</strong>&lt;br&gt;Tommy Coleman&lt;br&gt;Email: <a href="mailto:tcoleman@nwnit.com">tcoleman@nwnit.com</a>&lt;br&gt;Phone: 336-340-6142</td>
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<td>Sirius Computer Solutions, Inc.</td>
<td></td>
<td>10100 Reunion Place Suite 500 San Antonio, TX 78216</td>
<td><strong>Outside Sales – State and Local Governments, Education</strong>&lt;br&gt;John Zemonek&lt;br&gt;Email: <a href="mailto:John.Zemonek@siriuscom.com">John.Zemonek@siriuscom.com</a>&lt;br&gt;Phone: 919-819-5275</td>
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<td><strong>Sales – K-12</strong>&lt;br&gt;Josh Enderline&lt;br&gt;Email: <a href="mailto:Josh.Enderline@siriuscom.com">Josh.Enderline@siriuscom.com</a>&lt;br&gt;Phone: 919-215-6749</td>
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<td><strong>Sales – Higher Education</strong>&lt;br&gt;Aaron Riggleman&lt;br&gt;Email: <a href="mailto:Aaron.Riggleman@siriuscom.com">Aaron.Riggleman@siriuscom.com</a>&lt;br&gt;Phone: 919-500-1852</td>
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<td>Tiber Creek Consulting (HUB VENDOR)</td>
<td></td>
<td>10130 Mallard Creek Road, Suite 300 Charlotte, NC 28262</td>
<td><strong>Inside Sales – State and Local Governments</strong>&lt;br&gt;Ted Schonbrunner&lt;br&gt;Email: ted@tiber creek.com&lt;br&gt;Phone: 717-746-4004</td>
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<td><strong>Outside Sales – State and Local Governments</strong>&lt;br&gt;David Lloyd&lt;br&gt;Email: David.Lloyd@tiber creek.com&lt;br&gt;Phone: 704-996-3718</td>
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<td><strong>Outside Sales – K-12 &amp; Higher Education</strong>&lt;br&gt;Jennifer Hillesland&lt;br&gt;Email: Jennifer.Hillesland@tiber creek.com&lt;br&gt;Phone: 704-614-0742</td>
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| EMC            | Direct               | 176 South Street Hopkinton, MA 01748 | **Sales – State and Local Governments, K-12, Higher Education**<br>Mike Wade<br>Email: michael.wade@dell.com<br>Phone: 919-247-0851  
**Customer Service / Technical / Warranty Support**<br>Website: [http://support.emc.com](http://support.emc.com)<br>Phone: 800-782-4362 |
|                | Cambridge Computer Services, Inc (HUB VENDOR) | 271 Waverley Oaks Road Suite 301 Waltham, MA 02452 | **Inside Sales – State, Local Governments, & Higher Education**<br>Jim Gordon<br>Email: jgordon@cambridgecomputer.com<br>Phone: 508-686-6745  
**Outside Sales – State, Local Governments, & Higher Education**<br>Gerry Franzen<br>Email: gfranzen@cambridgecomputer.com<br>Phone: 919 747-4070  
**Sales – K-12**<br>Mike Rowland<br>Email: mrowland@cambridgecomputer.com<br>Phone: 240-315-7695 |
| Data Networks of America, Inc. | 216 Schilling Circle Ste. 104 Hunt Valley, MD 21031 | **Inside Sales – State and Local Governments**<br>Kayla Richardson<br>Email: krichardson@datanetworks.com<br>Phone: 410-823-3000 ext. 3021  
**Outside Sales – State and Local Governments**<br>Steve Brandon<br>Email: sbrandon@datanetworks.com<br>Phone: 410-823-3000 ext. 3011  
**Sales – K-12**<br>Amy Bateman<br>Email: abateman@datanetworks.com<br>Phone: 410-823-3000 ext. 3020  
**Sales – Higher Education**<br>Jan Silhavy<br>Email: jsilhavy@datanetworks.com<br>Phone: 410-823-3000 ext. 3016 |
| Davenport Group | 4166 Lexington Ave N St. Paul, MN 55126 | **Sales – State and Local Governments**<br>Matt Johnson<br>Email: Matt.johnson@davenportgroup.com<br>Phone: 651-765-0279  
**Sales – Higher Education**<br>Mary Brown<br>Email: Mary.brown@davenportgroup.com<br>Phone: 651-765-0279 |
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| EMC                    | eGroup Holding Company, LLC       | PO Box 38 Mount Pleasant, SC 29465         | **Inside Sales for State and Local Governments**  
Jeff Thomas  
Email: insidesales@eGroup-us.com  
Phone: 877-347-6871  
**Outside Sales – State and Local Governments, K-12, Higher Education**  
Daniel Navarro  
Email: insidesales@eGroup-us.com  
Phone: 877-347-6871                                                                 |
| NWN Corporation        | 2520 Whitehall Park Drive        | Sales – State and Local Governments, K-12, Higher Education  
Amy Robinson  
Email: ARobinson@nwnit.com  
Phone: 919-616-0667                                                                 |
| Presidio Networked Solutions LLC | 5003 S. Miami Blvd Suite 110 Durham, NC 27703 | Sales – State and Local Governments, Education  
Shawn Alba  
Email: salba@presidio.com  
Phone: 919-323-8081  
Sales –K-12  
Aaron Rigglemen  
Email: aaron.riggleman@siriuscom.com  
Phone: 919-500-1852                                                                 |
| Sirius Computer Solutions, Inc. | 10100 Reunion Place Suite 500 San Antonio, TX 78216 | Sales – State and Local Governments, Higher Education  
John Zemonek  
Email: John.zemonek@siriuscom.com  
Phone: 919-819-5275  
Sales –K-12  
Aaron Rigglemen  
Email: aaron.riggleman@siriuscom.com  
Phone: 919-500-1852                                                                 |
| Extreme Networks       | Direct                            | 6480 Via Del Oro San Jose, CA 95119         | **Sales – State and Local Governments, Higher Education**  
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Email: cbondi@extremenetworks.com  
Phone: 919-457-8250  
**Customer Service / Technical / Warranty Support**  
Website: https://www.extremenetworks.com/support/contact/  
Email: btowns@extremenetworks.com  
Phone: 800-872-8440                                                                 |
| CDW Government LLC     | 230 N. Milwaukee Ave. Vernon Hills, IL 60061   | Sales – State and Local Governments, Education  
Kyle Irwin  
Email: kyleirw@cdw.com  
Phone: 919-272-6083  
Nicole Tuzzolino  
Email: nicotuz@cdwg.com  
Phone: 866-850-5223                                                                 |
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| Extreme Networks     | Data Network Solutions, Inc| 629 Lake Tide Dr. Chapin, SC 29036  | **Sales – State and Local Governments, Education**  
Bruce Fisher  
Email: bfisher@datanetworksolutions.com  
Phone: 704-905-1920                                                                                                                                 |
| Lockstep             |                            | 5403 Stoney Ridge Court Belmont, NC 28012 | **Sales – State and Local Governments, Education**  
Jim Pullano  
Email: jpullano@lockstepgroup.com  
Phone: 630-802-0202  
Michael Lawing  
Email: mlawing@lockstepgroup.com  
Phone: 704-577-4610                                                                                                                                    |
