

SWC# 337 Post Warranty IT Equip Maintenance **Contract Information and Usage Instructions**

**NOTE: Always check the following website to ensure you are looking at the most recent usage instructions: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>*

Contract Period: Three initial years with two annual renewal options;

Start Date: November 1, 2019

Current End Date: October 24, 2024

Summary/Background Information: This Contract will supply services (and necessary related parts, components, materials, etc.) to maintain the operational status of and/or repair the State's failed, out-of-warranty Information Technology (IT)-related equipment, including, but not necessarily limited to, desktops, notebooks, tablets, printers, apple products and Intel servers. These services must be provided on-site in all ninety-five (95) Tennessee counties under the terms, conditions, requirements, and specifications included in this Contract. Although the services to be provided under this Contract will be to repair/maintain hardware, these services may include loading necessary software drivers and providing materials, etc., needed to repair/maintain the equipment/return the equipment to operational status.

This Contract will not be used to maintain the operational status of and/or repair equipment covered under warranty (except as this warranty is associated with parts and/or components acquired under this Contract); this Contract will not be used to maintain the operational status of/repair mainframe computer-related equipment or network equipment, such as routers, switches, etc. This Contract will not be used as a source of supply of services, parts, and components used to upgrade equipment; only services, parts, components, and other items directly related to maintaining the operational status of/repairing failed out-of-warranty IT-related equipment may be acquired under this Contract. This Contract will not be used to acquire software.

This contract is restricted to STS for initial purchase but is available for use by all agencies.

State Contact Information**Contract Administrator:**

Rafael Borjas
Category Specialist
Central Procurement Office
615-532-9013
Rafael.Borjas@tn.gov

Contractor Contact Information:

Pomeroy Technologies LLC
Edison Contract # NV64195
Vendor Number # 242767

Tom Phillips
Manager - Operations
Phone: 615-922-3942
Tom.Phillips@pomeroy.com

State Agency Ordering Instructions:

1. Please consult the catalog line item spreadsheet to determine what service is needed. If you need assistance selecting service, please contact the vendor or STS.
2. Once you have selected all of the needed services, please submit a ticket via ServiceNow and they will submit your request to the vendor. Link below:
<https://tn.service-now.com/sp?id=index>
3. STS will order your service directly from the vendor and charge your agency at a later time.

Local Government Entity Instructions:

1. Local Governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact Tom Philips with Pomeroy Technologies LLC with respect to how he would like to conduct business transactions. His contact information is on the first page of this document.
3. The State requires Po Pomeroy Technologies LLC to report all sales to Local Government entities making use of the State contract.

Access to Contract Documents Online:

1. Click on the link below to go to the Supplier Portal homepage:
2. https://hub.edison.tn.gov/psp/paprd/SUPPLIER/ERP/c/TN_PUBLIC_SUPPLIER.TN_ACTIVE_SWC_CMP.GBL?Page=TN_ACTIVE_SWC&Action=U&ExactKeys=Y&TargetFrameName=None
3. Scroll down the list of contracts and locate "Post-Warranty IT Equip Mtce". Click on the picture of a folder under the "Details" column.
4. You will get a rectangular box and one of the columns (to the right) will say "Contract Documents", and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment.