



License Confirmation

SHI International Corp.
290 Davidson Ave.
Somerset, NJ 08873
Phone: 888-235-3871

Sales order S325 5 7
Order date 5/ /2015
Customer Account 10237
Customer PO ADSP011-007500:35 9
Customer Reference
Payment Net 30 Days

SHI Account Executive Amelia Jakubczyk
SHI Account Manager Thomas A Wospil

Ship Via EDE GRO ND

Bill To
evin Lawler
A Dept of Administration
100 N. 15th Ave
Suite 202
Phoenix, A 85007
nited States

Ship To
ADSP011-007500:35 9/ evin Lawler
STATE PROC REMENT O ICE
ISD
100 N. 15th Ave
Suite 00
Phoenix, A 85007
nited States

Item No.			Qty
Mfg Part No.	Description		Ordered
277 9 79	WinSvrStd 2012R2 SNGL M L 2Proc		38
P73-0 309	2012 R2 Windows - Multiple Windows Platform Single Language Software		
MICROSO T	Contract number: ADSP011-007500		
SELECT	Enrollment No.: 8A9181A5		
	Agreement No.: 7 111		
	Country of sage: SA		

* This Is Not An Invoice *

Thank You for Your Order

The Products offered under this order confirmation are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



Adobe

Adobe Systems Incorporated

345 Park Avenue

San Jose, CA 95110-2704

Phone: 408-536-6000

January 10, 2015

To whom it may concern,

This letter confirms that SHI is an Adobe authorized reseller in good standing with authorizations for Commercial, Government and Education customers.

SHI is authorized to resell Adobe's Desktop Products Worldwide.

Please direct any questions to Bob Seaman at Adobe Systems.

Thank you,

Bob Seaman

Bob Seaman

Adobe Channel Account Manager

516-270-3988

bseaman@adobe.com



Citrix Partner Authorization Letter

Americas

January 15, 2015

SHI International Corp.
290 Davidson Avenue
Somerset, NJ 08873-4145
USA

To Whom It May Concern,

This letter is to confirm that SHI International Corp., Org ID 18272, of Somerset, NJ is a Large Account Reseller (LAR) and is authorized by Citrix to resell all Citrix Products as well as associated maintenance from January 1, 2015 through December 31, 2015.

Regards,

A handwritten signature in black ink that reads "Donna Buffet". The signature is written in a cursive, flowing style.

Donna Buffet
Director, Americas Inside Channel and Operations
Citrix Systems, Inc.

Microsoft Corporation
Attn: Americas Operations Center
6100 Neil Road
Reno, NV 89511-1137



Date 11/18/2015

Re: Microsoft LSP Status Confirmation for the following sales opportunity:

State of Arizona

Microsoft Corporation North America Operations Center hereby confirms that SHI International Corp. is an authorized Licensing Solution Partner (LSP) as of the date above and is approved to provide Microsoft licensed offerings under the specific licensing programs within the specified territory or territories identified on their signed Program Designation Form(s).

We make no representation about the financial strength of SHI International Corp. and third parties should make their own enquiries before entering into business relations.

Regards,

Glenn Morris

Microsoft Sales Executive; National

Microsoft Corporation North American Operation Center

Novell.

January 26, 2015

SHI International Corp.
290 Davidson Avenue
Somerset, NJ 08873

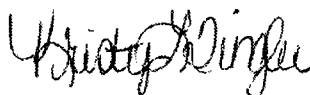
RE: Novell Partner Authorization Status

To Whom It May Concern:

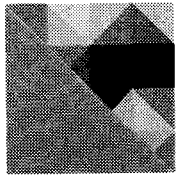
This letter shall serve as confirmation that SHI International Corp. is an active Novell Gold Software Service Agent in the United States and Canada for all Novell/SUSE product lines.

Should you have any questions or need anything further, please feel free to contact me at (801) 861-1573.

Best Regards,



Kristy L. Tingler
Contract Negotiator
Contracts Department
Novell, Inc.



VMware, Inc.
3401 Hillview Avenue (877) 486-9273 main www.vmware.com
Palo Alto, CA 94304 (650) 427-5001 fax

January 7, 2015,

Re: Letter of Endorsement

To Whom It May Concern:

Please be advised that SHI is an active and compliant partner in VMware's Reseller Partner Program. SHI has been a member in good standing since 2006. SHI is allowed to resell all VMware products in all 50 states and Canada.

Please contact me directly if any additional information is required.
Contract documentation is reviewed by VMware's legal department if necessary.

Regards,

Daniel Brodeur

Senior Director of National Partners
VMware
4225 Naperville Road
Lisle IL, 60532

(630) 215-8529
dbrodeur@vmware.com



1/27/2015

SHI International Corp

290 Davidson Avenue

Somerset, New Jersey 08873

Subject: Confirmation of Symantec Partner Program Membership Enrollment

To Whom It May Concern,

This serves to confirm that SHI International Corp is a current member of the Symantec Partner Program (SPP) and has been since 1/2/2002.

SHI International Corp has met the membership requirements of a Symantec Platinum Partner tier partner, is in good standing, and holds the following Symantec Competency membership/s, recognizing their demonstrated proficiency in the below solution and delivery areas, and as published on the [Partner Locator](#):

Archiving – Expert	Dynamic Storage and Continuity – Principal
Data Security – Expert	eDiscovery – Principal
Endpoint Security – Expert	Endpoint Management – Principal
Enterprise Backup and Recovery – Expert	Security Monitoring and Management – Principal
Gateway Security – Expert	
Mid-Market Backup and Recovery – Expert	
Mobility - Expert	

SHI International Corp has rights to advertise its status as a partner under the SPP, provided that any such rights and obligations are carried out in accordance with, including but not limited to, the SPP Agreement entered into between Symantec Corporation and SHI International Corp, and any additional, applicable policies or guidelines contained on the Symantec PartnerNet Portal.

Thank you,

A handwritten signature in cursive script, appearing to read "John Emard".

John Emard

Sr. Director, NAM Channel Operations & Programs

NAM Sales and Marketing Organization

Symantec Corporation

ATTACHMENT B RESPONSE TO SCOPE OF WORK – METHODOLOGY

Provide a response to each item below, using attachments where necessary. Each narrative item response should demonstrate ability to satisfy the Scope of Work. Limit response to experience directly relevant to this solicitation. The narrative shall include a response to all elements state or referred to in each item. All information contained in the proposal shall be current and factual. Failure to provide complete and accurate responses to the following items may have a negative impact on the evaluation of the Offer.

Instructions:

All materials must be in electronic format that can be received in ProcureAZ (<https://procure.az.gov>), the State of Arizona's electronic procurement system.