| Meridian IT, Inc.    |                            | 2065 Donald Street Indian Land, SC 29707 | **Sales – State and Local Governments, Education**  
Gary Shipman  
Email: Gary.shipman@meridianitinc.com  
Phone: 980-288-6950                                                                                                                |
| RM Source            |                            | 150 Fayetteville Street, Suite 810 Raleigh, NC 27601 | **Sales – State and Local Governments, Education**  
Email: rhultin@msource.com  
Phone: 919-246-3845                                                                                                                                 |
| StepCG, LLC          |                            | 137 E. Fourth Street Suite 210 Cincinnati, OH 45202 | **Sales – State and Local Governments, Higher Education**  
Mitch Needles  
Email: mneedles@stepcg.com  
Phone: 513-795-6000, Ext. 3126                                                                                                                   |
| Fortinet, Inc.       | Direct                     | Orders should be placed with Authorized Resellers. Vendor is currently compiling list of resellers to be added. | **Sales – State and Local Governments, Higher Education**  
Stuart Ferrell  
Email: sferrel@fortinet.com  
Phone: 919-480-7878  
**Sales – K-12**  
Scott Lecher  
Email: slecher@fortinet.com  
Phone: 919-744-6799  
**Customer Service / Technical / Warranty Support**  
Website: https://support.fortinet.com/  
Phone: 866-648-4638                                                                                                                   |
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| Fortinet, Inc.                 | BridgeTek Solutions          | 744 East Stone Ave Greenville, SC 29601 | **Inside Sales – State and Local Governments**  
Kelley Turpin  
Email: Kturpin@bridgeteksolutions.com  
Phone: 704-517-3002  
**Outside Sales – State and Local Governments**  
Tom Clinton  
Email: Tclinton@bridgeteksolutions.com  
Phone: 864-420-1785  
**Sales – K-12**  
Vance Milford  
Email: vmilford@bridgeteksolutions.com  
Phone: 864-214-0221  
**Sales – Higher Education**  
John Ulmer  
Email: julmer@bridgeteksolutions.com  
Phone: 803-240-3579 |
| Carolina Advanced Digital      |                              | 133 Triangle Trade Drive Cary, NC 27513 | **Inside Sales – State and Local Governments**  
Julie Allen  
Email: Julie@cadinc.com  
Phone: 919-460-1313  
**Outside Sales – State and Local Governments,**  
**K-12, Higher Education**  
BreAnn Verrean  
Email: bre@cadinc.com  
Phone: 919-460-1313 |
| ePlus Technology, Inc.         | 511 Davis Drive  
Suite 350  
Morrisville, NC 27560       | Inside Sales – State and Local Governments, Education  
Kelly Manning  
Email: kmanning@eplus.com  
Phone: 910-679-3726  
**Outside Sales – State and Local Governments,**  
**Education**  
Marcel Provencher  
Email: mprovencher@eplus.com  
Phone: 919-767-2979 |
| Tiber Creek Consulting (HUB VENDOR) |                              | 10130 Mallard Creek Road, Suite 300  
Charlotte, NC 28262 | **Inside Sales – State and Local Governments**  
Ted Schonbrunner  
Email: ted@tiber creek.com  
Phone: 717-746-4004  
**Outside Sales – State and Local Governments**  
David Lloyd  
Email: David.Lloyd@tiber creek.com  
Phone: 704-996-3718  
**Outside Sales – K-12 & Higher Education**  
Jennifer Hillesland  
Email: Jennifer.Hillesland@tiber creek.com  
Phone: 704-614-0742 |
<table>
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</table>
| Fujitsu        | Direct               | 1250 E. Arques Avenue Sunnyvale, CA 94085-3470 | **Sales – State and Local Governments, K-12, Higher Education**  
Nathan Sirola  
Email: nathan.sirola@us.fujitsu.com  
Phone: 781-727-5372  
**Customer Service / Technical / Warranty Support**  
Website: [http://us.fujitsu.com/solutions](http://us.fujitsu.com/solutions)  
Email: computers_esd@us.fujitsu.com  
Phone: 800-538-8486 |
| A3 Communications | 1911 Associates Lane Suite G Charlotte, NC 28217 | **Inside Sales – State and Local Governments**  
Hunter Thornton  
Email: hthornton@a3communications.com  
Phone: 678-630-9134  
**Outside Sales – State and Local Governments**  
Matt Whitfield  
Email: mwhitfield@a3communications.com  
Phone: 704-956-3908  
**Sales – K-12**  
Greg Moorer  
Email: gmoorer@a3communications.com  
Phone: 803-269-9222  
**Sales – Higher Education**  
Scott Rives  
Email: srives@a3communications.com  
Phone: 803-354-6158 |
| BlueRange Technology | 9241 Globe Center Drive Suite 100 Morrisville, NC 27560 | **Sales – State and Local Governments & K-12**  
Tom Vollmer  
Email: tvollmer@bluerangetech.com  
Phone: 919-241-1119  
**Outside Sales – State and Local Governments & Higher Education**  
Richard Sed  
Email: rsed@bluerangetech.com  
Phone: 919-241-8698 |
| Corus 360 | 130 Technology Parkway Norcross, GA 30092 | **Inside Sales – State and Local Governments, Education**  
Lorie Allen  
Email: lallen@corus360.com  
Phone: 910-835-9047  
**Outside Sales – State and Local Governments, Education**  
Todd Cannady  
Email: toddc@corus360.com  
Phone: 919-532-2111 |
<table>
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<th>Ordering Address</th>
<th>Vendor / Reseller Contact Information</th>
</tr>
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</table>
| Fujitsu       | General Datatech LP  | 999 Metromedia Place, Dallas, TX 75247 | **Sales – State and Local Governments, Education**  
Robert Moroni  
Email: Robert.moroni@gdt.com  
Phone: 919-757-7209 |
| Seeds of Genius | 980 Mercantile Dr. Suite L, Hanover, MD 21076 | **Inside Sales – State and Local Governments**  
Matt Habec  
Email: mhabec@seedsofgenius.com  
Phone: 410-353-6857  
**Outside Sales – State and Local Governments, Education**  
Brian Clark  
Email: bclark@seedsofgenius.com  
Phone: 703-725-1190 |
| ViON Corporation | 196 Van Buren St. Ste 300, Herndon, VA 20170 | **Inside Sales – State and Local Governments**  
Justin Ciaccio  
Email: Justin.ciaccio@vion.com  
Phone: 703-599-3843  
**Outside Sales – State and Local Governments, Education**  
Charles Michaux  
Email: Charles.Michaux@vion.com  
Phone: 336-686-7002 |
| Walker and Associates, Inc. (HUB VENDOR) | 7129 Old Hwy 52 N, Welcome, NC 27374 | **Inside Sales – State and Local Governments, Education**  
Emma Hanes  
Email: Emma.hanes@walkerfirst.com  
Phone: 336-731-5310  
**Outside Sales – State and Local Governments, Education**  
Eddie Lester  
Email: Eddie.lester@walkerfirst.com  
Phone: 336-731-5268 |
<table>
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</table>
| Hewlett Packard Enterprise     | Direct               | 3000 Hanover Street, Palo Alto, CA 94304 | **Inside Sales – State and Local Governments, Education**  
Email: christopher.andrews@hpe.com  
Phone: 972-860-1547  

