

Dell

NYS Agg Buy options. And considerations for Dell printers.

See also

- [Dell purchasing issues](#)

The normal way to order Dell products is through CU's eShop

- <http://www.dfa.cornell.edu/procurement/supplierlist/computers/desktops-laptops/dell.cfm>

Many times those items are not a good fit for Chemistry. A good example are laptops, especially those purchased for the chemistry teaching labs in which low-cost laptops are much more important than fast and light.

- In CCB, Michael Hint and Oliver can see options in that store not available to others in case you need something beyond the default, highest cost-saving, options. You are thus not limited by just what you see there, so ask, please.

NYS PC Aggregate Purchase (grabbed July 20, 2015)

- <http://www.dell.com/2014PCAggBuy>
- Credentials to <http://www.dell.com/Account/us/en/RC1358196/> ("NYS Aggregate PC Purchase Initiative 2014")
 - Contract #: 81AGQ
 - Agreement #: PT65340
 - <http://www.dell.com/learn/us/en/rc1358196/premier-help/cart-and-equotes>

Related links

- <http://www.ogs.ny.gov/disclaim/default.asp?url=http://www.dell.com/2014PCAggBuy>
- <http://www.dell.com/learn/us/en/rc956848/slg/newyork-new?c=us&l=en&s=slg&cs=rc956848> ("Contract Selection: Welcome to the New York State Store", apparently a list of many NYS "agg" buy options)

The following is a price-inferior NYS "Agg" buy, by a lot!

- <http://www.dell.com/Account/us/en/rc956848/> ("New York State Store - Microcomputer Contract PT65340"; must not have any Premier login info credentialed to get this page!)
 - <http://www.dell.com/learn/us/en/rc956848/slg/newyork-new?c=us&l=en&s=slg&cs=rc956848> ("Contract Selection: Welcome to the New York State Store", apparently a list of many NYS "agg" buy options)
 - <http://www.ogs.ny.gov/purchase/snt/awardnotes/7535022100can.HTM> ("PC Aggregate Purchase")
 - <http://www.ogs.ny.gov/purchase/snt/lists/infotech.asp>
 - <http://nyspro.ogs.ny.gov/content/procurement-services-contract-portal>

Dell printer info

2/25/14: Write-up Oliver did as a favor for Dell:

(1) Why are Dell printers not available through the built-in MacOS X distribution mechanism? Would facilitate the use of Dell printers, and indeed also helps legitimize the Dell printer brand.

Apple delivers third-party software for printers using Software Update. But not for Dell printers, apparently:

<http://support.apple.com/kb/HT3669>

On that page, they state, "If the printer or scanner does not appear in the list below, visit the device manufacturer's web site or contact the manufacturer to find out if software is available for Mac OS X v10.6 or later."

(2) We noted that the Dell printer driver for my favorite Dell printer (5130cdn) was recently updated to be compatible with Mac OS X 10.9 (Mavericks). That seemed like a very long lag after Mavericks was released (October 22, 2013). What were customers using 10.9 supposed to do during that time?

<http://www.dell.com/support/drivers/us/en/19/DriverDetails/Product/dell-5130cdn?driverId=FD1DC&osCode=MAC1&fileId=3340414840&languageCode=EN&categoryId=DD>
2/13/2014

Enhancements: 1. Installer to enable Mac 10.9 compatibility

UPDATE, 2/2/2014: : We also are noting a multi-month lag between when Apple released Mac OS X 10.10 (Yosemite) and the Dell drivers become available to enable 10.10 compatibility:

- 10/16/2014: Apple made Yosemite publically available, after a public beta period.
- 12/10/2014: Dell made available their drivers which were explicitly compatible with Yosemite.

NOTE: Apple's generic PostScript (PS) printer driver seems to allow printing just fine to the Dell printer, but that driver has an alert that the toner waste collection is getting full when it is far from full. The driver does correctly allow for duplex and show the correct levels for the toner waste collection (ironically!), the drum cartridges, and the toner cartridges.

(3) Purchasing Dells would benefit from clarification on support, service, and supplies, and enhancements, as appropriate.

- Support and service: We have robust, local service options for HP and Xerox printers. Most of the Dell printers offered to Cornell come with only 1 year warranty, not the 3 year warranty for the printer I used to buy. So decent post-warranty service would be important.
 - Supplies: Local vendors have cached toner supplies for ~90% of our printer models (HP and Xerox), making turn-around fast, which is important for emergencies.
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2/21/14Fri, discussion with JohnG and Oliver:

Dell printers still not available through MacOS driver distribution.

- Instead, to get them, must go out-of-band to Dell site.

2/19/14Wed:

Packing slip was a sticky label (for a pile of Dell laptops, shipped together). That's hard to manage!!

- Used to be paper.
- Reported to Dell's JohnG, in person, 2/21/14. Said he'd look into it.