- a. Responses should be comprehensive, but concise, addressing specifics with minimal extraneous information.
 - b. Responses should address the respective requirements set forth in SECTION 3: Scope of Work
 - c. Response to all questions, even if you answer is "Not Applicable".
 - d. Label your response "ATTACHMENT B_Methodology_companyname" and state the question number being addressed.
 - e. Narrative response is limited to twenty-five (25) pages. Any narrative response received in excess of the twenty-five (25) pages may not be considered to be a part of the proposal.
 - f. Additional attached information shall indicate the item number and heading being referenced as it appears below.
 - g. The above additional attached information should also include a header labeled, "ATTACHMENT B_Methodology_companyname_name of additional information"
 - h. Additional attached information is not included as part of the page total.
1. Offeror shall describe its overall approach to providing solicited services. Include how Offeror plans to meet or exceed requirements of the Scope of Work and Terms and Conditions.

SHI Response:

SHI has extensive experience administering Software Value Added Reseller contracts of this nature, and we are confident that we will meet and exceed the requirements of the Scope of Work and Terms and Conditions. In fact, SHI has enjoyed the opportunity to work with NASPO ValuePoint and the Participating States under the current SVAR contract, and we have taken pride in our ability to administer the agreement to the maximum benefit of the contract users.

We understand the intricacies of implementing and maintaining a contract of this nature, supporting multiple state agencies and municipalities. When we enter into an agreement of this magnitude, we take great care to implement support and service plans to meet the needs of each State, while also supporting each individual agency, city, county, township, school district and higher education institution.

Since SHI has supported the NASPO ValuePoint SVAR contract in the past, our implementation will be seamless. Not only have we already proven that we can meet and exceed the requirements, we are ready to do so immediately upon award of the new agreement as well.

Following are some of the steps that SHI takes to ensure the success of our current agreement and to maximize the value to the Participating Members. We will continue with these services for the term of the new contract and will continue to engage with both NASPO ValuePoint and the Participating States to identify areas where we can increase the value we provide.

Account Management & Training—SHI has already identified the members of the Account Teams who support the Participating States—including Account Executives, Inside Account Executives, and Inside Account Managers. The teams meet regularly to discuss the contract, to ensure everyone understands the terms and conditions, and to discuss areas in which SHI is offering, or can offer, additional services in support of the Participating States. Furthermore, SHI's Account Executives regularly meet with individual entities to discuss their purchase history and Volume Licensing

Agreements. We have established a Customer Business Review which is designed to inform agencies about their purchasing history and identify opportunities for consolidation or more efficient use of pricing agreements. We will continue to provide these services with the award of the new NASPO ValuePoint SVAR contract.

Upon award of this contract, SHI will provide training to educate contract users on the new agreement, including training on any new or updated individual State requirements. As appropriate, we will also hire additional Account Executives in Participating States to ensure appropriate coverage for all Government and Education entities. SHI's Account Executive(s) will meet with the State Procurement Office and/or Administration Office for each State to set the timeline for implementation of the new contract and Participating Addenda, and discuss specific procurement and policy initiatives designed by the State. Some examples may include topics such as: Centralized Procurement Policies and Dollar Values, State Specific Software Volume Licensing Agreements, Volume Licensing Key Codes, Enterprise Level Agreement and Bulk Purchases, Authorization Processes, Contract Document Signatories and Processes, Website Review and Discussion, Communication of SHI and the SHI Account Team, State IT Events and Tech Days. SHI's Account Executive(s) will also work directly with each State to ensure the completion of the updated website, and verify document procedures and policies for the SHI Inside Sales Team. SHI's Account Executive(s) will also meet with State Agencies, Cities, Counties and Municipalities to better understand their goals and objectives, purchasing policies, agreements established at the local level, volume licensing management and key code/order confirmation distribution policies. Of course, these will not just be one-time conversations, but rather ongoing communications.

Licensing Programs—SHI regularly reviews all Participating States' Software Volume Licensing Programs to ensure that they are all up to date, and to provide any necessary paperwork and/or procedures for transitioning any Volume Licensing Programs which will be new to SHI. The SHI Account Executives also hold meetings with the Software Publisher Representatives for each State to discuss the State's current and future business initiatives. SHI understands the importance of the relationship between the State, Publisher and Reseller, and we believe that open communication among all three parties is the best strategy to meet the needs of each State. Upon award of this contract, SHI will continue to provide these services and will schedule meetings with key Publishers and each State to discuss purchase history, program changes, and any current or upcoming promotions.

When SHI is involved in setting up a new Volume Licensing Agreement for any State, whether it is at the outset of a SVAR contract or anytime during the contract term, we perform extensive analysis to assist the State in understanding the different Volume Licensing Agreements available and the cost savings between the various Publisher Agreements. SHI invests time in educating each State on the various Software Volume Licensing Agreements, and then assisting the State with any Publisher paperwork necessary to implement the Agreements. SHI's Software Licensing Team is fully engaged with the Account Executive and the State Procurement Officer and Contract Administrator to ensure a smooth process with their Licensing Agreements and assist with the following:

- Contract negotiation and support
- Program requirements and review
- Impact/cost analysis
- Price validation
- Best-practice recommendations
- Organization-wide training, education, reporting and milestone tracking
- Performance metrics and customized reporting
- Organization-wide standardization of contract compliance
- Expiration Tracking and renewals notification
- Maintenance, Subscription and Support
- License Confirmations and proof-of-purchase documents
- Cost-Savings, cost-avoidance analysis
- Allocation and tracking of pre-paid software license agreements
- Electronic Software Distribution
- Media duplication and distribution

Working with Current and New Vendors—SHI adds vendors and products to our databases every day. Our flexibility, breadth of offering, and willingness to evolve along with our customers' changing needs are unique strengths that SHI happily leverages for our customers. Upon award of the new contract, SHI will continue to work with each of the publishers named within Attachment C1 (Pricing Submission Sheet), as well as additional publishers not specifically named in Attachment C1, to make sure we are on the same page and ready to support the new agreement. And of course, we will also reach out to new vendors upon request of contract users, or when we identify new technologies that we believe contract users will want to be able to purchase.

We expect that the publishers will have varying policies and requirements for SHI and for the contract users. Some publishers have additional T's and C's that they will need contract users to review, and some even have their own

agreement for which they will require customer signature. Typically, our Contracts Specialists review the required terms and complete any paperwork that is required of SHI. We also help contract users to navigate through those processes for any paperwork or signatures that the publishers require of the customers. The members of each State's Account Team and SHI's Catalog Team then work together to add the products to the State's customized on-line product catalog.

Web Site—SHI will update the custom product catalog for each State according to the contracted pricing and the State requirements for product inclusion. SHI also offers training sessions and advertises the available training sessions to contract users.

Introductions & Marketing—SHI has a marketing plan for the contract to ensure maximum participation. The contract renewal is a good time to review the plan to make changes and improvements as needed. We will work with the individual states on appropriate timing, and appropriate venues for any face-to-face marketing initiatives. SHI's implementation / transition plan for the new contract provides for a smooth and seamless experience for the States included in the NASPO ValuePoint SVAR agreement, whether they are initial participants or opt to join the contract during the agreement term.

SHI's marketing or outreach to all the participating entities on the contracts we hold is a multi-prong approach:

- SHI's CRM System has been uploaded with every public entity within each State. Each State's Account Executives establish a relationship with each purchasing agent/buyer and IT administrator within the organization and update our CRM so that we can verify that they have been reached. The SHI Account Executive discusses the contract with them and provides them with contact information, website information, and contract guidelines for working with SHI. SHI's Account Executives are proactive in their approach with our customers and prospects, and they regularly engage in on-site meetings and joint phone calls with our publisher representatives.
- SHI's Inside Sales Team members walk individual customers through our www.shi.com website where customers can create quotes, purchase items, obtain order status, and generate reports of their purchases.
- SHI's marketing team subscribes our new CRM contacts to SHI's monthly newsletter, which contains helpful information on SHI's publishers, new products and promotions, changes to programs, and industry news.
- SHI participates in statewide and local vendor events. SHI Account Executives and publisher partners meet with all available entities and discuss SHI's support plan and our partners' solutions.
- SHI works with each State to create timely and meaningful Tech Days for individual state and local entities to attend to learn about new solutions for their IT environments.

Each of these elements come together to ensure that SHI meets or exceeds the requirements of the Scope of Work and Terms and Conditions.

Here is what one of our customers has to say about her organization's experience working with SHI under the current NASPO SVAR agreement:

"...working with SHI to procure our software and maintenance has been a great experience. Our Account Manager is very hands on and her inside sales team is fast and efficient. They are responsive to our requests, have answered tough licensing questions (they have product specialists besides the regional teams who can dive deeper into the product if need be), keep a record of our purchases and our maintenance renewal dates, and have made the quote/PO/invoice process smooth. They are quick to communicate that they have received our requests and provide updates as the information becomes available."

- Jennifer Jensen, City of Scottsdale, Arizona

2. Per Section 3.1.3, the SVAR shall Develop and Maintain Website. Describe the website to be established for a state. Address that website's functionalities or special features. You may supplement this response with illustrative screen prints (no more than 10) from one of your company's existing websites. Taking into account the requirements of Section 3.1.3, address at a minimum:

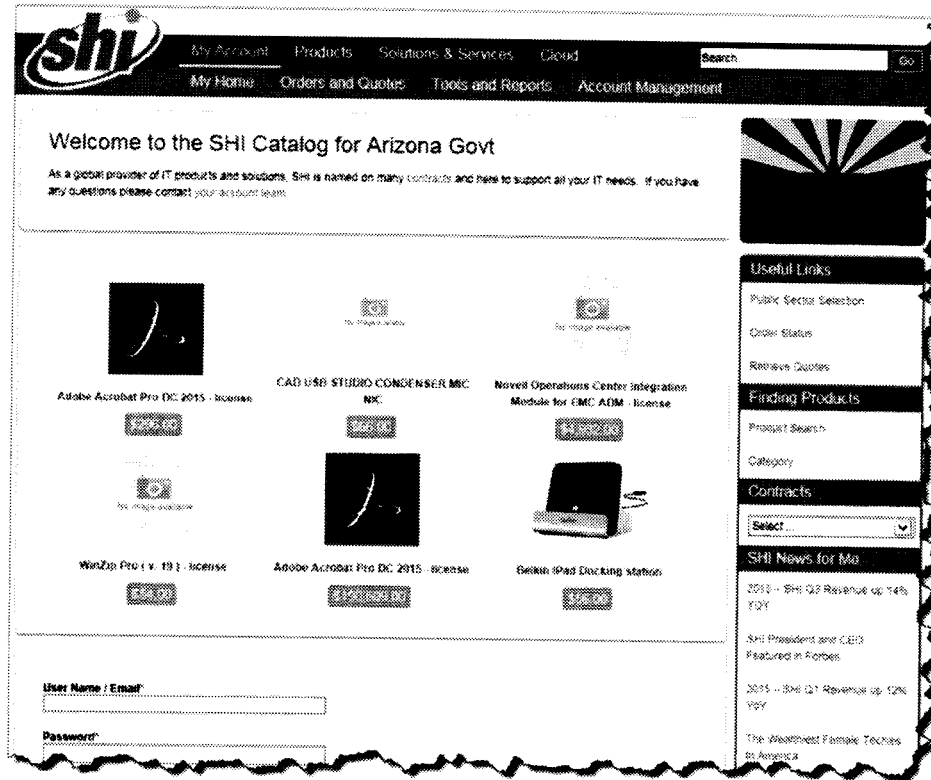
2.1 Home page appearance and information;

SHI Response:

The SHI.COM home page (www.publicsector.shidirect.com) provides news announcements, links to industry information, and links to the SHI Blog. Once the customer selects the proper vertical (government or education) and their State, they will see their customized home page, where SHI provides information specific to the State and the NASPO contract, including:

- Account team contact information
- News articles
- Customized product catalog
- Contract information
- Links to quotes, order status, and tracking details

SHI also offers the flexibility to create and post additional content that is specific to the NASPO ValuePoint SVAR contract, and/or to an individual Participating States' purchasing rules or preferences. An example welcome page is shown below:



2.2 On-line tutorials;

SHI Response:

SHI offers webinar tutorials for the navigation of our web site. In addition, the members of your Account Team and the SHI Web Administration Team are available to assist with navigation and any technical issues that may arise.

2.3 Product catalog (include searchable fields, products to be included, how license information is provided);

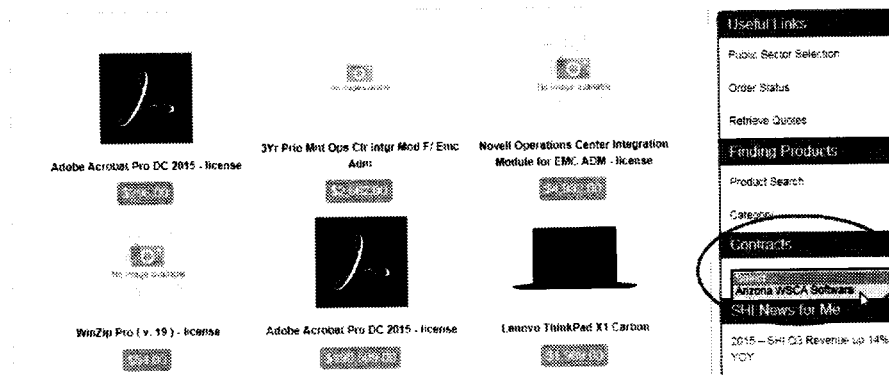
SHI Response:

SHI has created a customized product catalog to reflect the products and pricing under the NASPO ValuePoint SVAR agreement. With thousands of software publishers already available to NASPO ValuePoint SVAR customers within our master catalog, the updated catalog will be available – and robust – immediately upon implementation of the new contract. While the master catalog will be available to all Participating States, each individual customer under this contract will also have the opportunity to request their own customized product catalog based upon any customer-specific needs.

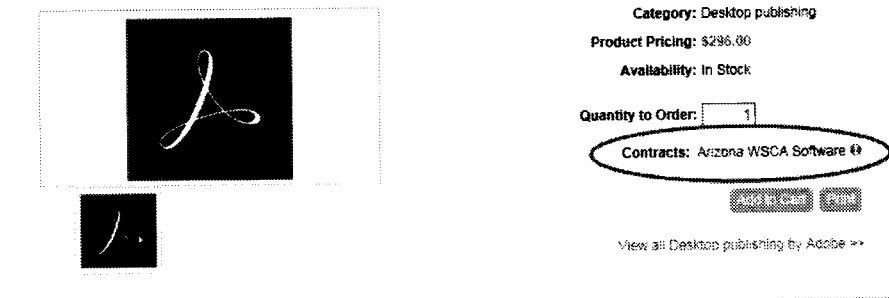
Upon award of the contract and throughout the term of our agreement, SHI updates the product catalog to reflect any product changes. Customers can search by keyword, then filter the search results by various criteria, such as:

- Contract
- Manufacturer
- Product Type
- Licensing Program
- Platform

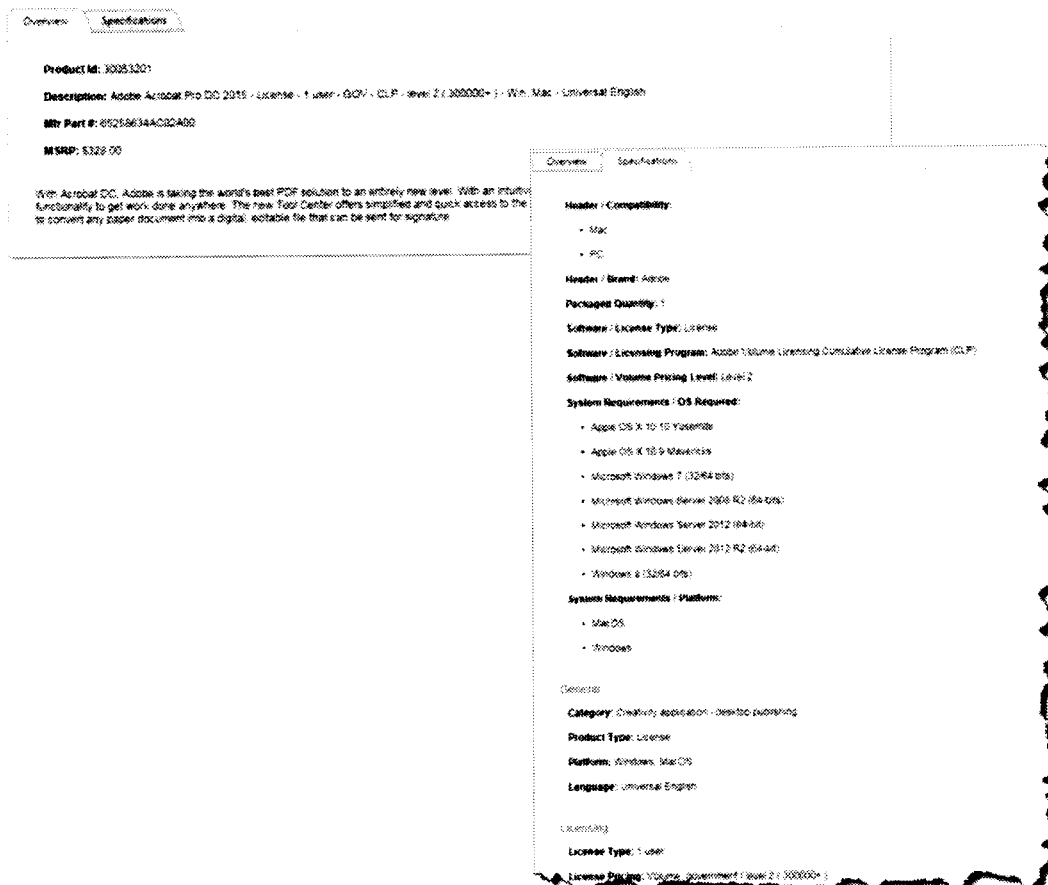
Some examples of searches are shown below:



Adobe Acrobat Pro DC 2015 - license



Within the product catalog, SHI provides detailed product specifications. Please see one such example below:



2.4 Links

SHI Response:

SHI has created a website and custom catalog for our current NASPO ValuePoint SVAR contract. Upon award of this contract to SHI, we will work with NASPO ValuePoint and each Participating State to review the catalog and requirements for each State, and to make the appropriate updates.

As an example, following is a link to the current catalog for State of Arizona Government. Note that each Participating State has its own home page at SHI.COM. <http://www.publicsector.shidirect.com/slg/az>

In addition to the functionality described above, SHI's website also provides our customers with links to valuable information such as the SHI Blog, SHI Newsletters, and customer-specific Account Team contact information.

2.5 Downloadable standard reports. Include:

2.5.1 How information is controlled and sorted (e.g. what information LSCA can access);

SHI Response:

SHI provides online order status and reporting for all orders placed with SHI, whether the orders are submitted online or directly to the Account Team. Access to the order information is controlled by the permissions assigned to each individual user name. The order data is tied to a specific customer account, and the individual accounts are then grouped together to accommodate reporting groups that match the customer's organizational hierarchy. For example, individual departments can be grouped with cities and counties to allow reporting across an entire local government entity or an entire State. Additionally, SHI tracks all contract data at the highest level of the hierarchy, allowing us to provide reports across the entire NASPO ValuePoint SVAR contract.

In short, SHI makes it simple for all contract users to access the reporting information that they need. Whether the reporting requirement is for a single agency looking for the history of their purchases only, or for a Participating State that wants to understand statewide purchasing trends, or for the LSCA to review a comprehensive report of all NASPO ValuePoint SVAR purchases, the process to access that report is fast and intuitive.

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		

In addition to the data fields above, SHI will create customized data fields for any customer who wishes to capture additional information, and the customer would then have access to reporting based upon those additional fields. Current SVAR customers find this custom capability helpful for tracking purchases, expenditures, and chargebacks. SHI works with each individual account, as well as NASPO ValuePoint as a whole, to understand reporting requirements and to ensure we continue to meet and exceed those requirements.

2.5.2 How state Procurement Officer can obtain purchasing profile for Users and volume in State;

SHI Response:

The State Procurement Officers will be granted a higher level of access, allowing them to run reports and view activity across authorized users.