**Outside Sales – State and Local Governments, Higher Education**  
Stefanie Perry  
Email: sperry@hpe.com  
Phone: 919-930-1795  

**Sales – K-12**  
Allie McNeal  
Email: alexandria.mcneal@hpe.com  
Phone: 989-280-1765  

**Customer Service / Technical / Warranty Support**  
Website: https://www.hpe.com/us/en/support.html  
Phone: 844-806-3425 |
| Applied Data Technologies      |                      | 8515 Crown Crescent Court, Charlotte, NC 28227 | **Sales – State and Local Governments, Education**  
Terri Barnes  
Email: terri.barnes@applieddatatech.com  
Phone: 803-417-4627 |
| (HUB VENDOR)                   |                      |                                        |                                                                                                        |
| BlueAlly Technology Solutions, LLC |                   | 1255 Crescent Green Suite 300, Cary, NC 27518 | **Inside Sales – State and Local Governments, Education**  
Jennifer Jones  
Email: jjones@blueally.com  
Phone: 919-249-1582  

**Outside Sales – State and Local Governments, Education**  
Dale Denning  
Email: ddenning@blueally.com  
Phone: 919-249-1538 |
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</table>
| Hewlett Packard Enterprise     | Carolina Advanced Digital, Inc.| 133 Triangle Trade Drive Cary, NC 27513 | **Inside Sales – State and Local Governments**  
Julie Allen  
Email: julie@cadinc.com  
Phone: 919-460-1313 Ext. 211  
**Outside Sales – State Governments**  
Lee Currie  
Email: lee@cadinc.com  
Phone: 919-460-1313  
**Outside Sales – Local Governments, K-12, Community Colleges**  
Bre Verreen  
Email: bre@cadinc.com  
Phone: 919-460-1313  
**Outside Sales – Higher Education - Universities**  
Wayne Gaudette  
Email: wayne@cadinc.com  
Phone: 919-460-1313 |
| CDW Government LLC             | 230 N. Milwaukee Ave. Vernon Hills, IL 60061 | Sales – State and Local Governments  
Melissa Deets  
Email: meldee@cdwg.com  
Phone: 717-571-8706  
Sales – K-12 and High Education  
Matt Fielding-Russell  
Email: mattrus@cdw.com  
Phone: 847-371-5600 |
| Data Network Solutions, Inc    | 629 Lake Tide Dr. Chapin, SC 29036 | Inside Sales – State and Local Governments  
Miriam Rodrigue  
Email: mrodrigue@datanetworksolutions.com  
Phone: 864-640-1343  
Outside Sales – State and Local Governments, Education  
Bruce Fisher  
Email: bfisher@datanetworksolutions.com  
Phone: 704-905-1920 |
| High Performance Technologies  | 11111 Carmel Commons Suite 340 Charlotte, NC 28226 | Sales – State and Local Governments, Education  
Brett Stinson  
Email: Brett.stinson@highperftech.com  
Phone: 317-306-9604 |
<table>
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</table>
| Hewlett Packard Enterprise | SHI International Corp. (HUB VENDOR)       | 290 Davidson Ave. Somerset, NJ 08873       | **Sales – State and Local Governments, Education**  
|                        |                                            |                                           | SHI Carolina Team  
|                        |                                            |                                           | Email: carolineteam@shi.com  
|                        |                                            |                                           | Phone: 800-211-0831  
|                        |                                            |                                           | **Outside Sales – State Governments**  
|                        |                                            |                                           | Carly Higginbotham  
|                        |                                            |                                           | Email: Carly_Higginbotham@shi.com  
|                        |                                            |                                           | Phone: 919-219-7355  
|                        |                                            |                                           | **Outside Sales – Local Governments**  
|                        |                                            |                                           | Dean Blackmon  
|                        |                                            |                                           | Email: Dean_Blackmon@shi.com  
|                        |                                            |                                           | Phone: 910-538-6804  
|                        |                                            |                                           | **Sales – Higher Education**  
|                        |                                            |                                           | Leacadia Powell  
|                        |                                            |                                           | Email: Leacadia_Powell@shi.com  
|                        |                                            |                                           | Phone: 980-556-6076  
|                        |                                            |                                           | **Sales – K-12**  
|                        |                                            |                                           | Matt Springett  
|                        |                                            |                                           | Email: Matt_Springett@shi.com  
|                        |                                            |                                           | Phone: 919-610-6774  
| IBM                    | Direct                                     | 3309 E. Cornwallis Rd Research Triangle Park, NC 27709 | **Sales – State and Local Governments, K-12**  
