

SWC# 3837, Dynatrace Software **Contract Information and Usage Instructions**

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

Start Date: December 3, 2021

End Date: December 2, 2024

Summary/Background Information: Compuware/Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation by enabling autonomous operations and creating better business outcomes consistently. Dynatrace is the sole provider of all Compuware/Dynatrace software and provides the support for the Dynatrace Product Suite (to include, but not limited to, services, technical support, and software updates). The Compuware software was sold to the Dynatrace Division of Compuware Holding Corporation.

State Contact Information

Connor Petschke

Category Specialist

Central Procurement Office

(615) 741-9401

Connor.petschke@TN.gov

Supplier Contact Information:

Eric Lane

Enterprise Account Executive

(314-922-4755

Eric.Lane@Dynatrace.com

Dynatrace, LLC.

1601 Trapelo Road, Suite 116

Waltham, MA 02451

Edison Contract Number #72822

State Agency Ordering Instructions:

1. Please consult the contract catalog to determine what support to order. If you need assistance selecting Dynatrace products and services, please contact Ryan Reeve with Dynatrace.
2. Once you have selected all the needed Compuware products and services, please contact Ryan Reeve with Dynatrace for a quote.
3. Follow your normal requisition/purchase order process to complete the order once you've received the quote.

Local Government Entity Instructions:

1. Local Governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact Ryan Reeve with Dynatrace with respect to how they would like to conduct business transactions. His contact information is on the first page.
3. The State requires Dynatrace 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:
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 "Compuware Software". 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.