

267 mll



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street – Room 100
Concord, New Hampshire 03301
(603) 271-3201 | Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

June 28, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services (DAS) to exercise a contract renewal option (Contract #8002720) with SHI International Corp., (VC#175141), Somerset, NJ, for computer software by increasing the price limitation by \$3,949,697.19 from \$11,849,091.58 to \$15,798,788.77 and by extending the completion date from July 31, 2023 to July 31, 2024 effective upon Governor and Executive Council approval. The original contract was approved by the Commissioner of the Department of Administrative Services on July 14, 2020.

Funding shall be provided through individual agency expenditures, under the direction of the Department of Information Technology (DoIT), none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

As previously stated, the original contract (Contract #8002720) was originally approved by the Commissioner of the Department of Administrative Services on July 14, 2020.

The purpose of this item is to obtain authority to exercise the first contract renewal option allowed under the terms of the original contract (Contract #8002720). It is the department's intention to use the extension period, upon approval, to conduct a comprehensive cost benefit analysis comparing software costs between independent contract awards through the State's request for bid process, established pricing published by the National Association of State Procurement Officials (NASPO), and pricing secured via the recently approved ITS75 multistate software and services contract (Contract #8003194) with Dell Marketing L.P.

This requested software contract, upon approval, will cover many of the State of New Hampshire required computer software packages available on the market, discounts from multiple software resellers, and competitive pricing made possible by the application of request for quote (RFQ) procedures employed monthly against DoIT published standard software along with RFQ's conducted for all non-standard software at the onset of each purchase request. RFQ's will be open to all eligible resellers including SHI International Corp., Zones, LLC, CDW Government LLC, and Dell Marketing L.P. This

application protects the State's competitive advantage by requiring all agencies to obtain four quotes prior to the approval of any purchase.

Outlined below is a summation of the active contract (Contract #8002720) spend to date. The approval of this extension request of the software reseller contract will allow for continued fiscal responsibility meeting the State's software and IT service needs.

Contract financials	
Contract spend term to date	\$11,849,091.58
Add this amendment	\$3,949,697.19
Recommended price limitation	\$15,798,788.77

Based on the foregoing, I am respectfully recommending approval of this contract renewal, with SHI International Corp.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement & Support Services
Bureau of Purchase & Property

Gary S. Lunetta
Director
(603) 271-2210

Bid Description: Computer Software Reseller	Agency: Statewide Contract
Bid # 2289-20	Bid Closing: 5/1/20 10:30 AM
Agent Name: Jennifer Jack	

QTY	Unit	Manufacturer	Part #	Description	CDWG		Royal Imaging Solutions		Connexion		Bohnd		S#		Zones	
					Unit Price	Est. Price	Unit Price	Est. Price	Unit Price	Est. Price	Unit Price	Est. Price	Unit Price	Est. Price	Unit Price	Est. Price
11,018	EA	Microsoft	79P-05746	Microsoft Office Professional Plus 2019 - License - 1 PC - Select Plus -Win- Single Language	\$370.10	\$4,077,761.80	\$414.20	\$4,563,655.60	\$372.00	\$4,098,696.00	\$379.31	\$4,179,237.58	\$340.00	\$3,746,120.00	\$355.81	\$3,918,110.98
1,350	EA	Microsoft	021-10626	Microsoft Office Standard 2019- License- 1 PC- Select Plus- Win- Single Language	\$271.46	\$366,471.00	\$294.30	\$397,305.00	\$275.00	\$371,250.00	\$278.20	\$375,570.00	\$250.00	\$337,500.00	\$259.38	\$350,183.00
119	EA	Microsoft	076-05846	Microsoft Project Standard 2019-License -1 PC- Select Plus - Win -Single Language	\$409.85	\$48,772.15	\$545.00	\$64,855.00	\$413.00	\$49,147.00	\$418.02	\$49,744.38	\$395.00	\$47,005.00	\$399.87	\$47,584.53
1,289	EA	Microsoft	381-04518	Microsoft Exchange Server 2019 Standard CAL- License- 1 User CAL - Volume -Win -Single Language	\$64.20	\$82,753.80	\$70.85	\$91,325.65	\$65.00	\$83,785.00	\$65.81	\$84,829.09	\$60.00	\$77,340.00	\$61.38	\$79,118.82
95	EA	Microsoft	D66-05885	Microsoft Visio Standard 2019 - License-1 PC- Select Plus- Win- Single Language	\$182.93	\$17,378.35	\$202.74	\$19,260.30	\$185.00	\$17,575.00	\$186.57	\$17,724.15	\$175.00	\$16,625.00	\$172.20	\$16,359.00
195	EA	Microsoft	D87-07516	Microsoft Visio Professional 2019- License - 1 PC- Select Plus- Win- Single Language	\$351.27	\$68,497.65	\$534.10	\$104,149.50	\$354.00	\$69,030.00	\$358.28	\$69,860.70	\$340.00	\$68,300.00	\$342.71	\$68,828.45
1,298	EA	Microsoft	R18-00129	Microsoft Windows Server- License & Software Assurance- 1 Device CAL- Select- Select Plus - Single Language - Coverage through 8/31/22 (32 Months)	\$38.31	\$49,726.38	\$55.11	\$71,532.78	\$39.00	\$50,622.00	\$37.23	\$48,324.54	\$35.00	\$45,430.00	\$35.57	\$46,169.86
12	EA	Microsoft	9EM-00681	Microsoft Windows Server 2019 Standard License 2 Cores Software ESD	\$81.82	\$981.84	\$85.02	\$1,020.24	\$82.00	\$984.00	\$83.45	\$1,001.40	\$80.00	\$960.00	\$71.15	\$853.80
245	EA	Adobe	65301108AF01A00	Adobe Acrobat Pro 2019- License- 1 User - GOV- TLP- Level 1 (1+) - Win, Mac- Universal English	\$400.85	\$98,208.25	\$431.64	\$105,751.80	\$402.00	\$98,490.00	\$395.83	\$96,929.35	\$389.00	\$95,305.00	\$109.14	\$26,739.30
31	EA	Adobe	65301088AF01A00	Adobe Acrobat Standard 2017-License- 1 User- Gov- TLP-Level 1 (1+) - Win- Universal- English	\$266.53	\$8,262.43	\$299.75	\$9,292.25	\$267.00	\$8,277.00	\$263.05	\$8,154.55	\$260.00	\$8,060.00	\$72.41	\$2,244.71
Total Section 1					\$4,818,813.65		\$5,428,148.12		\$4,847,856.00		\$4,931,375.74		\$4,440,645.00		\$4,574,972.65	
					3rd								1st		2nd	

* Lines with "no bid" responses have been removed from the tabulation.

Non Compliant
Confiance Tech Solutions
Offer sheet not submitted

No Bid
Dell

Special Notes: This bid tab represents the original award structure for contracts 8002720, 8002727, and 8002728. Total for section #1 Award is based on a compilation of most commonly purchased software products and estimated annual quantities. DoIT approved software standards are updated monthly based on lowest price in response to the State's Request for Quote (RFQ), and non-standard items are awarded based on low price in response to the State's RFQ upon each agency request.



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

June 9, 2023

Charles M. Arlinghaus
Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into three (3) computer software reseller contract amendments with the vendors Software House International (SHI), Zones, and CDWG as described below and referenced as DoIT No. 2021-018A.

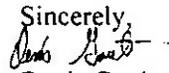
This request is for approval of three (3) computer software reseller contract amendments: Software House International (SHI), Zones, and CDWG. These statewide contract amendments will allow for continued utilization for state agencies to purchase software through multiple vendors and distribution partners at a competitive price.

The price limitation will increase for each vendor by the following totals:

Software House International (SHI) - \$3,949,697.19;
Zones - \$1,502,816.20; and
CDWG - \$839,542.59.

These contract amendments shall become effective upon Governor and Executive Council approval through July 31, 2024.

A copy of this letter should accompany the Department of Administrative Services' submission to Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/RA
DoIT #2021-018A

**FIRST AMENDMENT TO THE CONTRACT
 BETWEEN SHI International Corp.
 AND
 THE STATE OF NEW HAMPSHIRE, DEPARTMENT OF ADMINISTRATIVE SERVICES,
 FOR Computer Software Reseller SERVICES
 CONTRACT # 8002720**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 5th day of June, 2023, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and SHI International Corp. (hereinafter referred to as "the Contractor") for Computer Software Reseller Services.

WHEREAS, pursuant to an agreement effective August 1, 2020 set to expire July 31, 2023, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Computer Software Reseller services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 15 of the Agreement, the Agreement may be amended, waived or discharged only by an instrument in writing executed by both parties hereto;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Update the contract Completion Date to read the following:

July 31, 2024

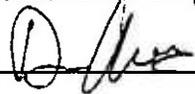
2. Implement the Price Limitation not to exceed the following:

\$15,798,788.77

<u>Contract Spend Term to Date</u>	<u>\$11,849,091.58</u>
<u>Add this Amendment</u>	<u>\$3,949,697.19</u>
<u>New Total Price Limitation</u>	<u>\$15,798,788.77</u>

3. All other provisions of the Agreement, approved by the Commissioner of Administrative Services on July 14, 2020, shall remain in full force and effect.

SHI International Corp.

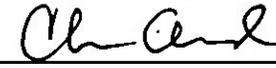
By: 

Darek Awas
(Print Name)

Title: Manager - Contracts

Date: 06/05/2023

STATE OF NEW HAMPSHIRE

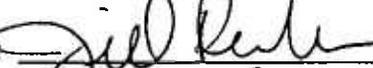
By: 

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 6-8-23

OFFICE OF THE ATTORNEY GENERAL

By: 

Jill Perlow
(Print Name)

Title: Assoc. Attorney General

Date: 6/12/23

The foregoing contract was approved by
the Governor and Council of New
Hampshire on

Signed: _____

(Print Name)

Title: _____

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that SHI INTERNATIONAL CORP. is a New Jersey Profit Corporation registered to transact business in New Hampshire on February 17, 2016. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 739104

Certificate Number: 0006242637



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 6th day of June A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State



SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com

June 9, 2023

State of New Hampshire
Department of Administrative Services
Division of Procurement & Support Services
25 Capitol Street, RM 102
Concord, NH 03301

RE: SHI Signature Authorization Letter

To Whom It May Concern:

This letter confirms that the Signature Authorization Letter signed by Thai Lee, CEO, on 09/15/2022 is still valid and in full effect.

Sincerely,

Kristina Mann

Name: Kristina Mann

Title: Sr. Manager - Contracts

Date: June 9, 2023



SHI International Corp.
 290 Davidson Avenue
 Somerset, NJ 08873
 888-764-8888
 SHI.com

Signature Authorization

Effective immediately, the following individuals are authorized to sign such contractual documents for SHI International Corp. as are specified below and on page 2 of this Authorization, and their respective signatures in such capacities shall bind SHI International Corp. to the signed document.

Level 1	Level 2	Level 3
Aimee Cantrell, Sr. Proposal Specialist	Chandler Gorda, Lead Contracts Specialist	Cassie Skelton, Director of Contracts
Alicia Jones, Sr. Proposal Specialist	Erin Rose, Sr. Contracts Specialist	Christina Termyna, Sr. Lead Contracts Specialist
Arianne Mount, Manager – Proposal Operations		Darek Awas, Manager - Contracts
Dan Calabrese, Sr. Proposal Specialist		John Oese, Sr. Lead Contracts Specialist
Joanna York, Lead Contracts Specialist - Operations		Jenna Watson, Assistant General Counsel
Marc Poole, Manager – Proposals		Kevin McCann, General Counsel
Marguerite Berete-Aw, Proposal Specialist		Kristina Mann, Sr. Manager - Contracts
Maya Lynch, Proposal Specialist		Mary Youssef, Associate General Counsel
Meghan Flisakowski, Director of Proposals		Natalie Castagno, Sr. Director – Proposals & Compliance
Moitrayee Majumdar, Sr. Proposal Specialist		Sarah Peretto, Sr. Contracts Specialist
Rachel Mamola, Sr. Proposal Specialist		
Sarah Baldwin, Proposal Specialist		
Sarah St John, Sr. Proposal Specialist		
Staci McDonald, Manager of Proposals		
Stacie Becker, Sr. Proposal Specialist		

This authorization shall be in effect until rescinded. All previous signature authorizations are hereby rescinded.

SHI International Corp.

DocuSigned by:

Thai Lee

ESF74255E205403

 Signature
 Thai Lee
 Name
 President & CEO
 Title
 9/15/2022
 Date



SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com

Levels of Signature Authorization:

Level 1	Level 2	Level 3
Responses to Customer Requests for Proposal, Quote, Information (RFP, RFQ, RFI)	Customer Forms	Responses to Customer Requests for Proposal, Quote, Information (RFP, RFQ, RFI)
Customer Forms	Non-Disclosure Agreements	Customer Forms
Non-Disclosure Agreements	Vendor Forms	Non-Disclosure Agreements
Vendor Forms	Vendor Contracts	Vendor Forms
	Credit Reference Requests	Vendor Contracts
	Trade Reference Requests	Credit Reference Requests
		Trade Reference Requests
		US Customs and Border Protection Power of Attorney Forms
		Customer Contracts


SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com

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Marc Poole, Manager – Proposals		Kevin McCann, General Counsel
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Rachel Mamola, Sr. Proposal Specialist		
Sarah Baldwin, Proposal Specialist		
Sarah St John, Sr. Proposal Specialist		
Staci McDonald, Manager of Proposals		
Stacie Becker, Sr. Proposal Specialist		

This authorization shall be in effect until rescinded. All previous signature authorizations are hereby rescinded.