|                        |                                            |                                           | Mark Molinaro  
|                        |                                            |                                           | Email: molinaro@us.ibm.com  
|                        |                                            |                                           | Phone: 919-696-3160  
|                        |                                            |                                           | **Sales – Higher Education**  
|                        |                                            |                                           | Chris Shriver  
|                        |                                            |                                           | Email: cshriver@us.ibm.com  
|                        |                                            |                                           | Phone: 919-345-7121  
|                        |                                            |                                           | **Customer Service / Technical / Warranty Support**  
|                        |                                            |                                           | Email: askibm@vnet.ibm.com  
|                        |                                            |                                           | Phone: 800-426-7378  
|                        |                                            |                                           | **Inside Sales – State and Local Governments, Education**  
| Corus 360              |                                            | 130 Technology Parkway Norcross, GA 30092   | Lorie Allen  
|                        |                                            |                                           | Email: lallen@corus360.com  
|                        |                                            |                                           | Phone: 910-835-9047  
|                        |                                            |                                           | **Outside Sales – State and Local Governments, Education**  
|                        |                                            |                                           | Todd Cannady  
|                        |                                            |                                           | Email: toddc@corus360.com  
|                        |                                            |                                           | Phone: 919-532-2111  

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</table>
| IBM               | Insight Public Sector   | 6820 S. Harl Ave. Tempe, AZ 85283 | **Sales – State and Local Governments, Education**  
Sean Phillips  
Email: sphilip@insight.com  
Phone: 480-409-6238 |
|                   | Mainline Information Systems | 1700 Summit Lake Drive Tallahassee, FL 32317 | **Sales – State and Local Governments**  
Alan Kline  
Email: alan.kline@mainline.com  
Phone: 817-202-7947  
Dan Myers  
Email: dan.myers@mainline.com  
Phone: 919-671-3713  
Dave Seale  
Email: dave.seale@mainline.com  
Phone: 919-306-5660  
**Sales – Higher Education**  
Hal Connelly  
Email: hal.connelly@mainline.com  
Phone: 704-241-4189  
John Nicosia  
Email: john.nicosia@mainline.com  
Phone: 781-727-3327 |
| Meridian IT, Inc. | 320 N. Judd Parkway Suite 205 Fuquay, Varina, NC 27526 | **Sales – State and Local Governments, Education**  
Chad Morgan  
Email: cmorgan@onlinemeridian.com  
Phone: 919-522-7471 |
| Lenovo            | Direct                  | 8001 Development Dr. Morrisville, NC 27560 | **Inside Sales – State and Local Governments**  
Ryan Warwick  
Email: rwarwick@lenovo.com  
Phone: 919-874-3512  
**Outside Sales – State and Local Governments**  
Ryan Rand  
Email: rrand@lenovo.com  
Phone: 919-986-9349  
**Sales – K-12, Higher Education**  
Ryan Rand  
Email: rrand@lenovo.com  
Phone: 919-986-9349  
**Customer Service / Technical / Warranty Support**  
Website: http://support.lenovo.com  
Email: www.lenovo.com/support/phone  
Phone: 800-426-7378 |
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</table>
| Lenovo         | Carolinas IT (HUB VENDOR) | 1600 Hillsborough St. Raleigh, NC 27605 | **Inside Sales – State and Local Governments**  
Krystanna Acevedo  
Email: Krystanna.Acevedo@CarolinasIT.com  
Phone: 919-573-4046  
**Outside Sales – State and Local Governments & Education**  
Krista Cathey  
Email: Krista.Cathey@CarolinasIT.com  
Phone: 919-573-4073 |
| CDW Government LLC | 230 N. Milwaukee Ave. Vernon Hills, IL 60061 | **Sales – State and Local Governments**  
Melissa Deets  
Email: melidee@cdwg.com  
Phone: 717-571-8706  
**Sales – K-12 and High Education**  
Matt Fielding-Russell  
Email: matrus@cdw.com  
Phone: 847-371-5600 |
| Corus 360 | 130 Technology Parkway Norcross, GA 30092 | **Inside Sales – State and Local Governments, Education**  
Lorie Allen  
Email: lallen@corus360.com  
Phone: 910-835-9047  
**Outside Sales – State and Local Governments, Education**  
Todd Cannady  
Email: toddc@corus360.com  
Phone: 919-532-2111 |
| Data Network Solutions, Inc | 629 Lake Tide Dr. Chapin, SC 29036 | **Inside Sales – State and Local Governments**  
Miriam Rodrigue  
Email: mrodrigue@datanetworksolutions.com  
Phone: 864-640-1343  
**Outside Sales – State and Local Governments, Education**  
Bruce Fisher  
Email: blfisher@datanetworksolutions.com  
Phone: 704-905-1920 |
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| Lenovo         | Mainline Information Systems | 1700 Summit Lake Drive Tallahassee, FL 32317 | **Sales – State and Local Governments**  
Alan Kline  
Email: [alan.kline@mainline.com](mailto:alan.kline@mainline.com)  
Phone: 817-202-7947  
  
Dan Myers  
Email: [dan.myers@mainline.com](mailto:dan.myers@mainline.com)  
Phone: 919-671-3713  
  
Dave Seale  
Email: [dave.seale@mainline.com](mailto:dave.seale@mainline.com)  
Phone: 919-306-5660  
  
**Sales – Higher Education**  
Hal Connelly  
Email: [hal.connelly@mainline.com](mailto:hal.connelly@mainline.com)  
Phone: 704-241-4189  
  
John Nicosia  
Email: [john.nicosia@mainline.com](mailto:john.nicosia@mainline.com)  
Phone: 781-727-3327 |
| Meridian IT, Inc. | 320 N. Judd Parkway Suite 205 Fuquay, Varina, NC 27526 | **Sales – State and Local Governments, Education**  
Chad Morgan  
Email: [cmorgan@onlinemeridian.com](mailto:cmorgan@onlinemeridian.com)  
Phone: 919-522-7471 |
| SHI International Corp.  
(HUB VENDOR) | 290 Davidson Ave. Somerset, NJ 08873 | **Sales – State and Local Governments, Education**  
SHI Carolina Team  
Email: [carolina@team@shi.com](mailto:carolina@team@shi.com)  
Phone: 800-211-0831  
  
**Outside Sales – State Governments**  
Carly Higginbotham  
Email: [Carly_Higginbotham@shi.com](mailto:Carly_Higginbotham@shi.com)  
Phone: 919-219-7355  
  
**Outside Sales – Local Governments**  
Dean Blackmon  
Email: [Dean_Blackmon@shi.com](mailto:Dean_Blackmon@shi.com)  
Phone: 910-538-6804  
  
**Sales – Higher Education**  
Leacadia Powell  
Email: [Leacadia.Powell@shi.com](mailto:Leacadia.Powell@shi.com)  
Phone: 980-556-6076  
  
**Sales – K-12**  
Matt Springett  
Email: [Matt_Springett@shi.com](mailto:Matt_Springett@shi.com)  
Phone: 919-510-6774 |
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<tr>
<td>NetApp, Inc.</td>
<td>Direct</td>
<td>7301 Kit Creek Road</td>
<td><strong>Sales – State and Local Governments, Education</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>RTP, NC 27709</td>
<td>Bob Moore, Account Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:bob.moorer@NetApp.com">bob.moorer@NetApp.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 919-622-4028</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Brinnan Taylor, Account Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:brinnan@NetApp.com">brinnan@NetApp.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 919-961-9979</td>
</tr>
<tr>
<td>CDW Government LLC</td>
<td>230 N. Milwaukee Ave.</td>
<td>**Sales – State and Local</td>
<td>Kyle Irwin</td>
</tr>
<tr>
<td></td>
<td>Vernon Hills, IL 60061</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fred Reavis</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:freavis@datanetworksolutions.com">freavis@datanetworksolutions.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 803-932-9915</td>
</tr>
<tr>
<td>Data Network Solutions, Inc.</td>
<td>629 Lake Tide Dr.</td>
<td>**Sales – State and Local</td>
<td>Tim Judy</td>
</tr>
<tr>
<td></td>
<td>Chapin, SC 29036</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:tim.judy@dlt.com">tim.judy@dlt.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 703-773-8965</td>
</tr>
<tr>
<td>DLT Solutions, LLC</td>
<td>2411 Dulles Corner</td>
<td>**Sales – State and Local</td>
<td>Scott Sloan</td>
</tr>
<tr>
<td></td>
<td>Park Suite 800</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Herndon, VA 20171</td>
<td></td>
<td>Email: <a href="mailto:Sloan@eplus.com">Sloan@eplus.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 919-767-1559</td>
</tr>
<tr>
<td>ePlus Technology, Inc.</td>
<td>13595 Dulles Technology Drive</td>
<td>**Sales – State and Local</td>
<td>Molly Harper</td>
</tr>
<tr>
<td></td>
<td>Herndon, VA 20171-3413</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:molly.harper@insight.com">molly.harper@insight.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 919-379-8543</td>
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<tr>
<td>Insight Public Sector, Inc.</td>
<td>6820 S. Harl Ave.</td>
<td>**Sales – State and Local</td>
<td>Shannon Ludwig</td>
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<td></td>
<td>Tempe, AZ 85283</td>
<td>Governments, Education</td>
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<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:sludwig@nwnit.com">sludwig@nwnit.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 919-653-4422</td>
</tr>
<tr>
<td>NWN Corporation</td>
<td>271 Waverley Oaks Road</td>
<td>**Sales – State and Local</td>
<td>Justin Ciaccio</td>
</tr>
<tr>
<td></td>
<td>Waltham, MA 02452</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:Justin.Ciaccio@vion.com">Justin.Ciaccio@vion.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 703-599-3843</td>
</tr>
<tr>
<td>ViON Corporation</td>
<td>196 Van Buren St.</td>
<td>**Outside Sales – State and Local</td>
<td>Charles Michaux</td>
</tr>
<tr>
<td></td>
<td>Ste 300</td>
<td>Governments, Education</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Herndon, VA 20170</td>
<td></td>
<td>Email: <a href="mailto:Charles.Michaux@vion.com">Charles.Michaux@vion.com</a></td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Phone: 336-686-7002</td>
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</tr>
</tbody>
</table>
| Pure Storage         | Direct               | Orders should be placed with Authorized Resellers listed below.                  | Sales – State and Local Governments, K-12, Higher Education  
Wes Miller  
Email: wmillr@purestorage.com  
Phone: 919-455-0706  
Customer Service / Technical / Warranty Support  
Website: http://pure1.purestorage.com/support  
Email: support@purestorage.com  
Phone: 866-244-7121 |
| CDW Government LLC   |                      | 230 N. Milwaukee Ave. Vernor Hills, IL 60061                                   | Sales – State and Local Governments, Education  
Kyle Irwin  
Email: kyleirw@cdw.com  
Phone: 919-272-6083 |
| Corus 360            |                      | 130 Technology Parkway Norcross, GA 30092                                      | Sales – State and Local Governments, Education  
Todd Cannady  
Email: toddc@corus360.com  
Phone: 919-532-2111 |
| ePlus Technology, Inc.|                    | 13595 Dulles Technology Drive Herndon, VA 20171-3413                        | Sales – State and Local Governments, Education  
Marcel Provencher  
Email: mprovencher@eplus.com  
Phone: 919-767-2979 |
| NWN Corporation      |                      | 271 Waverley Oaks Road Waltham, MA 02452                                       | Sales – State and Local Governments, Education  
Shannon Ludwig  
Email: sludwig@nwnit.com  
Phone: 919-653-4422 |
| Presidio Networked Solutions LLC | | 5003 S. Miami Blvd Suite 110 Durham, NC 27703 | Sales – State and Local Governments, Education  
Shawn Alba  
Email: salba@presidio.com  
Phone: 919-323-8081 |
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| Pure Storage         | SHI International Corp. (HUB VENDOR) | 290 Davidson Ave. Somerset, NJ 08873 | **Sales – State and Local Governments, Education**  
SHI Carolina Team  
Email: carolinateam@shi.com  
Phone: 800-211-0831  