2.5.3 How an individual User can obtain only their information.

SHI Response:

The level of access any user has is determined by the permissions assigned. The Account Teams and SHI's Web Administration Team works with the customer to understand their needs for user authorization and access to information. Those users who only need access to their own purchase history are limited. Likewise, those users who need higher level will have the appropriate access rights.

2.6 How website is monitored, kept current and accurate.

SHI Response:

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 and pricing, ensuring that contract users are always accessing the latest products and at the correct price.

3. Describe your Company's method for tracking software licenses and ensuring that Participating States receive timely notifications of renewals or are advised of volume agreement opportunities or vulnerabilities, etc.

SHI Response:

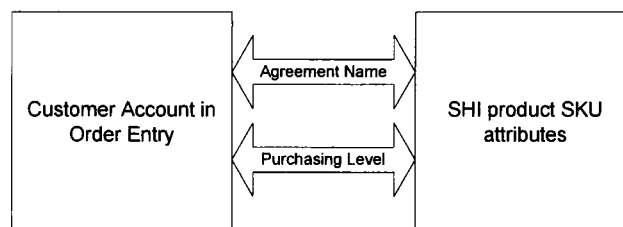
SHI has earned a reputation as the most effective license provider in the industry. Our software procurement consulting services and expertise, our license tracking and reporting capabilities, our robust Software Asset Management (SAM) tools, and our commitment to operational excellence all work together 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.

3.1 The standard sort-able data fields established for these records.

SHI Response:

It is important to note that SHI not only collects the standard fields we need to process each order, but we also have the ability to collect customized data fields for each individual customer. The following are the standard data fields available, today:

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		

3.2 The information tracked on behalf of Participating States.

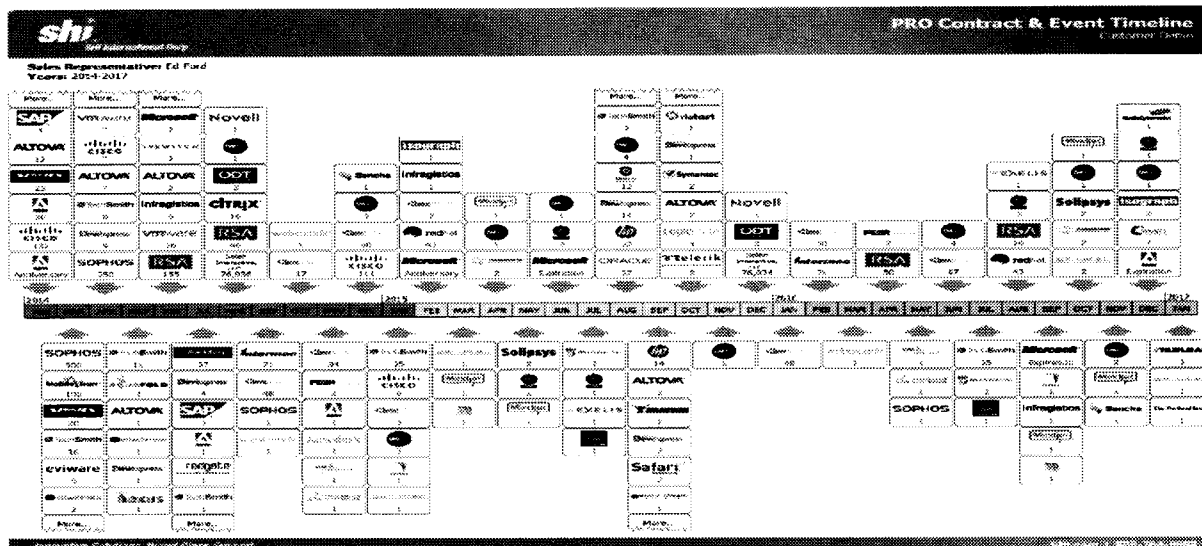
SHI Response:

SHI makes all NASPO ValuePoint SVAR required reporting available by State to each Participating State, and we also have the ability to provide customized reports as requested by each Participating State. In addition to the standard fields described above, SHI also has the capability to collect customized data fields, which can be established at the NASPO ValuePoint Level, at the Participating State level, and/or per individual customer. We are pleased to offer both standard and customized reports to each Participating State, in addition to the overall NASPO contract reporting.

3.3 How reminders of significant dates or volume plateaus are triggered. Include how your Company, as a partner with the Participating State, communicates with the State to ensure no deadlines are missed or opportunities unexplored.

SHI Response:

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 a customer can expect to see 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. Participating States 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

4. Describe your Company's method of ensuring a Participating State receives documentation of Proof of License that can be provided to requestors (e.g. auditors, in response to FOIA requests, etc.)

4.1 Describe process for providing Proof of License to a buyer. Provide a sample Proof of License.

SHI Response:

SHI understands that many customers require a deliverable with all purchases, and many Publishers' Volume License Agreements themselves do not meet this need. While proof of license may be obtained for some Publishers through the Publisher licensing web site, for example the Microsoft Volume Licensing Service Center (VLSC), similar web sites may not be available for all of the Participating States' licensing programs. To standardize a tracking method across all licensing programs, SHI has established a service through which we provide automatic license confirmations to our customers. At the time of order placement, your Inside Account Manager can enter the Email address of the end user (or other representative within the customer's organization who should receive the license confirmation, e.g. IT Manager). SHI's systems will automatically send the license confirmation to that Email address. Many of our customers use this service to "receive" the product so that their Accounting Department can pay the invoice, or to hold on file as a back-up copy of their proof of license.

SHI is including a Sample Proof of License and a Sample Order Confirmation as attachments to this document. (ATTACHMENT B_Methodology_SHI_License Confirmation.pdf and ATTACHMENT B_Methodology_SHI_Order Confirmation.pdf). Please note that upon the customer's request, SHI can include the License Key information for software installation on the Order Confirmation.

- 4.2 Explain method of retaining back-up copies of Proof of License. State how quickly a duplicate copy can be provided.

SHI Response:

SHI maintains all purchase history data in our order entry system. At any time, we can re-send the license confirmation, the invoice, or a sell-through report to provide proof of license for a customer. In most cases, this duplicate copy may be provided within four business hours of the customer request.

- 4.3 Describe how your Company partners with a State to demonstrate accuracy of licensing information to a publisher (aka a "True Up").

SHI Response:

SHI is well-recognized in the industry for our reporting capabilities, and the Software Publishers whose products we offer accept SHI's reports as proof of license. Our reports carry all of the information required by the SHIA and the Software Publishers to serve as proof of purchase—including the purchase date, the product number, description, and quantity. We will work with each contract user and the Software Publishers during times when licensing compliance must be demonstrated (e.g. during True-ups) to ensure that accurate licensing information is provided. Additionally, SHI can produce copies of invoices to support each report transaction, as needed.

