

RSWC# 3060, Enhanced Computer Warranty Services

Contract Information and Usage Instructions

Contract Period: Three-year initial term, with 2 one-year renewal options

Start Date: July 1, 2019

End Date: June 30, 2024

Summary/Background Information: This contract is used to purchase Enhanced Computer Warranty services (and necessary related parts, components, materials, etc.) to maintain the operational status of and/or repair the State's failed, information technology related Devices. These services must be provided in all ninety-five (95) Tennessee counties under the terms, conditions, requirements, and specifications included in this Contract. Though the services provided under this Contract are for the purpose of repairing hardware, these services may include loading necessary software drivers and providing materials, etc., needed to repair the Devices/return the equipment to operational status.

State Contact Information

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Category Specialist

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Vendor Contact Information:

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Edison Contract Number #63220

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State Agency Ordering Instructions:

Strategic technology Solutions (STS) sets the state standards for technology products on an enterprise level. All purchases of Enhanced Computer Warranty Services shall be made through STS as they will manage the relevant repairs.

Access to Contract Documents Online:

1. Click on the link below to go to the Supplier Portal homepage:
https://hub.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP_GUEST
2. Click on the “Statewide Contract (SWC) Search” link at the top of the page under “Statewide Contract Information”.
3. Scroll down the list of contracts and locate “CCH TeamMate Software, Maint”. 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.