NC DOA
Department of Administration
Purchase & Contract

Statewide Term Contract 2711A – Professional Grade Tools and Diagnostic Equipment

Bid Number	OK-MA-818-900 NASPO ValuePoint | DPC-9933783591-BJ
Contract Name	Professional Grade Tools and Diagnostic Equipment
Effective Dates	February 15, 2024 through October 11, 2027 (two (2) remaining one-year renewals)
Awarded Vendor & Contact	**Snap-On Industrial** Jeffrey Gaskill | (262) 656-4762
Contract Covers	The contract is limited to Snap-On Industrial professional grade tools and diagnostic equipment that is not available under the statewide term contract 2711B – Maintenance, Repair and Operation (MRO) Supplies and Equipment with W.W. Grainger Inc.
Convenience Contract	This is a convenience contract that can be used by all state agencies, departments, institutions, universities, and community colleges. Non-mandatory entities, including schools and local governments, may use this contract if allowed by general statute.
Special Note	The vendor will not invoice service fees or additional costs to the authorized users during the term of the contract. For instance, there will be no small order, minimum order, special order, shipping (except rush delivery as specified in the cost proposal), hazardous materials, pallet, or fuel charges or surcharges.
Transportation Charges	FOB Destination. Authorized users are located throughout the state, both within and outside of major metropolitan areas. Whenever possible, authorized users will work with the vendor to develop regular delivery schedules, if needed. All deliveries must be made on days and times acceptable to authorized users. Standard orders must be delivered to end users within five (5) business days after receipt of order unless the product is a special-order item. Rush orders to end users must be delivered the next day after receipt of the order.
Return Policy	Any materials delivered in poor condition, or in excess of the amount authorized by the purchase order, at the discretion of the authorized users, may be returned to the vendor at its expense within 5 days. Credit for returned goods shall be made immediately once the vendor receives the returned goods. If any product is returned to the vendor for failure of performance, the vendor will, at the state's discretion, refund all amounts paid to the vendor for such product or replace the product, and the following shall apply: • Within five (5) days of written notification by the authorized user, the vendor should make arrangements for the return of the product. • The vendor shall bear all shipping and insurance costs. • The vendor shall be liable for damages to the product, unless caused by fault or negligence of the authorized user that occur during the return process.

Restocking Fee	The vendor should provide for return of unopened items ordered in error for up to 30 calendar days from delivery. For all returns of unopened items or returns due to user error, returns should be free-of-charge provided they occur at a regularly scheduled delivery time. Otherwise, authorized users should be responsible for all costs associated with the preparation of the product for shipping, and all shipping costs to the vendor's nearest service location for such returns; no additional charges are allowed, including restocking fees. Respondent should issue a credit to the authorized user's account as soon as items have been received by the vendor.
Taxes	Prices do not include North Carolina sales or use tax.
Warranty	Standard manufacturer's warranty applies.
Order Placement	Orders may be placed through eProcurement or by using one of the following methods: • Email: order@snapon.com • Phone: (877) 740-1900 • Fax: (877) 740-1880 The vendor will provide catalogs and descriptive literature of products within five (5) business days of request. The vendor should be contacted when purchasing guidance is needed.
Loaded into eProcurement	Line-item catalogs will be loaded into eProcurement.
Contract Attachments	Pricing Information
eProcurement Help Desk	(888) 211-7440
Contract Manager	Pamela Case (984) 236-0249
Contract Addenda	01/15/2025: Contract extended through October 11, 2025 06/17/2025: Contract Manager changed to Pablo Blackwell 03/24/2026: Contract Manager changed to Pamela Case
	10/06/2026: Updated expiration date to reflect renewal to 10/11/2027