5. Reports

- 5.1 Describe standard reports which can be generated for a State (other than downloadable reports addressed earlier). Provide sample reports.

SHI Response:

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 NASPO ValuePoint** – 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.

SHI is including some Sample Reports as attachments to this document. Please note that the reports provided are just a few examples of our capabilities. Our reports are fully customizable to meet each of our customers' unique needs. Please see ATTACHMENT B_Methodology_SHI_Sample Reports.docx and ATTACHMENT B_Methodology_SHI_NASPO Contract Reporting.xlsx.

5.2 Describe on-line, real time, reporting capabilities using established state website reports:

5.2.1 Standard Reports. Provide sample reports.

5.2.2 Reports that can be generated by the LSCA.

5.2.3 Reports that can be generated by the Participating State. Provide sample reports.

5.2.4 Reports that can be generated by the User agency. Provide sample reports.

SHI Response:

SHI provides an online tool for generating reports. The user's ability to run reports online is based on permissions assigned to the user names; therefore the LSCA, any authorized users within each Participating State, and any authorized users in the User Agencies will be permitted to run reports specific to their level of access. While the report options will be the same, the reporting results will be customized. In other words, the LSCA will be able to run reports based on purchases under the contract and across the Participating States. The authorized representatives within the Participating States and User Agencies will be able to run reports according to the level of data to which they have access (i.e. statewide or specific department/agency within the State).

SHI customers may access reports by requesting them from their Account Team or by running reports directly from our website. To run a report online, the user will simply select the report type and the date range for the report, and then the Email address or addresses for delivery of the report. In addition, the user may select the desired report format, i.e. Microsoft Excel, html, tab delimited text file, or fixed width text file. Once the form is complete, our server will run the report and send the Email with an attachment in the requested format. Our web-based reporting tool delivers 95% of all reports within 5 minutes.

SHI has the ability to provide more than 25 different types of standard reports for customers, depending upon the type of information and level of detail that the customer wishes to see. Reporting information is viewable online or available as an export to a file (as described above).

SHI is including some Sample Reports as attachments to this document. Please note that the reports provided are just a few examples of our capabilities. Our reports are fully customizable to meet each of our customers' unique needs. Please see ATTACHMENT B_Methodology_SHI_Sample Reports.docx and ATTACHMENT B_Methodology_SHI_NASPO Contract Reporting.xlsx.

5.3 Address whether your Company is able to provide "Custom Reports" as an optional service to Participating States, should State determine to utilize this service? (See Section 3: Scope of Work, 3.7.3 Custom Reports)

SHI Response:

Yes, SHI is able to provide Custom Reports for any State which wishes to utilize this service. SHI fully understands NASPO ValuePoint's need for flexibility in reporting. In addition to the standard data we capture for each order, SHI also has the ability to capture custom fields as requested by our customers; these fields are customizable at the customer billing account level. SHI works with each Participating State and User Agency under the contract to understand their reporting needs and to ensure we are capturing the data required. Once the information is captured in our order entry system, it is available for inclusion on reports and invoices. SHI is already providing these types of custom reports to many NASPO ValuePoint SVAR contract users today, and we will also review these requirements upon award of contract and make any necessary changes or additions.

6. Describe how your Company works with a State and publisher to maximize the State's value in obtaining products and services under this contract. Description is to address, but is not limited to, the following:

6.1 Working with a State and a publisher to assist the State in managing their volume or enterprise license agreements.

SHI Response:

SHI is proud to support the software licensing requirements of the Participating States today, and we look forward to continuing to provide this support under the new contract award. Our Account Executives are knowledgeable about and experienced with the Software Publisher Licensing Agreements, and our Software Licensing Department is staffed with specialists who are available to meet with our customers, to discuss their licensing requirements, and to review their options for meeting those requirements in the most advantageous way possible. SHI regularly works with each Participating State and each applicable Publisher to provide the following services:

- Review current agreements to assist the customers in understanding the terms and to ensure the licensing agreements meet the customers' current needs.
- Assist with allocation of licensing benefits (e.g. Microsoft SA benefits such as training days and the Home Use Program) to help customers achieve maximum value from each licensing agreement.
- Track license purchases, review purchase history, and discuss forecasts and future plans to identify current agreements that may be re-leveled, or additional agreements that may be of value.
- Recommend new volume licensing agreements or alternatives to the software Publishers on our customers' behalf, and proactively assist with negotiations, paperwork, and implementations.
- During Customer Business Review Meetings, SHI Account Executives review the customers' purchases to ensure they are on track with their license commitments and contract milestones, and to help customers plan and budget.

6.2 Working with a State and publisher to maximize the leverage created by the total sales volume from a State and its cooperative partners to ensure best value to all State's.

SHI Response:

SHI understands that our customers, and especially our public sector customers, need to reduce costs, identify areas for savings, and ensure that they are achieving best value for their IT spend. SHI will continue to work with all of the Participating States and individual contract users to identify savings not only within each State, but across all NASPO ValuePoint participants, whenever possible.

SHI is not always the only source for a particular software title. However, we do possess a unique advantage in the industry. Our knowledgeable team members, long history with public sector customers, and top-level Publisher relationships all allow us to understand how to leverage our customers' cumulative purchase history and volume in order to better manage the Software Contracts, consolidate the spend, and identify areas for cost savings.

Every day, SHI identifies ways that our customers can reduce their expenditures on IT software. We partner with our customers, and we negotiate on their behalf, in order to obtain the most favorable terms possible. The following demonstrates some of the ways we identify cost savings opportunities for our customers today.

- **Licensing**—Whenever possible, the SHI Account Team provides quotes for licenses, rather than shrink-wrap software; licensing options can offer tremendous savings over shrink-wrap. Even within licensing programs, there are often additional nuances to consider. For example:

Transactional Licensing Programs — These types of licensing programs can offer significant savings to customers who purchase in large quantities, but who are not able to make a contractual commitment or forecast buying estimates. These license programs usually require a first time buy-in (sometimes as few as 1-5 licenses will qualify), which sets the discount level. The terms and conditions will vary by publisher, but whenever a purchase is eligible for these discounts, the SHI Inside Account Managers will provide the information to the customer at the time of quote. The SHI Account Executives will also identify these types of opportunities during meetings with each Participating State, to provide additional visibility to savings opportunities.

Contractual Licensing Programs—SHI Account Executives regularly make recommendations for contractual licensing programs after reviewing each customer's, and each State's, purchase history. These opportunities cannot usually be identified based on single quotes; instead the AE uses SHI's comprehensive purchase history reports to monitor each customer's purchases over time. The SHI AE not only reviews one-off purchases to identify opportunities for new Volume License Agreements, but also reviews all purchases under existing agreements and makes recommendations for when a customer should be negotiating for higher discount levels and/or better terms.