SHI International Corp.

DocuSigned by:

E3F74255E2054D3

Signature

Thai Lee

Name

President & CEO

Title

9/15/2022

Date



SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com

Levels of Signature Authorization:

Level 1	Level 2	Level 3
Responses to Customer Requests for Proposal, Quote, Information (RFP, RFQ, RFI)	Customer Forms	Responses to Customer Requests for Proposal, Quote, Information (RFP, RFQ, RFI)
Customer Forms	Non-Disclosure Agreements	Customer Forms
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Vendor Forms	Vendor Contracts	Vendor Forms
	Credit Reference Requests	Vendor Contracts
	Trade Reference Requests	Credit Reference Requests
		Trade Reference Requests
		US Customs and Border Protection Power of Attorney Forms
		Customer Contracts

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
6/05/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Marsh & McLennan Agency LLC One Executive Drive Somerset, NJ 08873	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS: somersetclsupport@mma-ne.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873	INSURER A : National Fire Insurance Co of Hartford	20478
	INSURER B : Continental Insurance Company	35289
	INSURER C : American Casualty Company of Reading PA	20427
	INSURER D : National Fire Insurance Co of Hartford	20478
	INSURER E :	
	INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR		6050250197	09/30/2022	09/30/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
D	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY		6050291509	09/30/2022	09/30/2023	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000		6081819517	09/30/2022	09/30/2023	EACH OCCURRENCE \$15,000,000 AGGREGATE \$15,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	650251110	09/30/2022	09/30/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance

CERTIFICATE HOLDER

CANCELLATION

State of Hampshire
Administrative Services
25 Capitol Street
Room 102
Concord, NH 03301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL ST
CONCORD NH 03301-6398

8002727 & 8002728

DATE: July 2, 2020

CONTRACT #: 8002720 NIGP CODE: 208-0000

CONTRACT FOR: Computer Software Reseller

CONTRACTORS:

SHI International Corp.

VDR# 175141 P001
290 Davison Ave
Somerset, NJ 08873

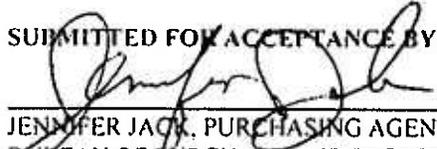
Zones LLC

VDR# 222860 P001
1102 15TH Street SW, Suite 102
Auburn, WA 98001-6524

CDWG

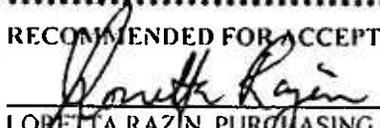
VDR# 269442 P001
230 N. Milwaukee Ave.
Vernon Hills, IL 60061

SUBMITTED FOR ACCEPTANCE BY:


JENNIFER JACK, PURCHASING AGENT
BUREAU OF PURCHASE AND PROPERTY

DATE 7/13/2020

RECOMMENDED FOR ACCEPTANCE BY:


LORETTA RAZIN, PURCHASING MANAGER
BUREAU OF PURCHASE AND PROPERTY

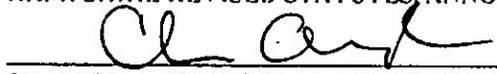
DATE 7/13/2020

APPROVED FOR ACCEPTANCE BY:


GARY S. LUNETTA, DIRECTOR
DIVISION OF PROCUREMENT & SUPPORT SERVICES

DATE 7/13/20

ACCEPTED FOR THE STATE OF NEW HAMPSHIRE UNDER THE AUTHORITY GRANTED TO ME BY NEW HAMPSHIRE REVISED STATUTES, ANNOTATED 21-I:14, XII.


CHARLES M. ARLINGHAUS, COMMISSIONER
DEPARTMENT OF ADMINISTRATIVE SERVICES

DATE 7/14/20



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

July 28, 2020

Charles M. Arlinghaus
Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into three (3) computer software reseller contracts 8002720, 8002727 and 8002728 with the vendors Software House International (SHI), Zones, and CDWG as described below and referenced as DoIT No. 2021-018. /

This is a request for approval of three (3) computer software reseller contracts: Software House International (SHI), Zones, and CDWG. These statewide contracts will provide state agencies the opportunity to purchase software through multiple vendors and distribution partners at a competitive price.

These contracts shall become effective upon execution by Commissioner Arlinghaus through July 30, 2023.

A copy of this letter should accompany the Department of Administrative Services' contract documentation through the approval process.

Sincerely,

 for

Denis Goulet

DG/ik/ck
DoIT #2021-018

cc: Jennifer Jack, DAS



State of New Hampshire
DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PROCUREMENT AND SUPPORT SERVICES
State House Annex - Room 102
25 Capital Street
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS
(603) 271-3201

July 16, 2020

Denis Goulet
Commissioner
27 Hazen Drive
Concord, NH 03301

REQUESTED ACTION

The Department of Administrative Services is requesting the approval of three (3) computer software reseller contracts 8002720, 8002727 and 8002728 with the vendors Software House International (VDR #175141), Zones (VDR#222860), and CDWG (VDR#269442). These contracts will have a three (3) year term, from August 1, 2020 through July 31, 2023 and will allow agencies the ability to purchase Department of Information Technology (DoIT) approved software.

Prior Related Actions

The State awarded contract #8002065 to Software House International via RFB 1885-17 with a 3 year contract term August 1, 2016 through July 31, 2019. This contract allowed for two (2) one year extensions. Extension one was implemented August 1, 2019 ending January 31, 2020. Extension two, the current contract, was implemented February 1, 2020 and is expiring July 31, 2020. No extensions remain on this contract.

Alternatives and Benefits

RFB 2289-20 for the Computer Software reseller contract closed on 5/1/2020. After reviewing the bid responses a potential \$1,450,043.60 cost savings over the 3 year term has been identified. This savings has been identified through the additional resellers Zones and CDWG in conjunction with SHI offering lower price points for our current standard software. Vendors were required to be a Microsoft Government Large Account reseller (LAR) and must be able to manage volume-licensing agreements with several other software publishers as well as provide software pre sales assistance, documentation, and volume license agreement administration at no additional cost to the State.

Based on the bid results the Department of Administrative services would like to move forward with awarding this contract to the three resellers SHI, Zones, and CDW. This would allow the vendors to bid against each other to assure that we have a competitive advantage and provide the potential to source software through multiple vendors and distribution partners.

- Agencies get multiple quotes (from the awarded resellers) for non-standard software items.
- Pricing for standard software would be updated monthly and posted to the DoIT standards webpage.

Impact on Other State Agencies and Municipalities

These contracts shall provide agencies, and any eligible participants, multiple sources for the purchase of various software licenses.

Supporting Documentation

For your review, I have attached the draft notice of contract for each vendor as well as the award spreadsheet for RFB 2289-20.

CONTACT PERSON: Jennifer Jack
Purchasing Agent
25 Capitol Street, RM 102
Concord, NH 03301
Telephone: (603) 271-3146
Email: Jennifer.Jack@das.nh.Gov

CERTIFICATION

The undersigned hereby certify that the information provided in this document and any attachments is complete and accurate and that alternatives to the solution defined in this document have been appropriately considered.

Respectfully Submitted,



Charles M. Arlinghaus
Commissioner

Division of Procurement and Support Services
Bureau of Purchase and Property
25 Capitol Street, Room 102, State House Annex
Concord, NH 03301-6398

Date: 1/31/2020
Bid No.: 2289-20
Date of Bid Closing: 2/28/2020
Time of Bid Closing: 10:30 AM (EST)

PLEASE DIRECT ANY QUESTIONS REGARDING THIS BID TO JENNIFER JACK: E-mail JENNIFER.JACK@DAS.NH.Gov
EMAIL YOU'RE BID TO: NH.Purchasing@DAS.NH.Gov

BID INVITATION FOR CONTRACT: COMPUTER SOFTWARE RESELLER

[Insert name of signor] Meghan Flisakowski on behalf of SHI International Corp [insert name of entity submitting bid (collectively referred to as "Vendor")] hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to BID 2289-20 at the price(s) quoted herein in complete accordance with the bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Bid Closing date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
 - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
 - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
 - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
 - j. Has been placed on the debarred parties list described in RSA 21:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature [Signature] Authorized Signor's Title Public Sector Program Manager

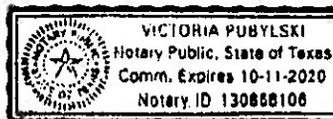
NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Travis STATE: Texas ZIP: _____

On the 30 day of April, 2020, personally appeared before me, the above named Meghan Flisakowski in his/her capacity as authorized representative of SHI, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness hereof, I hereunto set my hand and official seal.

Victoria Pubytski
(Notary Public/Justice of the Peace)



My commission expires: 10-11-2020 (Date)

Unless specifically amended or deleted by the Division of Procurement and Support Services, the following General Terms and Conditions apply to this Bid and any resulting Purchase Order or Contract.

Form 791-B

Revised: 11/12/19 LMR



STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO BID INVITATION # 2289-20

Posted: 2/26/2020

DATE OF BID CLOSING: 02/28/20

TIME OF BID CLOSING: 10:30 AM (EST)

FOR: COMPUTER SOFTWARE RESELLER

DATE OF BID CLOSING:

Presently Reads: February 28, 2020 @ 10:30 AM (EST)

Amend to Read: March 27, 2020 @ 10:30 AM (EST)

CLARIFICATION:

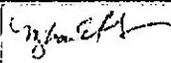
This request for bid is to find our next software contract reseller(s), we will be awarding up to three vendors. We are looking to award to a Microsoft LAR / VAR Government account reseller. The award sheet is based on what we purchased in the last three-year contract term. We are not purchasing anything on this list at this time; therefore, I cannot provide serial numbers, account number- etc.

PURCHASING AGENT: Jennifer Jack

E: Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER SHI International Corp **ADDRESS** 300 Davidson Ave Somerset, NJ 08873

BY 

(this document must be signed)

Meghan Flisakowski **TEL. NO.** 5123170799

(please type or print name)



STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 2 TO BID INVITATION # 2289-20

Posted: 3/24/2020

DATE OF BID CLOSING: 02/27/2020

TIME OF BID CLOSING: 10:30 AM (EST)

FOR: COMPUTER SOFTWARE RESELLER

DATE OF BID CLOSING:

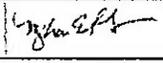
Presently Reads: March 27, 2020 @ 10:30 AM (EST)

Amend to Read: May 1, 2020 @ 10:30 AM (EST)

PURCHASING AGENT: Jennifer Jack
E: Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER SHI International **ADDRESS** 300 Davidson Ave Somerset, NJ 08873

BY 
(this document must be signed)
Meghan Flisakowski **TEL. NO.** 512-317-0799
(please type or print name)

Please visit: <https://das.nh.gov/purchasing/purchasing.asp> (click on "Bid and Proposals") for complete bid and addendums.



Attachment A -Standard Licensing Offer Sheet UPDATED 2/26/2020

Please note, quantity is based on current contract spend (3-year term)

The State of New Hampshire's current Microsoft Select Plus Agreement is number 54266132.

Section 1- Software Standards

Qty	Unit	Manufacturer	Part #	Description	Unit Price	Extended Price
83	EA	McAfee	CDBCDE-AA-AI	McAfee Complete Data Protection- License + 1 Year Gold Business Support - 1 node or 1 VDI server/ clients- GHE- Protect Plus, Associate- level A (11-25)- English	\$24.00	\$1,992.00
11,018	EA	Microsoft	79P-05746	Microsoft Office Professional Plus 2019 - License - 1 PC - Select Plus -Win- Single Language	\$340.00	\$3,746,120.00
1,350	EA	Microsoft	021-10626	Microsoft Office Standard 2019- License- 1 PC- Select Plus- Win- Single Language	\$250.00	\$337,500.00
119	EA	Microsoft	076-05846	Microsoft Project Standard 2019-License -1 PC-Select Plus - Win -Single Language	\$395.00	\$47,005.00
1,289	EA	Microsoft	381-04518	Microsoft Exchange Server 2019 Standard CAL- License- 1 User CAL- Volume - Win -Single Language	\$60.00	\$77,340.00
1,556	EA	Microsoft	PGI-00904	Microsoft Exchange Server 2019 Enterprise CAL- License- 1 Device CAL- OLP- Government- without services-Win- Single Language	\$28.00	\$43,568.00
122	EA	Acro	C201	Cute PDF Pro 3.X (Plus From Filler)	\$41.00	\$5,002.00
95	EA	Microsoft	D86-05885	Microsoft Visio Standard 2019 - License-1 PC-Select Plus- Win- Single Language	\$175.00	\$16,625.00
195	EA	Microsoft	D87-07516	Microsoft Visio Professional 2019- License - 1 PC- Select Plus- Win- Single Language	\$340.00	\$66,300.00
1,298	EA	Microsoft	R18-00129	Microsoft Windows Server- License & Software Assurance- 1 Device CAL- Select- Select Plus -Single Language - Coverage through 8/31/22 (32 Months)	\$35.00	\$45,430.00
7,523	EA	Microsoft	R18-00130	Microsoft Windows Server- License & Software Assurance -1 User CAL-Select- Select Plus -Single Language Coverage through 8/31/22 (32 Months)	\$44.00	\$331,012.00
12	EA	Microsoft	9EM-00681	Microsoft Windows Server 2019 Standard License 2 Cores Software ESD	\$80.00	\$960.00
245	EA	Adobe	65301106AF01A00	Adobe Acrobat Pro 2019- License- 1 User - GOV- TLP- Level 1 (1+)- Win, Mac- Universal English	\$389.00	\$95,305.00

31	- EA	Adobe	65301088AF01A00	Adobe Acrobat Standard 2017-License- 1 User- Gov- TLP-Level 1 (1+)- Win- Universal- English	\$260.00	\$8,060.00
Total Section 1						\$4,822,219.00
Section 2- Miscellaneous Software						
79	EA	Adobe	65291080BC01A12	Adobe Creative Cloud for teams - All Apps - Team Licensing Subscription New (monthly) - 1 user - GOV - Value Incentive Plan - level 1 (1-9) - Win, Mac - Multi North American Language	\$900.00	\$71,100.00
6	EA	Allround Automations	8994.1	PL/SQL DEVELOPER	\$160.00	\$960.00
50	EA	Bluebeam Software	893645001217 50-99	Bluebeam Revu Standard Edition - License - 1 seat - volume - 50-99 licenses - ESD - Win	\$53.00	\$2,650.00
2	EA	Citrix	3013076-EZ	Citrix NetScaler VPX 10 Platinum Edition - License - 1 virtual machine - Easy License	\$6,303.00	\$12,606.00
5	EA	Nuance Communications	K809A-500-15.0	Dragon Professional Individual - (v. 15) - 1 user - local, state - Download - Win - US English	\$195.00	\$975.00
29	EA	TechSmith,	SNAGG99-20	SnagIt 2020 - License - 1 user - GOV, non-profit - ESD - Win, Mac	\$22.00	\$638.00
5	EA	SAP America Inc.	7018789-1T2	SAP Crystal Reports 2016 Win Named User Licence (1-2)	\$440.00	\$2,200.00
Total Section 2						\$91,129.00

Actual ordered pricing will vary based on quantity at the time of purchase (bulk qty can result in lower pricing per unit) Pricing based on single unit skus as specified

Customer Service

We begin every day reminding ourselves of one of our principal purposes – to focus on empowering the people who use technology and to maintain integrity in our relationships with our customers.

With this purpose, we clearly recognize the need for exceptional Relationship Management (which might include resolving technical issues and responding to product delivery, billing, and requests regarding Statements of Work). We also understand the need for efficient and transparent communication in order to keep Sourcewell Members' projects moving forward smoothly and successfully.

The first step to ensure success in these areas is to define collaborative and clear SLAs that meet Members' needs. It is standard practice for us to respond to email and phone requests within two to four hours. We process orders within 24 hours of receipt (unless additional information is required), and we provide daily updates on any pending requests.

We are confident that our Account Team will fully support both daily needs and provide accessible, courteous, responsive, and seamless customer service. If Members ever require a higher level of support, we encourage them to escalate their request.

The following table articulates our standard procedure with response times:

Sample Request	SHI Commitment
<p>Call answered timely: Ninety percent (90%) of calls answered within sixty (60) seconds</p>	<p>SHI has Team Phone Lines where all members of the support team are logged in, and calls are answered in a round-robin method, by members who are not on a call. In the instance all members are helping other customers, calls will be directed to voicemail. Customers can leave a voice message, which will be returned within 2-4 business hours</p> <p>If the customer has an urgent request, they can escalate their request to the Inside Sales Team Manager or Account Executive for immediate assistance.</p>
<p>Voicemail response: Four (4) business hours from time customer has recorded message</p>	<p>All voicemails are answered or returned within 2-4 business hours</p>
<p>Quotes: Respond and/or resolve to ninety percent (90%) within eight (8) business hours from vendor's receipt of customer's request</p>	<p>If quotes are out of a standard catalogue for the customer, they will be fulfilled within 8 business hours. If quotes are requested for items which are third party source/weird ware items, IAMS will take the following action:</p> <ul style="list-style-type: none"> • Reply to customer request within 2-4 hours, confirming receipt of request • Relay to the customer they are working on their request and send notification of additional time the request may take due to external factors – such has awaiting vendor response/additional specs are required from the customer.



New location set up: One to three (1-3) business days from vendor's receipt of customer's request	<p>If the shipping address is being adjusted after an order has been placed, it needs to be completed ASAP, and before it ships from SHI or distributor warehouse, to make adjustments.</p> <p>If the item has already shipped and the customer needs to adjust shipment location, the IAMs will set up returns and make arrangements to resubmit to updated location, which should not take longer than 1-3 business days.</p>
Order entry accuracy.	Ninety eight percent (98%) of total monthly volume
Orders entered timely (include order confirmation):	SHI's standard SLA for order entry is within 24 business hours. We can meet the requirement for 8 hours for the customer. We will commit to training the team on this SLA upon award.
Time from in stock product shipment to delivery: within five (5) days ninety percent (90%) of the time	Any possible delays based on total quantity ordered or restrictions from the OEM will be communicated with the customer at the time of quote or order placement and SHI will keep the customers informed of estimated delivery.
Time from product delivery to installation	This will vary based on product and installation requirements. SHI will work with the customer to develop a timeline/SOW for each installation and ensure that the timeline established is met.
Percentage of devices DOA: <1% per quarter	As SHI is not the OEM of the products being requested, this is not in SHI's control. If an item is DOA, SHI will work with OEM to provide a working product ASAP
Contact installation location to inform product on the way and to schedule installation date	This requirement will be clearly defined in the SOW and managed by the Account team and/or the PM assigned to the project.
Final installation of product	This timeline will be established as part of the SOW and will be closely managed by the PM assigned to the project. SHI will keep the customer informed should any changes to timeline occur.
Order received to product shipment to product shipment: within fifteen (15) days ninety percent (90%) of the time	Should we expect a delay due to large quantity, complexity, product constraint, or similar, SHI will communicate the expected timeline with the customer and follow up consistently until the product is delivered.
Product shipment to installation complete	This requirement and timeline will be clearly defined in the SOW established between the customer and SHI and managed by the PM assigned to the project.



Asset reporting for items Proposers' sales Accurate electronic asset feeds or updates with <2.5% error rate	SHI can provide reporting on items in in stock and items which have been delivered/invoiced
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It is important to note that SHI is built on a foundation of World Class Support. Adopting the process around this support is the first training all new employees receive when they start their career at SHI. Our Purpose is to deliver exceptional value and experience with **passion** as we help customers select, deploy, and manage technology; and our World Class Support is based on 4 tenets:

- Acknowledge with a purpose;
- Anticipate Needs and Issues;
- Update Proactively;
- Confirm Completion.

We believe consistent, honest, and proactive communication will lead to extraordinary customer satisfaction.



CUSTOMER SUPPORT SERVICES

The successful vendor shall provide both pre- and post-sales support for all software purchased against any awarded Contract. The Vendor shall have a central contact point, available during normal working hours (7:30 - 4:30 EST Monday through Friday, for resolving customer support problems.

Pre-Sales Support shall include, but is not limited to:

- Product Quotes oRecommended bundle purchases i.e. new PC software oMonthly standard product quote*
- Product Research- Written advice in locating software packages to serve a specific need*
- Product Recommendation- Written advise on selecting the correct product from a product line*
- Product Specifications Written Analysis and advice with making decision between SaaS and premise-based software*
- Advice on whether to buy "upgrade protection"*
- Assistance with true ups Assistance with modeling – if we added 10 more license x, would that put us in a better discount tier?*
- Guide us to proper volume purchases based on knowledge of the available discount tiers.*
- Recommendation on item to purchase when multiple levels exist i.e. Standard SQL or Enterprise SQL*
- Assistance with co-termining services*
- Provide Total Cost of Ownership (TCO) analysis for a solution based on vendors roadmaps advising when changes are in our best interest factoring in enterprise standards and volume licensing*
- Provided P&P Monthly updates by 1st of the month on the SoNH standard software offerings*
- Recommend changing standard version when appropriate to achieve the best TCO possible*
- Provide industry trend analysis specific to software purchased by SoNH Assistance to State Agencies in configuring systems that best meet their needs.*

Post-Sales Support shall, include but is not limited to:

- Thorough understanding SoNH portfolio and Quarterly onsite Business Reviews to discuss: Standard Product Line to validate we are leveraging the best solutions and pricing.*
- Past Quarter Purchases by spend, by category, by days to ship etc.*
- Service levels metrics oLicenses due to expire*
- Update on any licensing structure changes*
- True-up's due following quarter*
- Roadmap reviews for expiring versions, volume purchases etc.*
- Industry Trends oRecommended cost savings, product standardization*
- Review and recommendation on leveraging Software Assurance benefits*
- Review of SoNH monthly orders and overall portfolio to make certain we are purchasing correct items i.e. SQL Standard vs. SQL Enterprise*
- Delivery Information-delivery status including backorders*
- Product Return Invoice/Billing Issues Facilitate Resolution of Product Problems*
- On-site Manufacturer Representation License Tracking Maintenance Tracking Archive reports – 6 years purchase history or as long as we are doing business with vendor*



- *Renewal reminders-{3 months minimum in advance of expiration and monthly thereafter until an order is placed, unless otherwise advised.} Allow alerts to be configurable based on product.*

SHI Response:

SHI provides each customer with a dedicated Account Team. The members of the teams are focused on specific verticals within public sector (i.e. state government, local government, and education). These teams bring expertise in IT solutions and tremendous experience with public sector contracts to each Participating State. This means that SHI is able to deliver the following benefits to our customers:

- A keen understanding of the unique challenges government and education customers face.
- Best practices around software licensing for individual customers, as well as licensing programs that recognize cumulative spend per State or under the agreement as a whole.
- Specialized customer service for small, medium, and large organizations throughout the Participating States.

Regardless of the customer type or the size of the organization, SHI understands that in order to bring the right solution to a customer, we need to first understand that customer's vision. Once we understand their goals, our pre-sales licensing and technical support staff help design a strategy that is suitable to the customer's current environment, while ensuring it will scale to meet their future needs. When the customer is ready to move forward, SHI will help to ensure that the customer is procuring those products using the most advantageous pricing programs and at the most aggressive possible cost. We then follow through with deployment services and support to ensure that the solution the customer procured is working as expected.

In short, SHI's Public Sector Account Teams offer the experience and the expertise to help the State to address, acquire, and adopt the software products and solutions needed to further their organizations' missions.

Year after year, SHI has maintained a customer retention rate of over 99%—the highest in the industry. Furthermore, SHI has experienced tremendous growth over the years because of our dedication to our customers and the customized approach we take in supporting each of our customers. Our success has stemmed from outstanding customer support through dedicated Account Teams, constant development of procurement and Internet solutions; strong partnerships with top manufacturers, and a company-wide determination to being the best.

New Hampshire has dedicated Statewide Account Executive: Nick Repp. Nick is responsible for the day to day relationship with the State, helping manage this contract, being available for the State when there are questions or concerns. Nick lives locally to the State.

In addition to Nick's support, the State has access to the following team members:

- **Inside Account Executives**—Provide specialized support for customers throughout the State, ensuring that even customers who are smaller or geographically dispersed will receive the same outstanding, proactive level of service that larger or centrally located customers receive. Additional responsibilities include: recommending products and services that best meet the State's needs and budget, informing the State of any requested product specifications, establishing a customized service and support plan, resolving licensing issues, constructing a pricing strategy and other topics critical to account development.
- **Managers, Inside Sales Support**—Coordinates, maintains, and manages the activities of the Inside Account Managers.



- **Inside Account Managers (IAM)**—Maintain direct relationships with the State of New Hampshire and its agencies and have the responsibility of ensuring customer satisfaction. Functional areas such as product quotes, availability, order entry, delivery information, product return, product information, license tracking, maintenance tracking, renewal reminders and expedites are an integral part of their daily activities. They execute the plan established by the Account Executives for a customer.

While the members of your Account Team are available to support the State's requirements around pre-sales and post-sales support, additional Representatives may be engaged when necessary, depending on the state's requirements. The members of your Account Team will engage these representatives as appropriate for expedient solutions:

- **Volume Licensing Executive**—assists the customer with Licensing-related questions, provides evaluation of your purchase history and forecasts to advise on the Licensing Program that best fits your needs, and assists in resolving issues associated with your Volume License Agreements and license purchases.
- **Hardware & Advanced Solutions Representatives**—are available to assist (your company) with pre-sales support, technical specifications, and product configurations. These representatives specialize in specific manufacturers or product lines. They have the technical certifications to respond to your pre-sales support questions.
- **E-Commerce Specialist**—will work with (your company) to link your internal systems to SHI's, assist in the customization of SHI.COM, and provides training to your employees on how to use SHI.COM.
- **Accounts Receivable Representative**—will assist with all invoicing questions and issues, issuing credits, correcting invoices, and applying payments appropriately SHI's "Customer Needs" Process

SHI understands that in order to bring the right solution to the customer, we need to first understand the customer's vision. Once we understand what they are trying to accomplish, our sales team, licensing experts, and internal publisher-specific resources help design a strategy that is suitable to their environment today, and that will scale to meet their future needs. This approach might include conducting assessments of the customer's current environment or proof of concept for a potential solution. When the customer is ready to move forward, SHI will help to ensure that the customer is procuring their software products using the most advantageous licensing programs and at the most aggressive possible cost. We then follow through with our customer to ensure that the software solution the customer procured is working as expected.