**Outside Sales – State Governments**  
Carly Higginbotham  
Email: Carly_Higginbotham@shi.com  
Phone: 919-219-7355  

**Outside Sales – Local Governments**  
Dean Blackmon  
Email: Dean_Blackmon@shi.com  
Phone: 910-538-6804  

**Sales – Higher Education**  
Leacadia Powell  
Email: Leacadia_Powell@shi.com  
Phone: 980-556-6076  

**Sales – K-12**  
Matt Springett  
Email: Matt_Springett@shi.com  
Phone: 919-810-6774 |
| Sirius Computer Solutions, Inc. | 10100 Reunion Place Suite 500 San Antonio, TX 78216 |  | **Sales – State and Local Governments, Education**  
Phyllis (PJ) Byrd  
Email: Phyllis.byrd@siruscom.com  
Phone: 210-369-0617 |
| Ruckus Networks | Direct | Orders should be placed with Authorized Resellers listed below. | **Inside Sales – State and Local Governments**  
Jon Ban  
Email: jon.ban@arris.com  
Phone: 720-558-3254  

**Outside Sales – State and Local Governments, K-12, Higher Education**  
Michael Elliott  
Email: michael.elliott@arris.com  
Phone: 727-647-5687  

**Customer Service / Technical / Warranty Support**  
Website: https://support.ruckuswireless.com/contact-us  
Phone: 855-Ruckus1 (855-782-5871) |
<table>
<thead>
<tr>
<th>Awarded Vendor</th>
<th>Authorized Resellers</th>
<th>Ordering Address</th>
<th>Vendor / Reseller Contact Information</th>
</tr>
</thead>
</table>
| Ruckus Networks      | A3 Communications    | 1911 Associates Lane Suite G         | **Inside Sales – State and Local Governments**  
|                      |                      | Charlotte, NC 28217                 | Hunter Thornton  
|                      |                      |                                      | Email: hthornton@a3communications.com  
|                      |                      |                                      | Phone: 678-630-9134  
|                      |                      |                                      | **Outside Sales – State and Local Governments**  
|                      |                      |                                      | Matt Whitfield  
|                      |                      |                                      | Email: mwhitfield@a3communications.com  
|                      |                      |                                      | Phone: 704-956-3908  
|                      |                      |                                      | **Sales – K-12**  
|                      |                      |                                      | Greg Moorer  
|                      |                      |                                      | Email: gmoorer@a3communications.com  
|                      |                      |                                      | Phone: 803-269-9222  
|                      |                      |                                      | **Sales – Higher Education**  
|                      |                      |                                      | Scott Rives  
|                      |                      |                                      | Email: sries@a3communications.com  
|                      |                      |                                      | Phone: 803-354-6158  
| ANC Group            |                      | 14 Progress Road Greenville, SC 29607 | **Inside Sales – State and Local Governments**  
|                      |                      |                                      | Michelle Gajdolo  
|                      |                      |                                      | Email: michelleg@ancgroup.com  
|                      |                      |                                      | Phone: 864-501-4517  
|                      |                      |                                      | **Outside Sales – State and Local Governments and Education**  
|                      |                      |                                      | Kyle Radford  
|                      |                      |                                      | Email: kyler@ancgroup.com  
|                      |                      |                                      | Phone: 828-989-8274  
| BridgeTek Solutions  |                      | 744 East Stone Ave Greenville, SC 29601 | **Inside Sales – State and Local Governments**  
|                      |                      |                                      | Kelley Turpin  
|                      |                      |                                      | Email: Kturpin@bridgetekssolutions.com  
|                      |                      |                                      | Phone: 704-517-3002  
|                      |                      |                                      | **Outside Sales – State and Local Governments**  
|                      |                      |                                      | Tom Clinton  
|                      |                      |                                      | Email: Tcrinton@bridgetekssolutions.com  
|                      |                      |                                      | Phone: 864-420-1785  
|                      |                      |                                      | **Sales – K-12**  
|                      |                      |                                      | Vance Milford  
|                      |                      |                                      | Email: vmilford@bridgetekssolutions.com  
|                      |                      |                                      | Phone: 864-214-0221  
|                      |                      |                                      | **Sales – Higher Education**  
|                      |                      |                                      | John Ulmer  
|                      |                      |                                      | Email: julmer@bridgetekssolutions.com  
<p>|                      |                      |                                      | Phone: 803-240-3579  |</p>
<table>
<thead>
<tr>
<th>Awarded Vendor</th>
<th>Authorized Resellers</th>
<th>Ordering Address</th>
<th>Vendor / Reseller Contact Information</th>
</tr>
</thead>
</table>
| Ruckus Networks | CDW Government LLC | 230 N. Milwaukee Ave. Vernon Hills, IL 60061 | Sales – State and Local Governments  
Melissa Deets  
Email: meldee@cdwg.com  
Phone: 717-571-8706  
Sales – K-12 and High Education  
Matt Fielding-Russell  
Email: mattrus@cdwg.com  
Phone: 847-371-5600 |
| Converged Networks, LLC | 2 Still Shadow Drive Suite G Charleston, SC 29414 | Sales – State and Local Governments, Education  
Michael Duck  
Email: michael@convergednetworks.com  
Phone: 803-665-9665 |
| Encore Technology Group, LLC | 2000 Wade Hampton Blvd. Suite 210 Greenville, SC 29615 | Inside Sales – State and Local Governments  
Megan White  
Email: insidesales@encoretg.com  
Phone: 888-983-6267  
Outside Sales – State and Local Governments & Higher Education  
Danielle Stengel  
Email: dstengel@encoretg.com  
Phone: 704-280-1489  
Sales – K-12  
Mike Ingram  
Email: mingram@encoretg.com  
Phone: 336-870-0848 |
| VION Corporation | Direct  
For following products:  
- Hitachi  
- Hedvig | 196 Van Buren Herndon, VA 20170 | Sales – State and Local Governments, Education  
Charles Michaux  
Email: Charles.Michaux@vion.com  
Phone: 336-686-7002 |