- **Discount for shrink-wrap**—If a particular customer has purchased and/or will purchase a single product in large volume, but the software publisher does not offer a licensing program, that customer still may be able to receive a

better discount. In these cases, SHI Account Executives work with the publisher and the contract user to forecast volumes and to negotiate pricing on those forecasts. The publisher may allow for special pricing for purchases over time, in which case SHI creates a SKU within our order entry system that can only be used by that contract user and that reflects the additional discount. In another scenario, the publisher may require a one-time volume buy-in. In this case, SHI can hold the inventory in our warehouse and ship the product on an as-need basis to the customer site. Again, these products would be inventoried under a State-specific SKU, so no other customer can purchase that inventory.

- **One-off Price Discounts**—SHI is experienced at negotiating one-off price discounts based on volume on a case-by-case basis. When your SHI sales team receives an inquiry for a large quantity of products, the team will make every effort to negotiate an additional discount with the software publisher. SHI will then pass this additional discount through to the State.
- **License Re-deployment**—SHI has a tool that makes it easy to hold licenses in “virtual inventory” and then re-deploy them within the organization. This way, licenses owned by a particular group or business unit within an agency that are no longer required can be re-assigned to another business unit that needs them (subject to publisher licensing rights), thus eliminating the need to purchase those licenses again. At times SHI charges a nominal fee for this service; however the customer recognizes significant savings over procuring a net new license.

Depending upon the needs of the Participating States and the flexibility of the publishers’ programs, each of the cost savings opportunities mentioned above may be able to be applied at the individual customer level, the State level, or even for all NASPO ValuePoint participants. SHI’s detailed reporting and regular review of spend give us the visibility and information needed to work with software publishers on your behalf and to create the most possible savings opportunities.

6.3 Working with a publisher to maximize the leverage created by the total sales volume overall resulting from this contract.

SHI Response:

SHI communicates regularly and at the executive level with the industry’s top software publishers, and they respect the knowledge and perspective that SHI is able to offer. SHI is well-known for our active participation in contracts such as the NASPO ValuePoint SVAR contract, and for our ability to advocate on our customers’ behalf for advantageous pricing and terms under a contract of this nature. With our performance under the current SVAR contract, we have already laid the groundwork for this type of leverage within the software publisher community.

As one example, in 2014 SHI worked very closely with the state of Alaska and with Adobe to build out a customized Adobe Enterprise Agreement, otherwise known as an ETLA. The project required a huge effort by all three parties consisting of much analysis and a series of meetings over an extended period of time. All of these efforts ultimately allowed the state to recognize a huge return on their investment, resulting in substantial cost savings as well as providing a significant reduction in administrative cost. The cost savings became evident to the State when they realized that they would be able to leverage their bulk, cumulative spend to qualify for a custom deeply discounted Enterprise Agreement. This new Enterprise Agreement provided the State with pricing that was locked in over a multi-year term, and available to all departments regardless of their individual size or spend level. Administratively, this agreement was also very beneficial to the State because they were able to eliminate the challenges of managing multiple disparate one-off software and maintenance purchases, and instead transition to streamlined and consolidated annual payments. SHI worked with the State to provide custom invoices to each individual state department to ensure that their individual allocations of the Enterprise Agreement were appropriately distributed so that each agency could accurately plan and budget for this expenditure, which ultimately benefited the departments by turning an unpredictable capital cost into consistent and structured operational costs. This agreement allowed the State to achieve clear and substantial cost savings, while also ensuring access to the latest and greatest Adobe products and support.

SHI has engaged in similar efforts with Adobe in other current Participating States as well, and our efforts have been so successful that we are continuing to roll out this formula in additional States as well. And of course, this is just one example of our partnership with one publisher. We have achieved these types of successes across all Participating States, and for a wide range of software publishers. In short, SHI has the people, the processes, the licensing expertise, the industry credibility, and the desire to help all NASPO ValuePoint SVAR participants to access better licensing options and achieve greater savings than they would have otherwise been able to accomplish.

6.4 Working with State and publisher to obtain the best quote on a high volume purchase.

SHI Response:

SHI regularly works with our customers and our publisher partners to obtain the best quote on a high volume purchase. At times, the customer brings it to our attention that they are planning a large buy. At other times, we notice a trend of increased spend for a particular publisher or product and we bring it to our customers' attention. In either case, we proactively work with our internal licensing and purchasing teams, the publishers, and if applicable the publishers' authorized distributors to determine all options for the most economical purchase.

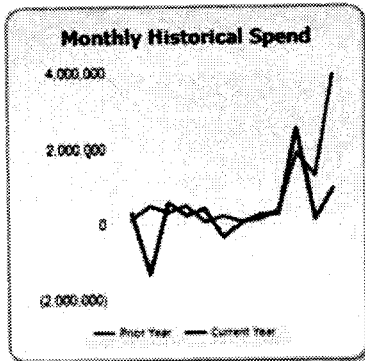
One recent example occurred when the SHI Account Executive working with the State of Montana noticed a trend where there were multiple agencies within the State who were inquiring about a certain software publisher, Varonis, at around the same time. Rather than just providing standard pricing and looking at each opportunity individually, the SHI Account Executive took the opportunity to introduce the Varonis sales representative to the Montana State Contract Officer to initiate a conversation around volume savings. Working closely with Varonis and the State, SHI was able to help negotiate a set discounted price based on the forecasted cumulative spend of all departments, so that all departments could purchase independently at their discretion but benefit from the volume of all departments' purchases.

6.5 If, and how, your Company uses historical purchase information to provide targeted assistance to State.

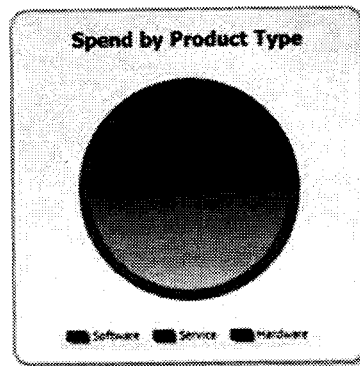
SHI Response:

Yes, SHI absolutely uses historical purchase information to provide targeted assistance to the State and to each contract user. As one example of how we put this into practice, SHI Account Executives work with each State to establish a schedule for Customer Business Review meetings, typically held quarterly. While these meetings can cover a wide range of topics, including goals, SHI services, emerging technologies, and impending licensing changes, SHI Account Executives also share information regarding spend with SHI in order to identify additional areas for cost savings and provide targeted assistance to each Participating State. During this business review meeting, SHI provides customizable reports in detail and summary formats, to help customers analyze their software spend and identify potential areas for savings. SHI also provides a "dashboard" view of a customer's purchase history with SHI.