Other Services:

- *One-on-one training for any tool recommended by the vendor to track or report purchases.*
- *Batching of individual State Purchase Orders to meet manufacturer minimum quantities to achieve best pricing or to reach more advantageous discount levels.*
- *Manage the placement of State Purchase Orders for license renewals so as to delay the expenditure of funds until as close to the renewal date as is reasonably possible.*
- *Provide State of NH renewal information to new vendors as appropriate. Include maintenance commencement date and termination date on all invoices.*



- *Responsible for thorough understanding of manufacture agreements, Enterprise Agreements, Select Agreements etc. and can completed the paperwork required. Vendor must also have the ability to administer said agreements on behalf of SoNH i.e. Volume License Agreements (VLA).*

SHI Response:

SHI acknowledges and can comply with this requirements. As discussed above, SHI has a dedicated account team as well as additional SHI team members that will support the State and eligible users throughout the life of this contract.

SHI has earned a reputation as the most effective license provider in the industry. Our software procurement consulting services and expertise, our license tracking and reporting capabilities, our robust Software Asset Management (SAM) tools, and our commitment to operational excellence all work together to make it easy for our customers to choose the licensing programs that are right for them, and to effectively manage those programs.

Our tracking abilities relieve our customers of the burden of managing their purchases. We understand that without the processes and checks and balances that we have in place, the opportunity for error in tracking license purchases is tremendous. SHI's license tracking system and workflow have been automated to enforce purchasing rules and to minimize errors.

The process begins with the creation of part numbers within SHI's system. Each of SHI's SKU numbers have various attributes associated with them—among them are Product Type, Manufacturer Name, Program Name, Program Level, and Pool. These attributes trigger the license purchase process within our order entry system. So, our system knows that products that have Types of "License Only", "Maintenance Only", or "License with Maintenance" are non-deliverable items. In addition, each SKU is identified according the manufacturer name, Licensing Program name, Purchasing Level, and Pool, as applicable. An example is Manufacturer=Microsoft, Licensing Program=Select Plus, Purchasing Level=D, Pool=Systems. The price for this SHI SKU will always reflect the current price for the product purchased under the Microsoft Select license at purchasing level D.

The next step within the process is to identify those customers within our order entry system who have software Volume License Agreements (VLAs). Once the VLA has been processed with the manufacturer, the SHI Licensing Representatives link the customer's account key in SHI's order entry system to the appropriate licensing agreements, including the contract number, enrollment number, purchasing level, the anniversary dates, and the maintenance dates. The customer's Account Executive works with the Licensing Representatives to ensure that all contract data is accurate. By identifying this information at the account level, SHI ensures the accuracy of our data capture and reporting to both the customer and the Software Publisher.

Once those steps have been completed, your SHI Inside Account Manager can process orders within SHI's systems. Using the data described above, SHI's order entry system compares the customer account to the SHI SKU and validates that the order is being entered correctly.

Once the order entry system has verified the data, it will present the IAM with the appropriate agreement and enrollment numbers for that customer. The IAM simply selects the correct agreement and enrollment, eliminating the opportunity for a data entry error. In addition, the system will populate the appropriate price for the customer's purchasing level, again eliminating the possibility for invoice errors.

Additionally, SHI's systems effectively track Maintenance Expiration Dates so that we can provide prompt, proactive notification to our customers for Maintenance Renewal purposes. SHI supports and can track Maintenance Programs that have co-terminus expiration and are pro-rated, or non-co-terminus programs.



Maintenance Tracking and Renewal Notification capabilities are available for all programs and Maintenance purchases made through SHI, whether the purchases are made via a Volume License Agreement or another maintenance program.



MINIMUM ORDERS

There will be no minimum order whether in item quantity or dollar value associated with any contract resulting from this bid.

SHI Response:

SHI acknowledges and can comply with this requirement with the exception if a manufacturer requires a minimum quantity to be ordered for a specific product. SHI will work with the State to fully explain any such requirements when products are being reviewed and/or ordered.



OFFER

See Attachment A

Vendor hereby offers to furnish to State of New Hampshire agencies and institutions and to any political sub-division and authorized non-profit organization wishing to participate, in accordance with all of the requirements of this bid invitation at the following prices for the entire contract term and any extension. Attachment A must be completed. In order for your bid to be found compliant, you must bid on 75% of items listed in the offer sheet (Attachment A). OFFER SHEET WILL BE ATTACHMENT A (SEPARATE FROM THIS DOCUMENT). For best results, open in FireFox or Internet Explorer and not Chrome web browser. When open in Adobe, you will notice the attachments on the left side of your screen with a paperclip attachment for Excel. Quotes in lieu of a completed offer sheet will not be accepted.

SHI Response:

SHI acknowledges and agrees to allow other agencies and institutions to use the pricing associated with this contract. SHI has completed the requested Attachment A and included it as part of our response.



VENDOR CONTACT INFORMATION

Please provide contact information below for a person knowledgeable of and who can answer questions regarding, this bid response.

SHI Response:

For any questions regarding this RFP response, the State can contact:

Nicholas Repp – State of New Hampshire Account Executive

Nick_Repp@shi.com

603-573-6187

Quotes/Orders: NewEnglandGov@shi.com

Meghan Flisakowski – Public Sector Program Manager

meghan_flisakowski@shi.com

512-317-0799



CLARIFICATION TO TERMS

CONTRACT AWARD:

The award shall be made to the Vendor(s) meeting the criteria established in this RFB and providing the lowest cost in section. The State reserves the right to reject any or all bids or any part thereof and add/delete items/locations to the contract. All award(s) shall be, in the form of a State of New Hampshire Contract(s). It is the intent of the state to award up to three contracts. DoIT software standards are awarded on a monthly basis. The State will request pricing from all awarded vendors and agencies will be instructed to purchase from the low quote for each month. For non-standard software and balance of product line, agencies will be required to obtain a quote from all awarded vendors; purchase order will be issued to the vendor with the lowest quote.

Successful Vendor shall not be allowed to require any other type of purchase order, nor shall the successful Vendor be allowed to require the filling out or signing of any other document by State of New Hampshire personnel.

SHI Response:

SHI acknowledges this requirement; however, in some instances a vendor may require an end user signature on documents. Should the State decline signing, SHI will not be able to sell that product to the State. If a moment like this arises, SHI will immediately notify the State and allow the State to decide whether they want to continue with the purchase or find an alternative solution.

This proposal is based on mutually agreeable terms and conditions. If SHI is a potential candidate for award, we will be pleased to discuss the details of the terms and conditions for the contract. SHI is a reseller and not the OEM. SHI will also provide professional services, as applicable. Therefore, the terms of the RFP have been modified below to reflect this relationship.

Ref.	Customer Terms and Conditions	SHI Redline	SHI Explanation
General Conditions and Instructions: Samples and Demonstrations	SAMPLES AND DEMONSTRATIONS. When samples are required they must be submitted free of costs and will not be returned. Items left for demonstration or evaluation purposes shall be delivered and installed free of charge and shall be removed at no cost to the State. Demonstration units shall not be offered to the State as new equipment.	Reserved.	No Samples will be provided under this bid.
Contract Terms and Conditions; 5.	DELIVERY. If the vendor fails to furnish items and/or services in accordance with all requirements, including delivery, the state may re-purchase similar items from any other source without competitive bidding, and the original vendor may be liable to the state for any excess costs. If a vendor is unable to complete delivery by the date specified, he must contact the using agency. However, the agency is not required to accept a delay to the original delivery date. All deliveries are subject to inspection and receiving procedure rules as established by the State of New Hampshire. Deliveries are not considered accepted until compliance with these rules has been	DELIVERY. If the vendor fails to furnish items and/or services in accordance with all requirements, including delivery, the state may re-purchase similar items from any other source without competitive bidding, <u>without further obligation to the vendor, and the original vendor may be liable to the state for any excess costs.</u> If a vendor is unable to complete delivery by the date specified, he must contact the using agency. However, the agency is not required to accept a delay to the original delivery date. All deliveries are subject to inspection and receiving procedure rules as established by the State of New Hampshire. Deliveries are not considered accepted until	SHI does not agree to excess costs



	established. State personnel signatures on shipping documents shall signify only the receipt of shipments. All deliveries shall be FOB Destination.	compliance with these rules has been established. State personnel signatures on shipping documents shall signify only the receipt of shipments. All deliveries shall be FOB Destination.	
Contract Terms and Conditions; 8.2.3.	8.2.3. set off against any other obligation the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;	Reserved.	SHI does not agree to set-offs.
Contract Terms and Conditions; 12.	INDEMNIFICATION. The contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based on, resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Vendor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this agreement.	INDEMNIFICATION. The contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of to the extent based on, resulting from, arising out of (or which may be claimed to arise out of) the negligent acts or omissions of the Vendor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this agreement.	SHI will indemnify for its comparative negligence.
Contract Terms and Conditions; 12.1	PATENT PROTECTION. The seller agrees to indemnify and defend the State of New Hampshire from all claims and losses resulting from alleged and actual patent infringements and further agrees to hold the State of New Hampshire harmless from any liability arising under RSA 382-A:2-312(3). (Uniform Commercial Code).	Reserved.	SHI does not indemnify against infringement claims related to third party software or products. Indemnity obligations will lie with the publisher or manufacturer.
Bid Invitation; Governing Terms and Conditions	Furthermore, a signed response signifies that any terms and/or conditions that may be or have been submitted by the Vendor are specifically null and void and are not a part of this bid invitation or any awarded purchase order, even if said terms and/or conditions contain language to the contrary.	Furthermore, a signed response signifies that any terms and/or conditions that may be or have been submitted by the Vendor are specifically null and void and are not a part of this bid invitation or any awarded purchase order, even if said terms and/or conditions contain language to the contrary.	SHI's bid is conditioned on any proposed exceptions or modifications that is included in its proposal.
Bid Invitation; Warranty Requirements	WARRANTY REQUIREMENTS: The successful Vendor shall be required to provide warranties on all equipment/items provided by the Vendor for a period of not less than one (1) year or the manufacturer's standard warranty period, whichever is greater, commencing on the date that the equipment is received, inspected, and accepted by the State of New Hampshire. The warranty shall cover 100% of repair or replacement costs, including all parts, shipping, labor, travel, lodging, and expenses.	WARRANTY REQUIREMENTS: The successful Vendor shall be required to provide documentation of warranties on all equipment/items provided by the Vendor for a period of not less than one (1) year or the manufacturer's standard warranty period, whichever is greater, commencing on the date that the equipment is received, inspected, and accepted by the State of New Hampshire. The warranty shall cover 100% of repair or replacement costs, including all parts, shipping, labor, travel, lodging, and expenses. The State of New Hampshire agrees to look solely to the applicable manufacturer or licensor for	SHI does not warranty third party products or software. All warranties will be granted by the publisher or manufacturer.

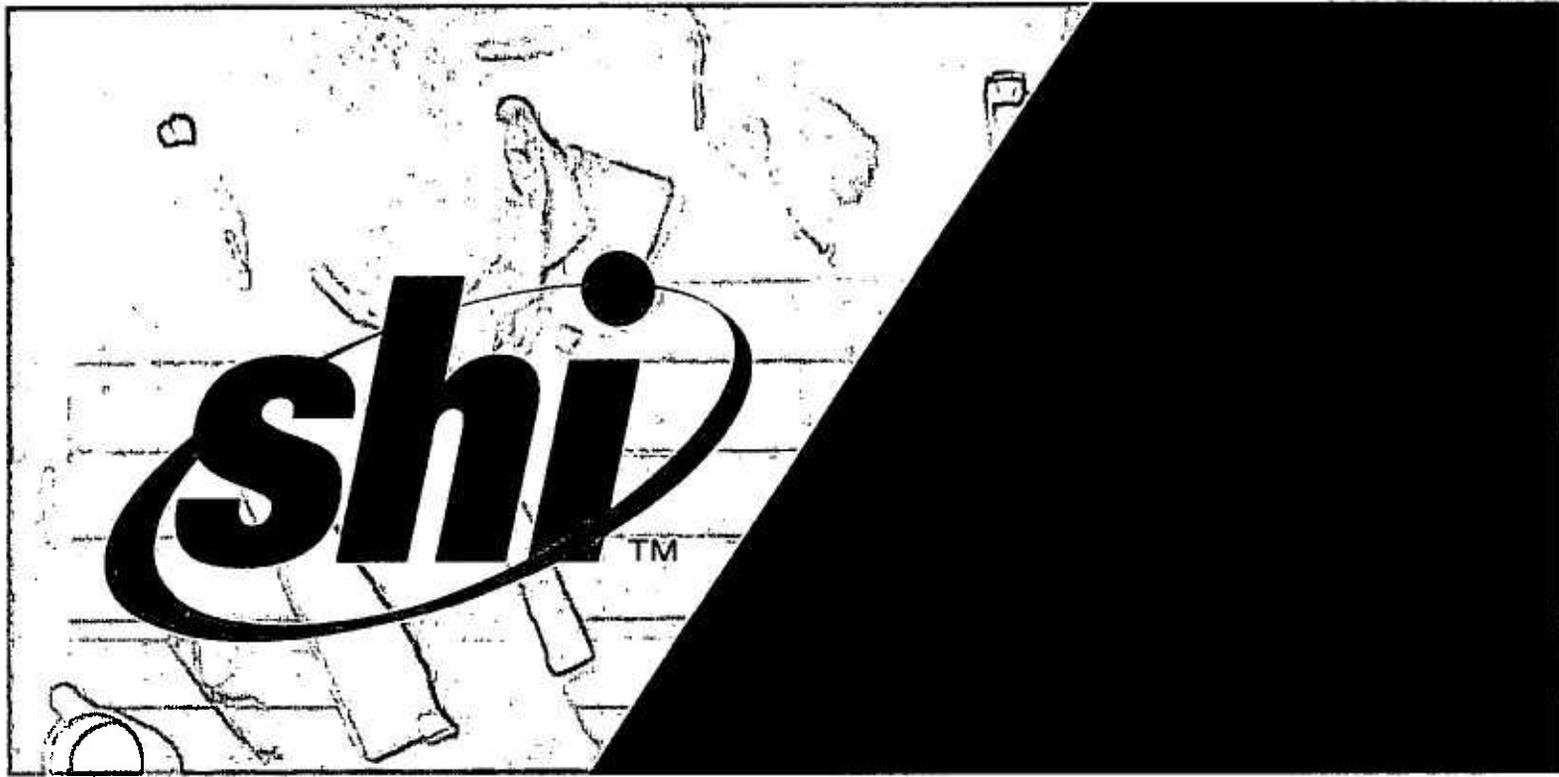


		<u>satisfaction of any and all warranty claims related to any goods, products, software or equipment furnished by Vendor under this agreement.</u>	
Bid Invitation; Returned Goods	<p>The successful Vendor shall resolve all order and invoice discrepancies within five (5) business days from notification. Products returned due to quality issues, duplicate shipments, over-shipments, etc. shall be picked up by the successful Vendor within ten (10) business days of notification with no restocking or freight charges, and shall be replaced with specified products or the agency shall be refunded/credited for the full purchase price. Unauthorized substitutions for any products are not allowed.</p> <p>Standard stock products ordered in error by the State of New Hampshire shall be returned for full credit within fifteen (15) business days of receipt. Products shall be in re-saleable condition (original container, unused) and there shall be no restocking fee charged for these products. The using agency shall be responsible for any freight charges to return these items to the successful Vendor.</p>	Reserved.	All returns of products and goods will be subject to SHI's return policy set forth below.
ADD		<p><u>Limitation of Liability</u></p> <p>NOTWITHSTANDING ANY OTHER PROVISION TO THE CONTRARY, NEITHER PARTY WILL BE LIABLE FOR ANY SPECIAL, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF OR DAMAGE TO DATA, LOSS OF ANTICIPATED REVENUE OR PROFITS, WORK STOPPAGE OR IMPAIRMENT OF OTHER ASSETS, WHETHER OR NOT FORESEEABLE AND WHETHER OR NOT A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.</p> <p>EITHER PARTY'S TOTAL CUMULATIVE LIABILITY TO THE OTHER IN CONNECTION WITH THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHER THEORY, WILL NOT EXCEED THE TOTAL AMOUNT OF FEES ACTUALLY PAID OR PAYABLE BY THE STATE OF NEW HAMPSHIRE TO VENDOR UNDER THIS AGREEMENT FOR THE YEAR PREVIOUS TO THE INCIDENT WHICH GAVE RISE TO SUCH LIABILITY. THE PARTIES ACKNOWLEDGE THAT SUCH AMOUNT REFLECTS THE ALLOCATION OF RISK SET FORTH IN THIS AGREEMENT AND THAT EACH PARTY WOULD NOT ENTER INTO THIS AGREEMENT WITHOUT THESE LIMITATIONS OF LIABILITY.</p>	If awarded, SHI requires this clause to be added to the final agreement.
ADD		<p><u>Disclaimer</u></p> <p>EXCEPT AS OTHERWISE PROVIDED IN THIS AGREEMENT, VENDOR HEREBY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTY OF NON-INFRINGEMENT, OR ANY WARRANTY RELATING TO THIRD</p>	If awarded, SHI requires this clause to be added to the final agreement.



		PARTY SERVICES, SOFTWARE OR PRODUCTS. THE DISCLAIMER CONTAINED IN THIS PARAGRAPH DOES NOT AFFECT THE TERMS OF ANY WARRANTY PROVIDED BY A MANUFACTURER OR LICENSOR.	
ADD		<p><u>Return Policy</u></p> <p>Notwithstanding any other provision to the contrary hereunder, all returns of products, goods, equipment and/or software shall be subject to the terms of Vendor's return policy, which can be accessed at: www.SHIDirect.com/ReturnPolicy</p>	If awarded, SHI requires this clause to be added to the final agreement.





SHI Response to State of New Hampshire

Software

2020-02-28





May 1, 2020

Jennifer Jack
NH.Purchasing@DAS.NH.Gov

Dear Jennifer Jack:

SHI is pleased to provide the following proposal to State of New Hampshire in response to your request for proposal for Computer Software Reseller. The intent of our proposal is to illustrate why we are best qualified to meet the needs of the State, providing evidence of our ability to deliver the highest quality solutions at the best possible cost.

Over the past 30 years, SHI has transformed from a \$1 million "software-only" regional reseller into a leading global provider of technology services and solutions. We have over 4,000 employees worldwide and we are the largest Minority and Woman Owned Business Enterprise (MWBE) in the U.S. In 2019, SHI reported earnings of \$10.7B. Our Public Sector business represents \$2B of that overall number.

SHI is committed to the highest level of customer service. A Dedicated Account Executive – Nick Repp along with Regional Director – Barbara West supports the State. In addition, four dedicated Inside Support Representatives are available to assist with day-to-day questions, concerns, and requests. In general, the team aims for a two-hour response and we meet that 95% of the time. Our goal is to provide accurate and timely information to all of the agencies.

In addition to our outstanding teams, SHI has great working relationships with the many manufacturers - Adobe, HP, IBM, McAfee, Microsoft, Proofpoint, VMWare and many more emerging technologies. This relationship translates to a better support and service for the State.

As Microsoft's #1 partner, we have been able to provide detailed pricing analysis to help determine best path for licensing, delineating between Enterprise Agreements or Select Plus licensing programs. Allowing the State to evaluate and choose the best option for coverage going forward.

We are confident that we are uniquely positioned to help State continue their focus on meeting their software needs. Should you have any questions regarding our response, please contact me at meghan_flisakowski@shi.com or 512-317-0799. Thank you for your consideration, and we look forward to working with State on this project!

Respectfully,

Meghan Flisakowski
Proposal Manager

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REQUESTED BID FORMS

Immediately following are the requested bid forms for this RFP.



Division of Procurement and Support Services
Bureau of Purchase and Property
25 Capitol Street, Room 102, State House Annex
Concord, NH 03301-4398

Date: 1/31/2020
Bid No.: 2289-20
Date of Bid Closing: 2/28/2020
Time of Bid Closing: 10:30 AM (EST)

PLEASE DIRECT ANY QUESTIONS REGARDING THIS BID TO JENNIFER JACK: E-mail JENNIFER.JACK@DAS.NH.Gov
EMAIL YOU'RE BID TO: NH.Purchasing@DAS.NH.Gov

BID INVITATION FOR CONTRACT: COMPUTER SOFTWARE RESELLER

[Insert name of signor] Meghan Flisakowski on behalf of SHI International Corp [insert name of entity submitting bid (collectively referred to as "Vendor")] hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to BID 2289-20 at the price(s) quoted herein in complete accordance with the bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Bid Closing date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
 - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
 - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
 - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
 - j. Has been placed on the debarred parties list described in RSA 21:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature [Signature] Authorized Signor's Title Public Sector Program Manager

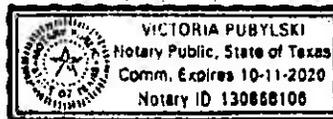
NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Texas STATE: Texas ZIP: _____

On the 30 day of April, 2020, personally appeared before me, the above named Meghan Flisakowski in his/her capacity as authorized representative of SHI, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness whereof, I hereunto set my hand and official seal.

Victoria Pubyalski
(Notary Public/Justice of the Peace)



My commission expires: 10-11-2020 (Date)

Form PS1-B

Unless specifically amended or deleted by the Division of Procurement and Support Services, the following General Terms and Conditions apply to this Bid and any resulting Purchase Order or Contract.

Revised: 11/12/19 UMR



STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO BID INVITATION # 2289-20

Posted: 2/26/2020

DATE OF BID CLOSING: 02/28/20

TIME OF BID CLOSING: 10:30 AM (EST)

FOR: COMPUTER SOFTWARE RESELLER

DATE OF BID CLOSING:

Presently Reads: February 28, 2020 @ 10:30 AM (EST)

Amend to Read: March 27, 2020 @ 10:30 AM (EST)

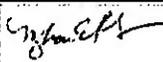
CLARIFICATION:

This request for bid is to find our next software contract reseller(s), we will be awarding up to three vendors. We are looking to award to a Microsoft LAR / VAR Government account reseller. The award sheet is based on what we purchased in the last three-year contract term. We are not purchasing anything on this list at this time; therefore, I cannot provide serial numbers, account number- etc.

PURCHASING AGENT: Jennifer Jack
E: Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER SHI International Corp **ADDRESS** 300 Davidson Ave Somerset, NJ 08873

BY 
(this document must be signed)
Meghan Flisakowski **TEL. NO.** 5123170799
(please type or print name)



STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 2 TO BID INVITATION # 2289-20

Posted: 3/24/2020

DATE OF BID CLOSING: 02/27/2020

TIME OF BID CLOSING: 10:30 AM (EST)

FOR: COMPUTER SOFTWARE RESELLER

DATE OF BID CLOSING:

Presently Reads: March 27, 2020 @ 10:30 AM (EST)

Amend to Read: May 1, 2020 @ 10:30 AM (EST)

PURCHASING AGENT: Jennifer Jack
E: Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER SHI International **ADDRESS** 300 Davidson Ave Somerset, NJ 08873

BY _____

(this document must be signed)

Meghan Flisakowski

(please type or print name)

TEL. NO. 512-317-0799

Please visit: <https://das.nh.gov/purchasing/purchasing.asp> (click on "Bid and Proposals") for complete bid and addendums.



VENDOR CERTIFICATIONS

All Vendors shall be duly registered with the NH Bureau of Purchase and Property as State of New Hampshire vendors. All Vendors that are corporations, limited liability companies, or other limited liability business entities (this excludes sole proprietors and general partnerships) shall be duly registered with the New Hampshire Secretary of State to conduct business in the State of New Hampshire.

SHI Response:

SHI acknowledges and can comply with this requirement.

STATE OF NEW HAMPSHIRE VENDOR APPLICATION: To be eligible for a contract award, a Vendor must have a completed Vendor Application Package on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee: <https://DAS.NH.Gov/Purchasing>)

SHI Response:

SHI acknowledges and can comply with this requirement.

CONFIDENTIALITY & CRIMINAL RECORD: If Applicable, any employee or approved subcontractor of the Vendor who will be accessing or working with records of the State of New Hampshire shall be required to sign a Confidentiality and Non-Disclosure Agreement and a Release of Criminal Record Authorization Form. These forms shall be returned to the designated State agency prior to commencing any work.

SHI Response:

SHI acknowledges and can comply with this requirement.

CERTIFICATE OF INSURANCE:

Prior to being awarded a contract the Vendor shall be required to submit proof of comprehensive general liability insurance coverage prior to performing any services for the State. The coverage shall insure against all claims of bodily injury, death or property damage in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate. Coverage shall also include State of New Hampshire workers' compensation insurance to the extent required by RSA Chapter 281-A.

SHI Response:

SHI acknowledges and can comply with this requirement.



BID PRICES

Bid prices shall remain firm for 180 days and shall be in US dollars and shall include delivery and all other costs required by this bid invitation.

Special charges, surcharges (including credit card transaction fees), or fuel charges of any kind (by whatever name) may not be added on at any time. Any and all charges shall be built into your bid price at the time of the bid.

Unless otherwise specified, prices shall be F.O.B. DESTINATION, (included in the price bid), which means delivered to a state agency's receiving dock or other designated point as specified in this contract or subsequent purchase orders without additional charge.

Shipments shall be made in order to arrive at the destination at a satisfactory time for unloading during receiving hours.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the vendor".

SHI Response:

SHI acknowledges and can comply with this requirement.



WARRANTY REQUIREMENTS

The successful Vendor shall be required to provide warranties on all equipment/items provided by the Vendor for a period of not less than one (1) year or the manufacturer's standard warranty period, whichever is greater, commencing on the date that the equipment is received, inspected, and accepted by the State of New Hampshire. The warranty shall cover 100% of repair or replacement costs, including all parts, shipping, labor, travel, lodging, and expenses.

SHI Response:

The manufacturer's warranty will apply to purchases made under this contract. SHI can only pass along the manufacturer warranty term, if less than one year the State would need to purchase an extended warranty for the required term. SHI agrees to help the State with any questions regarding the various manufacturer warranties.



ABILITY TO PROVIDE

Successful Vendor shall be capable of providing each State of New Hampshire agencies and eligible participants with their entire requirements of the items required in this bid invitation and any resulting contract without any delay or substitution.

SHI Response:

SHI acknowledges and can comply with this requirement.

SHI relies on our extensive distribution network for the large majority of our shipments. On average, across our largest distributors, our fill rate is between 93%-100%. In most cases, where we are not filling orders on time, it is due to constrained items. In these cases, we notify the customer immediately and either source from a different distributor at the same cost to customer, continue to wait, or cancel the order based on what the customer wishes to do.

Most products are delivered within 2-5 days of being ordered. At the time of quoting and again at order placement, the SHI sales team will inform the end-user of the exact delivery timeframe expected. Should this change, we will notify the customer immediately upon learning of any changes. We will communicate with the customer however they prefer but typically, communications of this type are done via email. Updates will be provided at least every 24 hours, or on an agreed upon time frame, until the product is delivered.

When there is a delay, SHI will provide any alternatives available. Alternatives may include a different distribution source, comparable products, cancelling the order, or potentially discounting to account for the delay.