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.

Please Note: Some Vendors did have product line specific exceptions to the minimum discount percentages. Certain Vendor product lines may have a lower minimum discount off list. Contact the Contract Administrator if you need additional information on these product line specific exceptions.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Awarded Vendor</th>
<th>Minimum Discount %s off MSRP / List Price</th>
</tr>
</thead>
</table>
| AeroHive Networks | AeroHive Networks | 40% HW  
45% SW  
45% EW |
| | | 45%  
40% HW  
45% SW  
45% EW |
| | | 40% HW  
45% SW  
45% EW |
<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Awarded Vendor</th>
<th>Minimum Discount %s off MSRP / List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Servers</td>
</tr>
<tr>
<td>Avaya Inc.</td>
<td>Avaya</td>
<td>39% HW</td>
</tr>
<tr>
<td>Belkin</td>
<td>CDWG</td>
<td>3% HW</td>
</tr>
<tr>
<td>Ciena Communications</td>
<td>Ciena Communications</td>
<td>58% HW</td>
</tr>
<tr>
<td>Cisco Systems, Inc.</td>
<td>Cisco</td>
<td>35% HW</td>
</tr>
<tr>
<td>Dell Marketing, LP</td>
<td>Dell Marketing, LP</td>
<td>13.5% HW</td>
</tr>
<tr>
<td>EMC Corporation</td>
<td>EMC Corporation</td>
<td>32% HW</td>
</tr>
<tr>
<td>Extreme Networks</td>
<td>Extreme Networks</td>
<td>48% HW</td>
</tr>
<tr>
<td>F5 Networks</td>
<td>Carahsoft</td>
<td>4% HW</td>
</tr>
<tr>
<td>Fujitsu America, Inc.</td>
<td>Fujitsu America, Inc.</td>
<td>25% HW</td>
</tr>
<tr>
<td>Fortinet, Inc.</td>
<td>Fortinet, Inc.</td>
<td>20% HW</td>
</tr>
<tr>
<td>Gigamon</td>
<td>Carahsoft</td>
<td>9% HW</td>
</tr>
<tr>
<td>Hedvig</td>
<td>ViON</td>
<td>20% HW</td>
</tr>
<tr>
<td>Hewlett Packard Enterprise</td>
<td>Hewlett Packard Enterprise</td>
<td>35% HW</td>
</tr>
<tr>
<td>Hitachi</td>
<td>ViON</td>
<td>12% HW</td>
</tr>
<tr>
<td>IBM</td>
<td>IBM</td>
<td>12% HW</td>
</tr>
<tr>
<td>Infoblox</td>
<td>Carahsoft</td>
<td>10% HW</td>
</tr>
<tr>
<td>Lenovo (United States), Inc.</td>
<td>Lenovo (United States), Inc.</td>
<td>19% HW</td>
</tr>
<tr>
<td>NetApp</td>
<td>NetApp</td>
<td>18% HW</td>
</tr>
<tr>
<td>Manufacturer</td>
<td>Awarded Vendor</td>
<td>Minimum Discount %s off MSRP / List Price</td>
</tr>
<tr>
<td>--------------------</td>
<td>----------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Servers</td>
</tr>
<tr>
<td>Nutanix</td>
<td>Carahsoft</td>
<td>15% HW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15% SW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15% EW</td>
</tr>
<tr>
<td>Palo Alto Networks</td>
<td>Carahsoft</td>
<td></td>
</tr>
<tr>
<td>Pure Storage, Inc</td>
<td>Pure Storage, Inc</td>
<td>37% HW</td>
</tr>
<tr>
<td>Riverbed</td>
<td>CDWG</td>
<td>3% HW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3% SW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3% EW</td>
</tr>
<tr>
<td>Rubrik</td>
<td>CDWG</td>
<td>5% HW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5% SW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5% EW</td>
</tr>
<tr>
<td>Ruckus</td>
<td>Ruckus</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Symantec</td>
<td>Carahsoft</td>
<td></td>
</tr>
<tr>
<td>Tripp Lite</td>
<td>CDWG</td>
<td>38% HW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>38% SW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>38% EW</td>
</tr>
</tbody>
</table>

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).

<table>
<thead>
<tr>
<th>SLA Name</th>
<th>SLA Description</th>
<th>Minimum Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Time</td>
<td>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. Vendor shall process Agency purchase order and deliver ordered IT Infrastructure Solutions within thirty (30) calendar days. 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.</td>
<td>95%</td>
</tr>
<tr>
<td>SLA Name</td>
<td>SLA Description</td>
<td>Minimum Threshold</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Quote Time</td>
<td>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. Vendor shall process Agency requests for quotes for IT Infrastructure Solutions within five (5) business days 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 within ten (10) business days for items in the Converged IT Infrastructure Solutions and Value-Added Services Segments.</td>
<td>95%</td>
</tr>
<tr>
<td>Order Accuracy</td>
<td>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.</td>
<td>98%</td>
</tr>
<tr>
<td>Invoice Accuracy</td>
<td>Vendor shall issue invoices that match the Agency Purchase Order issued to the Vendor and the Vendor’s quote.</td>
<td>98%</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Return Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerohive Networks</td>
<td>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.</td>
</tr>
<tr>
<td>Avaya Inc.</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Belkin</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery. After 30 days, restocking fee will apply.</td>
</tr>
<tr>
<td>Ciena Communications</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Cisco Systems, Inc.</td>
<td>No stock balance returns.</td>
</tr>
<tr>
<td>Dell Marketing, LP</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>EMC Corporation</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Extreme Networks</td>
<td>No stock balance returns. Only warranty replacements or repair offered.</td>
</tr>
<tr>
<td>F5 Networks</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery. After 30 days, no returns permitted.</td>
</tr>
<tr>
<td>Fortinet, Inc.</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Fujitsu America, Inc.</td>
<td>If equipment is factory sealed and returned within 30-days of delivery date, Fujitsu will consider returns on a case by case basis.</td>
</tr>
<tr>
<td>Gigamon</td>
<td>No stock balance returns.</td>
</tr>
<tr>
<td>Hedvig</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Manufacturer</td>
<td>Return Policy</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hewlett Packard Enterprise</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Hitachi</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>IBM</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Infoblox</td>
<td>No stock balance returns</td>
</tr>
<tr>
<td>Lenovo (United States), Inc.</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>NetApp</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery.</td>
</tr>
<tr>
<td>Nutanix</td>
<td>No stock balance returns</td>
</tr>
<tr>
<td>Palo Alto Networks</td>
<td>No restocking fees on returns if customer has a form of Premium Support.</td>
</tr>
<tr>
<td>Pure Storage, Inc.</td>
<td>If equipment is factory sealed and returned within 30-days of delivery date, Pure Storage will consider returns on a case by case basis.</td>
</tr>
<tr>
<td>Riverbed</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery. After 30 days, restocking fee will apply.</td>
</tr>
<tr>
<td>Rubrik</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery. After 30 days, restocking fee will apply.</td>
</tr>
<tr>
<td>Ruckus</td>
<td>If equipment is factory sealed and returned within 30-days of delivery date, Ruckus will consider returns on a case by case basis.</td>
</tr>
<tr>
<td>Symantec</td>
<td>No stock balance returns</td>
</tr>
<tr>
<td>Tripp Lite</td>
<td>Unopened stock balance returns allowed at no charge within 30 days of delivery. After 30 days, restocking fee will apply.</td>
</tr>
</tbody>
</table>

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.
2018-07-30: Added Cambridge Computer Solutions, Davenport Group, and NWN as EMC resellers.
2018-08-08: Added Sirius as EMC reseller. Added Cambridge Computer Solutions and Davenport Group as Dell resellers. Fortinet awarded as 204X Vendor.
2018-08-10: Added Presidio as EMC reseller.
2018-08-24: Added Corus360 as IBM reseller.
2018-08-29: Added Mainline as EMC reseller.
2018-08-31: Updated Fortinet contact info.

2019-04-01
2018-09-20: Pricing Exception note added
2018-10-09: Updated Aerohive contact information.
2018-10-19: NetApp awarded as 204X vendor.
2018-10-23: Carahsoft awarded for F5 Networks products
2018-10-31: Removed eGroup at EMC’s request and added Data Networks of America as EMC reseller.
2018-11-19: Added ePlus Technology and Tiber Creek Consulting as Fortinet resellers. Added Tiber Creek Consulting as Dell reseller.
2018-12-01: CDWG awarded for Belkin, Riverbed, and Tripp Lite products. Added Data Network Solutions, Presidio, and Sirius as Carahsoft resellers.
2018-12-10: Removed Mainline as EMC Reseller. Added eGroup as EMC Reseller.
2019-01-17: StepCG added as Extreme Networks reseller.
2019-02-01: ViON awarded for Hitachi products.
2019-02-05: Insight Public Sector as IBM Reseller. ANC Group added as Ruckus Networks Reseller.
2019-02-06: Added NWN as Carahsoft Reseller.
2019-02-18: ViON awarded for Hedvig products.
2019-02-26: Added SHI as Carahsoft Reseller. Removed Alphanumeric Systems as a Fujitsu reseller. Added BlueRange Technology as a Fujitsu Reseller.
2019-03-08: Added BridgeTek Solutions as Fortinet reseller.
2019-03-13: Added CDWG as Carahsoft Reseller.
2019-03-20: Updated Lenovo contact information
2019-04-01: Cisco and Avaya awarded as 204X vendors. Added ePlus Technology as Carahsoft Reseller.

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