

Contract Instructions
SBPO1388-Software VAR
Dell, Inc.

1. For questions regarding product, licensing, or placing an order, contact Gerard Ear (Gerard_Ear@Dell.com; 512-723-4810).

You can also escalate issues regarding these things to Jason Jarvis (Jason_Jarvis@Dell.com).

2. Please contact James Austin at james_austin@dell.com should you have a Dell issue related to software, and Dell has not resolved the issue within a reasonable amount of time. In your email, provide James with the full details of the issue, and scan and attach all pertinent documents, such as order documents, and communications received from Dell.

3. We also have a contract with SHI International Corp for Software VAR (contract PADD17200277; also listed on the statewide contracts website).

Agencies are encouraged to make purchases from the contractor whose price, availability, support services and delivery (in accordance with the terms of their contract) are most advantageous to the agency.