If required, shipments are made Monday through Friday. Next day and Saturday delivery are available for in-stock items but are subject to a shipping fee and will require that the order be received before the cut off time (dependent on time zone). Standard shipping will be covered but special delivery requirements or expedited shipping may be subject to an additional charge.



ORDERING PROCEDURE

The Bureau of Purchase and Property shall issue purchase orders on behalf of the State agencies with a value over \$500.00. Agencies may place orders with a total value of \$500.00 or less by using a State of New Hampshire purchasing card (P-card). All orders over \$500.00 must have NH Department of Information Technology approval. At time of order placement, the agency shall indicate the payment method of P-Card. Vendor shall be capable of accepting orders via telephone, web, E-mail and Fax. Eligible participants will utilize their own individually established ordering procedures.

SHI Response:

SHI acknowledges and can comply with this requirement.



AUDITS AND ACCOUNTING

The successful Vendor shall allow representatives of the State of New Hampshire to have complete access to all records for the purpose of determining compliance with the terms and conditions of this bid invitation and in determining the award and for monitoring any resulting contract. At intervals during the contract term, and prior to the termination of the contract, the successful Vendor may be required to provide a complete and accurate accounting of all products and quantities ordered by each agency and institution and by political sub-divisions and authorized non-profit organizations.

SHI Response:

SHI acknowledges and will comply with this requirement as it relates to this contract.



ESTIMATED USAGE

The quantities indicated in the offer section of this bid invitation are an estimate only for the State of New Hampshire's annual requirements. These quantities are indicated for informational purposes only and shall not be considered minimum or guaranteed quantities, nor shall they be considered maximum quantities. These quantities do not include any eligible participant usage.

SHI Response:

SHI acknowledges and can comply with this requirement.



USAGE REPORTING

The successful Vendor shall be required to submit (at a minimum) a monthly, quarterly and annual usage report for analysis for each state agency or eligible participant. An agency contract distribution list will be provided to the vendor for distribution of reports.

Vendor must have the ability to create custom or on demand reports, as requested by SoNH. Vendor must have the ability to store adhoc reports for future use.

Vendor must have the ability to globally modify agreed to fields and own the reasonability to make changes as needed i.e. incorrect agency name, change in agency name.

Vendor must use a consistent agency naming convention for reports, a master agency name list will be provided to the vendor.

Reports are due no later than 30 days after each end of each calendar quarter Bureau of Procurement Services, Jennifer Jack and sent electronic to Jennifer.Jack@DAS.NH.GOV.

At a minimum, the Report shall include: Contract Number Purchase Order Number – P-Card Payment Transaction Number Invoice Number and Invoice Date Utilizing Agency and Eligible Participant with consistent agency naming convention.

The SoNH will provide master agency name list to vendor.

All Products Purchased (showing the manufacturer, item description, manufacturer part number, Quantity, Unit Price, Extended Price and Total Cost of all Products Purchased Order date Ship date Bill to and Ship to Information Total Cost of all Products Purchased.

Ability to sort by agency/eligible participant.

Ability to add categories for sorting purposes as requested by SoNH Preferred in Excel and online real-time formats License expiration date reminders.

Order shipment status

Multi-year license procurement roadmap

Monthly Customer Service Metrics for all enterprise agreements where a variety of agencies are purchasing under one agreement a report must be provided that clearly shows, per enterprise agreement, which agency the purchase was made, the PO number, unit/total cost and the licensing type. In addition to the renewal date for each agreement:

SHI Response:

SHI fully understands your need for flexibility in reporting, as well as your need for reports from the highest organizational level to the most granular. We have created our databases to remain flexible enough to be able to incorporate any organizational structure and to provide reports on any level within the organization. We begin with the most granular reporting level, this can be by department or local government entity and then SHI groups the ordering units to the statewide level. In addition, we capture the contract number, allowing us to run a report across all purchases made under the contract. SHI has the capability to collect customized data fields, which can be established at the State Level, the Agency Level, and /or per individual customer. We are pleased to offer both standard and customized reports to the State, in addition to the required reporting above.



All reports can be set up on a subscription basis and will be delivered automatically daily, weekly, quarterly etc. In addition, the State will have a dedicated account team that will be able to review and discuss purchases and reporting whenever there is a need.

SHI offers a wide range of reports, both standard and custom. The following lists the standard fields that are available within a standard detailed report:

Customer Name	Manufacturer Name	Manufacturer Part Number
Product Description	Version	Operating System
Media	Language	Product Type
License Program	License Pool	License Level
License Point Value	Maintenance Term	Maintenance Time Remaining
UNSPSC Number	UNSPSC Segment	UNSPSC Family
UNSPSC Class	UNSPSC Commodity	Order Date
SHI Order Number	Invoice Number	Ship Date
SHI Part Number	Quantity	Unit Price
Extended Price	Customer PO	Ship to Company
Ship to Address	Ship to City	Ship to State
Ship to Zip Code		

The descriptions below represent just some of the standard report formats that are available. Reports are available weekly, monthly, quarterly, or ad hoc. SHI does not charge for the reports we provide.

Sales History Reports

These standard reports provide an overview of your purchases from SHI. As mentioned previously, our system allows for the tracking of Customer Specific Fields, therefore we are able to generate these reports in many ways. SHI will provide these reports in any time frame that you require, and in one of three formats: detail of all transactions, summary by part number, or summary by manufacturer name.

- **Contract Invoice Detail** – details the purchases by contract number.
- **Manufacturer Profile** – Summarizes purchases over the past 12 months by manufacturer name.
- **Invoice Details** – provides detailed transactions and can be run for selected manufacturers or across all manufacturers. The report can detail each transaction or summarize the spend by part number.

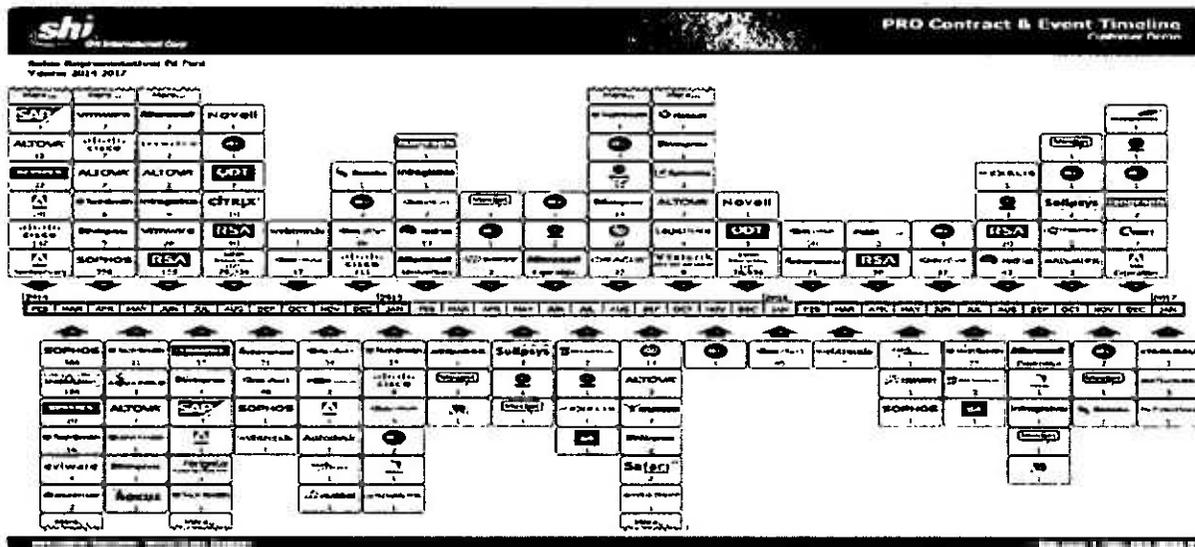


- **Spend by Customer, by State, or for all contract users** – to put the right information in the right hands, each of the above reports can be pulled based on a specific organization, State, or across the entire contract.

Reports are available on-line to those customers who have the authorization level to run reports or can be requested through your Account Team.

Polaris Renewal Organizer

SHI understands that it can be a challenge for organizations to proactively track all expiring IT maintenance and support agreements. With inconsistent renewal dates across manufacturers and/or products, some organizations may rely on the publishers and manufacturers to provide renewal notification. SHI provides a more reliable solution: The Polaris Renewal Organizer (PRO). Available as a value add to SHI customers only, and at no additional cost, PRO compiles your technology renewals in a centralized, rolling 36-month timeline for simplified budgeting and renewal management. The tool is delivered via an interactive on-line portal, with 24/7/365 availability. Following is an example of what to expect using the PRO Timeline:



As described above, SHI collects the maintenance expiration date in our order entry system each time a customer purchases maintenance. Through our PRO Renewal Management Service, SHI provides visibility and clarity around renewals to each agency, thus complementing the workflow of their own software renewal lifecycle efforts. These efficiencies support our customers' existing operating processes and in some instances SHI's PRO service even replaces or fills a void in our customers' existing workflows, freeing up our customers' time for other activities. The State will receive the following benefits:

- Improved management of technology and renewals, as SHI provides proactive notification of maintenance renewal periods for all relevant technologies in your environment
- Improved budgeting and ordering efficiencies
- More support (road maps, licenses options, potential for volume purchasing)



- Reduce overall maintenance spend by avoiding unnecessary costs associated with inappropriate software publisher buying programs (e.g., contractual vs. transactional licensing programs, individual vs. cumulative spend, etc.)
- Reduce overhead (makes it much easier to manage multiple suppliers)
- Simple setup, SHI guides customers through the onboarding and acquisition stage
- No cost and no risk to initiate the service
- Assistance with negotiating with the Publishers to co-term maintenance contracts, when permitted by Publishers' licensing programs



ESTABLISHMENT OF ACCOUNTS

Each State of New Hampshire agency shall have its own individual customer account number. There may also be instances where divisions or bureaus within an agency will need their own individual customer account numbers. Should any State of New Hampshire agency place an order under the contract, the successful Vendor agrees to establish an account within three business days from the date the order is placed. However, there shall be no delay in any shipment; the agency shall receive the items ordered in accordance with the delivery time required under the "Delivery Time" section of this bid invitation, as if an account already exists for the agency.

SHI Response:

SHI acknowledges and will comply with this requirement.



RETURNED GOODS

The successful Vendor shall resolve all order and invoice discrepancies within five (5) business days from notification. Products returned due to quality issues, duplicate shipments, over-shipments, etc. shall be picked up by the successful Vendor within ten (10) business days of notification with no restocking or freight charges, and shall be replaced with specified products or the agency shall be refunded/credited for the full purchase price. Unauthorized substitutions for any products are not allowed. Standard stock products ordered in error by the State of New Hampshire shall be returned for full credit within fifteen (15) business days of receipt. Products shall be in re-saleable condition (original container, unused) and there shall be no restocking fee charged for these products. The using agency shall be responsible for any freight charges to return these items to the successful Vendor.

SHI Response:

SHI's return policy is customer-centered – we will always do our best to accommodate returns for any unopened box up to 30 days after receipt. In the event that the State receives a damaged or non-working (DOA) product, or if a product issue occurs, SHI accepts return of that product within 30 days, with no restocking fees, regardless of the package being opened. After 30 days of receipt, SHI will still make a best-faith effort to accommodate a return.

Occasionally, a product manufacturer may have a "no returns" policy. In these cases, we notify customers at the time of quote to ensure transparency and confidence in purchase. In these specific instances, SHI is unable to accommodate returns.

Our return process is simple. First, contact your dedicated sales team, via email, phone or through the "Request Return Authorization Number" section on the SHI.com website. Your Inside Account Manager will then provide you with a return authorization (RMA) number, along with a shipping label. With the RMA number clearly included on the shipping label, the State would then ship their return to SHI, and we would process. In some cases, to expedite a return, SHI will arrange to have the return-product picked up directly. Once the return has been fully processed, SHI will credit the customer's invoice. In addition, we send out replacement orders prior to receiving returns in order to expedite the process for the customer.

Some software publishers may require a Letter of Destruction. In these cases, SHI provides the letter to customer, who signs and returns it to us. To help simplify and expedite the process, SHI takes care of the rest – processing the Letter of Destruction directly with the publisher.

If, at any point, the State encounters issues with their products, the SHI Account Team is accessible and eager to help.



DELIVERY TIME

The successful Vendor shall be required to accomplish delivery of any item ordered under the contract within ten (10) business days from the placement of the order. The use of a private carrier to make delivery does not relieve the successful Vendor from the responsibility of meeting the delivery requirement.

SHI Response:

SHI acknowledges and can comply with this requirement.



PAYMENT

Payments shall be made via Procurement Card (P-card = Credit Card) without increase to prices (Unless otherwise specified by the state of New Hampshire). Eligible participants shall negotiate their own payment methods with awarded vendor.

*P-Card payment: receipt to the agency containing the following information: Purchase Order Number
Cross match to Purchase Order number with P-Card payment / transaction number Description of item(s)
purchased Unit cost Total cost*

SHI Response:

SHI acknowledges and can comply with this requirement.



INVOICING

Invoicing shall be done to the Agency Remit Account on the basis of each order completed. Invoices shall clearly indicate the agency's name, quantity, description, packaging, date delivered, and contract price. Invoicing for eligible participants shall be in accordance with their individual requirements.

SHI Response:

SHI acknowledges and can comply with this requirement.



TERMS OF PAYMENT

Payment shall be made in full within thirty (30) days after receipt of the invoice and acceptance of the corresponding goods and/or services to the State's satisfaction.

SHI Response:

SHI acknowledges and can comply with this requirement.



VENDOR'S BALANCE OF PRODUCT LINE ITEMS

The items in each category include the items most commonly purchased by State of New Hampshire agencies, and shall be used for award purposes. During the term of contract, the state may purchase other items in relation to the bid description from the successful Vendor's Balance of Product Line. All items ordered shall include all shipping/charges as specified above in "Bid Prices".

SHI Response:

SHI acknowledges and can comply with this requirement, with exception of overnight and heavy products (over 100lbs) where additional fees may apply. Standard shipping is included at no additional charge.



VENDOR RESPONSIBILITY

The successful Vendor shall be solely responsible for meeting all terms and conditions specified in the bid and any resulting contract. All State of New Hampshire bid invitations and addenda to such bid invitations are advertised on our website at: <https://apps.das.nh.gov/bidscontracts/> It is a prospective Vendor's responsibility to access our website to determine any bid invitation under which the Vendor desires to participate. It is also the Vendor's responsibility to access our website for any posted addenda. The website is updated several times per day; it is the responsibility of the prospective Vendor to access the website frequently to ensure that no bidding opportunity or addendum is overlooked. It is the prospective Vendor's responsibility to forward a signed copy of any addendum requiring the Vendor's signature to the Bureau of Purchase and Property with the bid response. In preparation of a bid response, the prospective Vendor shall: Provide pricing information as indicated in the "Offer" section; and Provide all other information required for the bid response (if applicable); and Complete the "Vendor Contact Information" section; and Add applicable prospective Vendor information to the "Transmittal Letter" form, and sign the form in the space provided. The Transmittal Letter form must be signed under oath and acknowledged by a notary public or justice of the peace in order for the bid response to be considered.

SHI Response:

SHI acknowledges and can comply with these requirements.



SPECIFICATION COMPLIANCE

Vendor's offer shall meet or exceed the required specifications as written. The State of New Hampshire shall be the sole determining factor of what meets or exceeds the required specifications. Unless otherwise specified by the Bureau of Purchase and Property in this bid invitation document, all equipment/items offered by the Vendor shall be new (and of the current model year, if applicable); shall not be used, rebuilt, refurbished; shall not have been used as demonstration equipment, and shall not have been placed anywhere for evaluation purposes. The manufacturers and/or product numbers indicated are the only ones that are acceptable under this bid invitation.

The software reseller must be a Microsoft Government Large Account Reseller (LAR) and must be able to manage and provide the administration of volume-licensing agreements, end user license agreements and other documents (as requested) with several other software publishers at no cost to the State of New Hampshire.

Reseller must be able to provide software, presales assistance and documentation.

Additionally, the software reseller will provide software that is not available through volume license agreements.

The State of New Hampshire's current Microsoft Select Plus Agreement is number 54266132.

SHI Response:

SHI acknowledges and complies. SHI is a proud Microsoft Government Large Account Reseller, as well as the #1 License Solution Provider (LSP) in the United States.

SHI is ranked Microsoft's #1 License Solution Provider (LSP) in the United States! As an Authorized LSP and Enterprise Direct Advisor (EDA) for both North America and the United Kingdom, we provide support to our customers for all their Microsoft purchases, including Open Licenses, Select, Select Plus, MPSA, Enterprise Agreements, and End-User License Agreements.

Currently, we manage over 26,000 Microsoft Agreements worldwide, and – with the collaboration of our 100+ in-house Microsoft Licensing and Product Specialists – we are uniquely qualified to help our customers and potential customers with both pre- and post-sales support.

We are proud of our record of success and our relationship with Microsoft; Microsoft awarded SHI with its *Operational Excellence Award* for 14 consecutive years before the award was discontinued in 2017. Microsoft continues to recognize us for our accuracy, attention to detail, and proficiency in adhering to their stringent guidelines for processing new and renewal contract paperwork, order reporting, and returns processing. Please refer to the provided SHI Microsoft Achievements and Awards document within our response for a full list.

Our Account Team will continue to work ethically and diligently to provide value added Microsoft support and services, including:

- Exemplary blanket coverage by increasing overall Account Executive headcount as well as other technical and operational support teams as needed;
- Flexible and granular reporting capabilities that continue to meet and exceed requirements;
- Customized quotes and a robust quoting tool that allow us to add details and ensures accuracy;



- Order entry customization and the ability to get the right technology, to the right people, at the right time within the Commonwealth;
- 100+ in-house Microsoft Licensing and Product Specialists in both pre- and post-sales support;
- Financing and structured payment options for larger opportunities;
- "Convenience" offerings such as Microsoft MPSA, CSP and MOLP;
- Statewide EES and School agreements and the ability to create programs along with Microsoft that benefit all agencies and localities;
- Expert trainings, and our ability to facilitate training using SHI's new Corporate Training Group, including hosting Microsoft Ad Hoc "Training Days";
- Azure Concierge Services to assist in onboarding Azure;
- Reliable renewal management services through SHI's Polaris Renewal Organizer (PRO);
- Dedicated Software Assurance Benefit specialists who are prepared to advise on the most appropriate way to activate and distribute benefits;
- Monthly pricelist updates including a proactive e-mail distribution list;

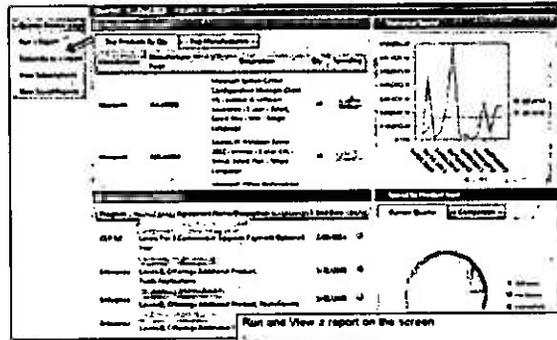
When it comes to implementing and managing software licensing solutions, nobody does it better than SHI. SHI was founded in 1989 as a software reseller. We have been supporting our customers' software and licensing needs for 30 years. We have seen many changes in the industry and we remain nimble in our support structure to ensure we can meet the changing needs of the customers, as well as the software publishers with whom we partner. SHI is the industry leader; no other software reseller provides as effective and efficient support around software license agreements.

SHI Licensing Team: SHI's Licensing Department is staffed with manufacturer-dedicated and certified experts who assist our Account Executives in recommending and supporting the volume license programs that most effectively suit your organizations' requirements. SHI completes an analysis of your existing environment and future desired state to present the licensing options available to you and the savings realized by executing the identified program.

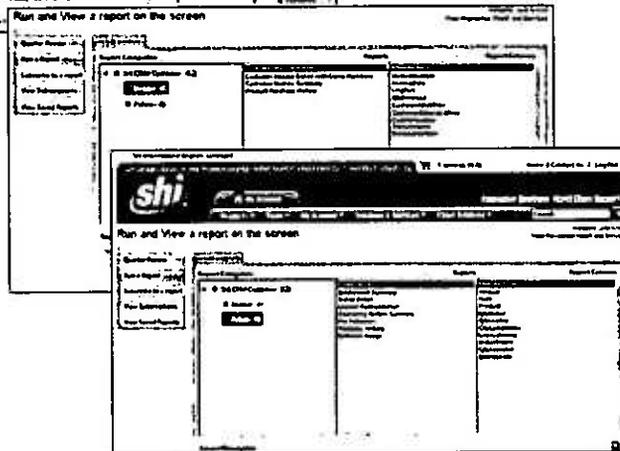
License Management System: Utilizing SHI's License Management System (LMS), we track key contract dates and terms and conditions; including pricing level and milestone requirements. Linked to SHI's order entry and reporting system, LMS provides the checks and balances to ensure your transactions are processed and reported against the correct agreement numbers and discount levels. Furthermore, SHI provides advanced notification for contract milestones and renewals.

Reporting: SHI offers a breadth of reporting options which are flexible, customized, and available at no cost. We offer custom data capture for reports that track purchases within your organization, e.g. project codes, department codes, business units, etc. Our customers have the option to run these reports online at SHI.COM or to request reports through their SHI Account Team.





- Quarterly Overview provides top products or top manufacturer view
- Select to run a report immediately or set up a report subscription
- Select the report
- Enter report parameters



SHI understands it can be a challenge for organizations to proactively track all expiring IT maintenance and support agreements. With inconsistent renewal dates across manufacturers and/or products, organizations may rely on the publishers and manufacturers to provide renewal notification. SHI provides a more reliable solution: Polaris Renewal Organizer (PRO). Available at no charge to our customers, PRO compiles your technology renewals in a centralized, rolling three year on-line timeline for simplified budgeting and renewal management. Details about PRO is included in our response to the Reporting section of this RFP.



PRICING QUOTATIONS

The State expects to receive pricing quotations within one (1) business day. Quotes shall be honored for thirty (30) calendar days unless there are special circumstances. These special exceptions shall be clearly noted as part of any quotation.

Vendors shall utilize a system of alphanumeric identification of their quotations so that they may be referred to by that I.D. number for purposes of ordering or other means of communication. If there is a price decrease between the time of the quote and the time of receipt of the Purchase Order the vendor shall invoice at the new lower price.

Vendors shall offer a procedure for researching and sourcing products that are not part of their balance of product line.

Vendors shall apply the same pricing model as agreed to under the contract.

Vendor is responsible for maintaining customer service metrics including but not limited to the below: Time to return a phone call is 4 business hours. Time to respond to an email is 4 business hours. Time to provide a quote is one (1) business day.

SHI Response:

SHI acknowledges and can comply with these requirements.

Website

SHI.COM, SHI's web-based procurement platform, provides the latest in functionality and the greatest in user-friendly interface. Taking advantage of leading edge search, navigation, and merchandising capabilities, SHI.COM also offers functionality designed specifically for business-to-business functionality. This includes innovative Custom Catalog capabilities, which dynamically filter product offerings to provide SHI clients with personalized views of product information. SHI clients can easily find and compare SHI's products, and SHI can deliver a differentiated customer experience that simplifies purchasing, encourages repeat business, and boasts key metrics like frequently viewed products and contract or standard items. We provide tremendous customization and seamless workflow that meets your unique needs.

Your catalog can be as broad or as narrow as you need! With thousands of manufacturers represented, your product catalog is fully customized to reflect contracted pricing available through SHI, as well as special pricing programs for which you are eligible, such as licensing programs or other volume programs.

Layout and Functionality

The following link will take you to the SHI.COM Public Sector catalog. This site is a public walk-up site and requires no password. It has been available to the public for over 16 years.

<https://www.publicsector.shidirect.com/>

SHI hosts a public page for each individual state and vertical. To navigate to from the public sector home page, use the drop-down menu found at the bottom of the banner titled "Choose your State" and select State and Local and then select Indiana.





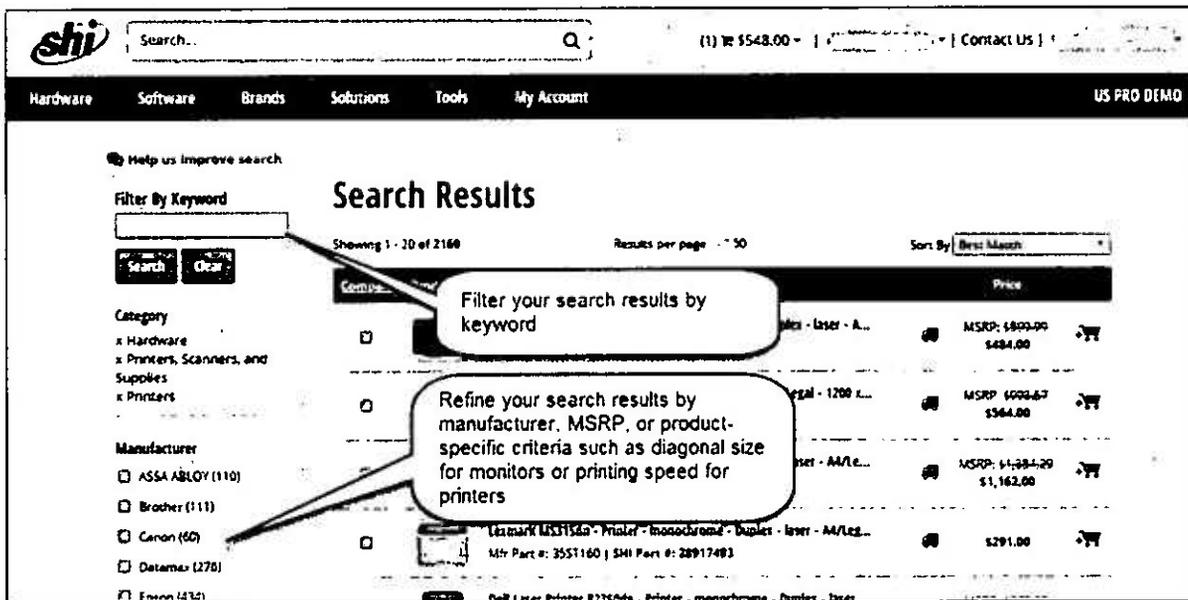
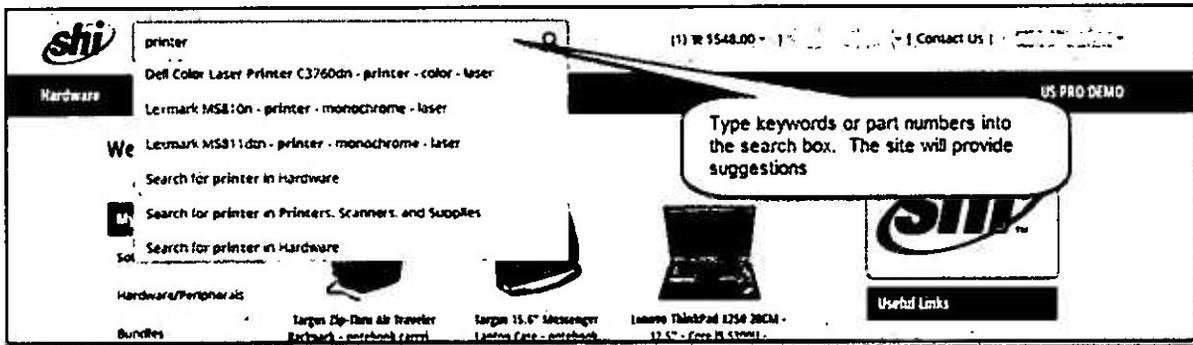
The State's standard products will appear on the home page. In addition, you may use the search bar and search by product name.

Once the customer signs in, they will be directed to the custom Indiana ecommerce site where SHI provides information specific to the contract, including:

- Account team contact information
- News articles
- Customized product catalog - Upon award of the contract and throughout the term of our agreement, SHI updates the product catalog to reflect any product changes. We are committed to providing any product the customer may request and can add manufacturers, products, and services on a daily basis. Customers can search by keyword, then filter the search results by various criteria, such as:
 - Contract
 - Manufacturer
 - Product Type
 - Part Number
 - Part Description
 - Licensing Program
 - Platform

The contents of SHI's web site and the catalog are kept up to date using data feeds from our suppliers. We make daily updates to product information, availability, and pricing; ensuring that contract users are always accessing the latest products and at the correct price.





Electronic Price Quotations

SHI's ecommerce site was developed in house. As such, it is one of the most flexible tools in the industry. Today, shi.com offers the ability to:

- Modify a previously saved price quotation, including adding additional products, changing product quantity, removing or deleting products, and "refreshing" product prices
- Re-save price quotation following modifications
- Print price quotation
- View quotes that were originally requested via email, fax, or phone and created by the Inside Account Team



Quote List

Quote #: Email:

To retrieve your published quote, enter the quote number and the email address, then click Search

View all quotes for

Quote Details

Quote #: 1135818
 Quote Name: test
 Created Date: 4/8/2016 5:20:00 PM
 Expiration Date: 4/30/2016
 Total: \$17.45
 Comments:

Contact:
 Company:
 Email:
 Phone:
 Fax:
 Address:

Product Id	Product Details	Quantity	Price	Extended Price
	24290112 HP 932 - C1057AN - print cartridge - black Manufacturer: HP, Inc. Mfr Part #: C1057AN#140	1	\$17.45	\$17.45

Total: \$17.45

Click Add to Cart to move the items from the quote into your cart. You can make changes once the items are in your shopping cart



Track/Search Order Status

The State will be able to search for specific orders by purchase order number. SHI.Com also offers the ability to search using a wildcard or partial purchase order numbers. In addition, end users can track shipments.

Quick Order Search

Search For: PO Number

Placed By: State of Missouri

Quick Order Search

Search For: SC 300

Placed By: State of Missouri

Order #	Date Ordered	PO Number	Ship To Name	Total	Status	Items	Match
544248179	8/9/2016	SC 300 3183700002	MO Office of Administration	\$188,757.00	OPEN ORDER	<ul style="list-style-type: none"> Year 1 Software Fees - 1,200 Subscribers Learning Implementation - 123 Live System Readiness Setup 	Customer PO Number: SC 300 3183700002
544288756	8/3/2016	SC 300 3183700002	Missouri Office of Administration		INVOICED	<ul style="list-style-type: none"> Learning Implementation - 123 Live System Readiness Setup Inbound Data Feed - OU-Users - IDF 	Customer PO Number: SC 300 3183700002
543983851	6/17/2016	SC 300 3193740001	STATE OF MISSOURI	\$164,847.00	INVOICED	<ul style="list-style-type: none"> Planning Phases Completed / Planning Phases Completed Build Phase Code Complete / Build Phase Code Complete Deploy phase Completed - Solution deployed and operational / Deploy phase Completed - Solution deploy 	Customer PO Number: SC 300 3193740001

Order #	Date Ordered	PO Number	Ship To Name	Total	Status	Items	Match
544248179	8/9/2016	SC 300 3183700002	MO Office of Administration	\$106,757.00	OPEN ORDER	<ul style="list-style-type: none"> Year 1 Software Fees - 1,200 Subscribers Learning Implementation - 123 Live System Readiness Setup 	Order Date: 08/09/2016
544288756	8/3/2016	SC 300 3183700002	Missouri Office of Administration		INVOICED	<ul style="list-style-type: none"> Learning Implementation - 123 Live System Readiness Setup Inbound Data Feed - OU-Users - IDF 	Order Date: 08/03/2016
543388485	2/24/2016	2016-0251	Varga Warehouse	\$112.00	RETURN	<ul style="list-style-type: none"> StarTech.com SuperSpeed USB 3.0 Cable A to B - M-F - USB cat 	Order Date: 02/24/2016



Email Notification/Shipping Information

Users can track orders from placement to delivery.

Line Item Status

SHI Part	Item	Unit Price	Qty Ordered	Extended Price
29855086	iPad, iPhone, iPod Charging/Data Cable - USB - 3 m Mfr Part #: GC40932	\$17.16	1	\$17.16

Shipment Tracking Info

Tracking #: 919405379761252 Location: -- Service Type: FEDEX_GROUND
 Status: in transit Shipped On: 8/9/2016 Weight: 1.0 LB
 Delivered On: -- Reference:
 Delivered To: HOWELL, NJ
 Estimated Delivery Date: 8/12/2016
 Signed By: --

Event Date	Time	Location	Comments
8/9/2016	8:30 PM	Left FedEx origin facility (DP)	MIAMI, FL US
	6:58 PM	Arrived at FedEx location (AR)	MIAMI, FL US
	4:24 PM	Picked up (PU)	MIAMI, FL US
8/9/2016	5:35 PM	Shipment information sent to FedEx (OC)	

The SHI Ecommerce Specialists are available to provide training to those employees authorized to access contract pricing and information at SHI.COM. SHI can schedule trainings based on the customer's level of access to the site. Upon award of contract, your Account Executive will work with the customers to determine the program and schedule that would work best for them.

News Service

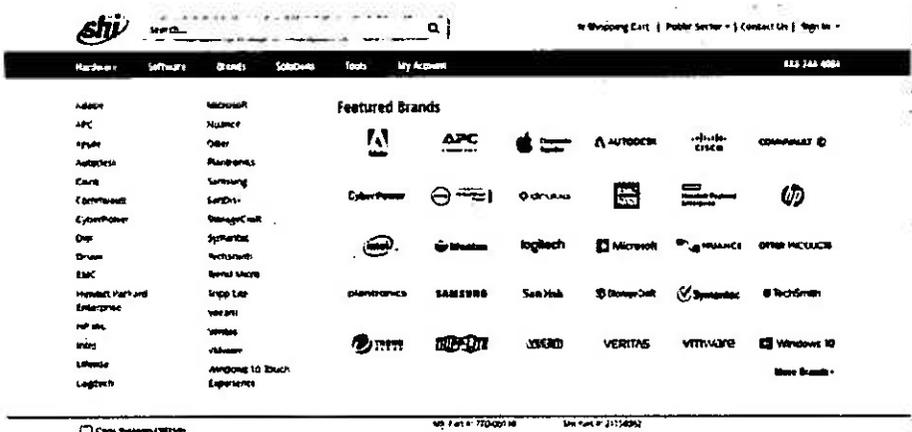
SHI.com provides news announcements, links to industry information, and links to the SHI Blog. We will add relevant content to the website on a regular basis. This may include product announcements, end of life information, support information, promotions, webinar or special event invitations, and other industry news that will be of interest to the State. SHI will notify the State of any information before it gets posted.

SHI also offers the flexibility to create and post additional content that is specific to the State contract, purchasing rules or preferences.

Please see screen capture below for a sample of our News and Announcements page.



SHI also provides links to the top manufacturers' websites. From this page, the State can select a specific manufacturer and get the latest news and updates regarding products and solutions as well as search all available products from that manufacturer. See screenshots below for examples.



Through SHI's Complete-Care, a dedicated customer claims portal is created for warranty claims. SHI can provide a link to this page from the SHI e-commerce page. SHI can also provide an integrated managed solution as part of a custom-built website, should the State wish to pursue that path.

Integration with eCommerce

SHI's open architecture systems allow us to integrate with virtually any eCommerce platform, whether through market leaders or a proprietary solution. Ariba, Perfect Commerce, PeopleSoft, SAP and Oracle are the most popular applications supported by SHI. In general, SHI can support systems that use cXML (commerce extensible mark-up language), or EDI (electronic data interchange) standards, including a wide range of applications and proprietary systems.

In addition, SHI supports the following Punchout types:

- Ariba Punchout
- Coupa
- ePlus Procure+
- Hubwoo
- Oracle OAG and cXML Punchout
- Perfect Commerce Roundtrip
- PeopleSoft Direct Connect
- SAP OCI Roundtrip
- Sciqest
- Verian ProcureIT



Attachment A -Standard Licensing Offer Sheet UPDATED 2/26/2020

Please note, quantity is based on current contract spend (3-year term)

The State of New Hampshire's current Microsoft Select Plus Agreement is number 54266132.

Section 1- Software Standards

Qty	Unit	Manufacturer	Part #	Description	Unit Price	Extended Price
83	EA	McAfee	CDBCDE-AA-AI	McAfee Complete Data Protection- License + 1 Year Gold Business Support - 1 node or 1 VDI server/ clients- GHE- Protect Plus, Associate- level A (11-25)- English	\$24.00	\$1,992.00
11,018	EA	Microsoft	79P-05746	Microsoft Office Professional Plus 2019 - License - 1 PC - Select Plus -Win- Single Language	\$340.00	\$3,746,120.00
1,350	EA	Microsoft	021-10626	Microsoft Office Standard 2019- License- 1 PC- Select Plus- Win- Single Language	\$250.00	\$337,500.00
119	EA	Microsoft	076-05846	Microsoft Project Standard 2019-License -1 PC-Select Plus - Win -Single Language	\$395.00	\$47,005.00
1,289	EA	Microsoft	381-04518	Microsoft Exchange Server 2019 Standard CAL- License- 1 User CAL- Volume - Win -Single Language	\$60.00	\$77,340.00
1,556	EA	Microsoft	PGI-00904	Microsoft Exchange Server 2019 Enterprise CAL- License- 1 Device CAL- OLP- Government- without services-Win- Single Language	\$28.00	\$43,568.00
122	EA	Acro	C201	Cute PDF Pro 3.X (Plus From Filler)	\$41.00	\$5,002.00
95	EA	Microsoft	D86-05885	Microsoft Visio Standard 2019 - License-1 PC-Select Plus- Win- Single Language	\$175.00	\$16,625.00
195	EA	Microsoft	D87-07516	Microsoft Visio Professional 2019- License - 1 PC- Select Plus- Win- Single Language	\$340.00	\$66,300.00
1,298	EA	Microsoft	R18-00129	Microsoft Windows Server- License & Software Assurance- 1 Device CAL- Select- Select Plus -Single Language - Coverage through 8/31/22 (32 Months)	\$35.00	\$45,430.00
7,523	EA	Microsoft	R18-00130	Microsoft Windows Server- License & Software Assurance -1 User CAL-Select- Select Plus -Single Language Coverage through 8/31/22 (32 Months)	\$44.00	\$331,012.00
12	EA	Microsoft	9EM-00681	Microsoft Windows Server 2019 Standard License 2 Cores Software ESD	\$80.00	\$960.00
245	EA	Adobe	65301106AF01A00	Adobe Acrobat Pro 2019- License- 1 User - GOV- TLP- Level 1 (1+)- Win, Mac- Universal English	\$389.00	\$95,305.00
31	EA	Adobe	65301088AF01A00	Adobe Acrobat Standard 2017-License- 1 User- Gov- TLP-Level 1 (1+)- Win- Universal- English	\$260.00	\$8,060.00
Total Section 1						\$4,822,219.00

Section 2- Miscellaneous Software

79	EA	Adobe	65291080BC01A12	Adobe Creative Cloud for teams - All Apps - Team Licensing Subscription New (monthly) - 1 user - GOV - Value Incentive Plan - level 1 (1-9) - Win, Mac - Multi North American Language	\$900.00	\$71,100.00
6	EA	Allround Automations	8994.1	PL/SQL DEVELOPER	\$160.00	\$960.00
50	EA	Bluebeam Software	893645001217 50-99	Bluebeam Revu Standard Edition - License - 1 seat - volume - 50-99 licenses - ESD - Win	\$53.00	\$2,650.00

2	EA	Citrix	3013076-EZ	Citrix NetScaler VPX 10 Platinum Edition - License - 1 virtual machine - Easy License	\$6,303.00	\$12,606.00
5	EA	Nuance Communications	K809A-S00-15.0	Dragon Professional Individual - (v. 15) - 1 user - local, state - Download - Win - US English	\$195.00	\$975.00
29	EA	TechSmith	SNAGG99-20	Snagit 2020 - License - 1 user - GOV, non-profit - ESD - Win, Mac	\$22.00	\$638.00
5	EA	SAP America Inc.	7018789-1T2	SAP Crystal Reports 2016 Win Named User Licence (1-2)	\$440.00	\$2,200.00
Total Section 2						\$91,129.00

Actual ordered pricing will vary based on quantity at the time of purchase (bulk qty can result in lower pricing per unit) Pricing based on single unit skus as specified