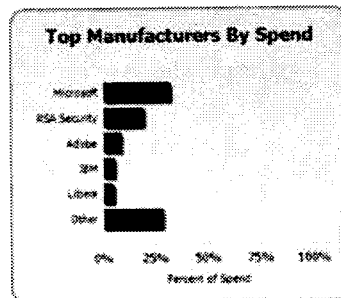
SHI is including a Sample Customer Business Summary on the page which follows.



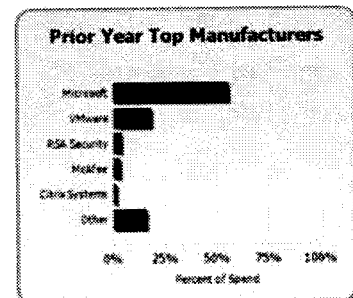
Summary	
# of Customer PO's Invoiced in Period	209
# of Orders Invoiced in Period	211
# of Invoices in Period	233
# of Manufacturers in Period	83
Total Spend:	4,122,899



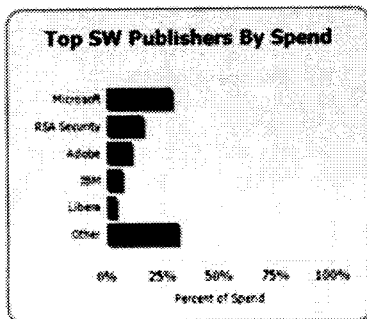
Product Type	Revenue	% Spend
Software	3,202,104.73	77.66%
Service	883,359.00	21.42%
Hardware	37,435.00	0.90%



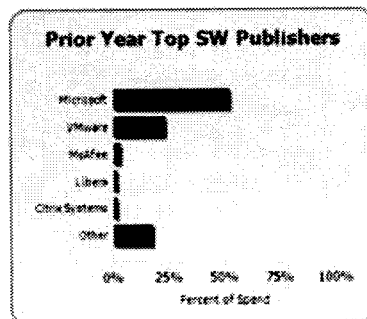
Manufacturer	Revenue	% Spend
Microsoft	1,329,249.06	32.24%
RSA Security	798,753.00	19.37%
Adobe	366,328.00	8.88%
IBM	245,778.00	5.96%
Libera	220,933.00	5.35%
Other	1,161,867.67	28.20%



Manufacturer	Revenue	% Spend
Microsoft	5,286,831.24	55.76%
VMware	1,763,506.64	18.60%
RSA Security	396,860.00	4.18%
McAfee	340,768.00	3.59%
Citrix Systems	164,102.00	1.73%
Other	1,529,206.45	16.14%



Manufacturer	Revenue	% Spend
Microsoft	930,272.06	29.06%
RSA Security	517,072.00	16.14%
Adobe	366,328.00	11.44%
IBM	233,902.00	7.20%
Libera	136,924.00	4.27%
Other	1,017,606.67	31.80%



Manufacturer	Revenue	% Spend
Microsoft	3,996,028.24	52.31%
VMware	1,763,506.64	23.12%
McAfee	296,500.00	3.96%
Libera	134,424.00	1.76%
Citrix Systems	133,050.00	1.74%
Other		

Top Products by Spend

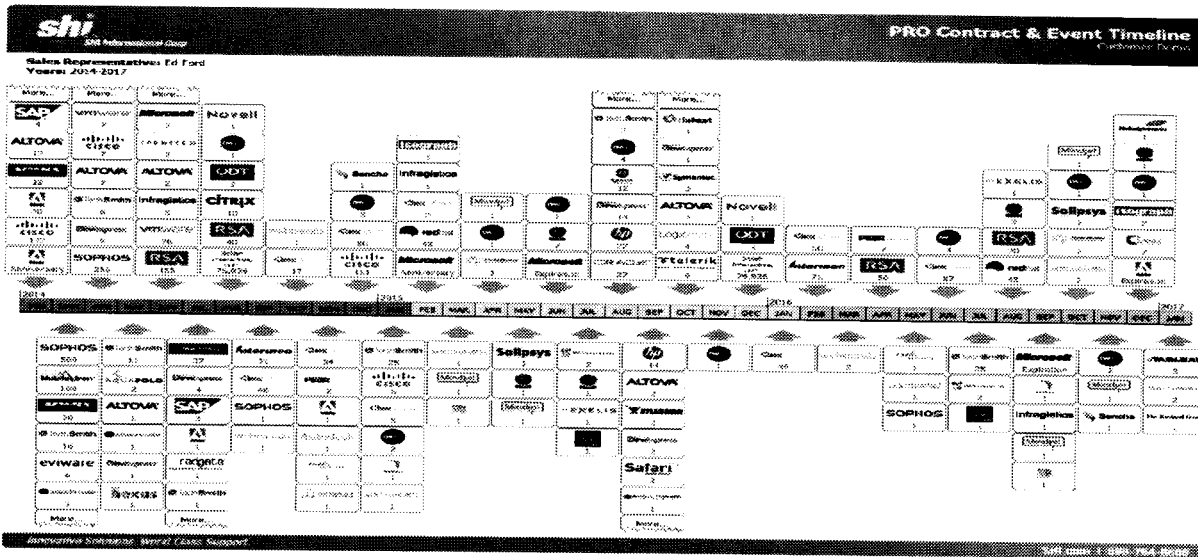
Manufacturer	Manufacturer Part #	Description	Qty	Revenue	% Spend
Microsoft	U7S-00008	Microsoft Office 365 (Plan G3) - Subscription license - 1 user - hosted - GOV - EA Subscription - All Languages	8,500	\$X,XXX,XXX	31.17%
Microsoft	NPN-MICRO-PREM	Microsoft Premier Support Services	1	\$XXX,XXX	8.69%
Adobe	1st Term Year	12month Term License and M&S for 2 CPUs of LiveCycle Forms, Output PDF Generator	1	\$XXX,XXX	8.64%
RSA Security	PS_CUS_ARC-RSDNT	Hours of Archer Professional Services Resources to do the Architecture, Design & Implementation	1,196	\$XXX,XXX	6.45%
Microsoft	USJ-00029	Microsoft Enterprise CAL Suite Bridge for Office 365 - Step-up license & software assurance - 1 user CAL - upgrade from Core CAL Suite Bridge for Office 365 - Enterprise - Win - All Languages	8,500	\$XXX,XXX	4.53%

6.6. How maintenance support is to be made available.

SHI Response:

All maintenance support available through SHI from the Software Publishers is included within SHI's product catalog. Depending upon the publisher, the maintenance support may be bundled with the license or may be purchased separately. When a customer has questions about how to purchase the maintenance support or what is covered in the purchase, SHI's Inside Account Managers understand these programs and provide assistance.

SHI then tracks the maintenance purchase in our order entry system. In addition to the standard information captured for all purchases, SHI captures the maintenance expiration date. SHI uses this information to provide the renewal timeline on SHI.COM and renewal reports. The following is a sample of the renewal timeline:

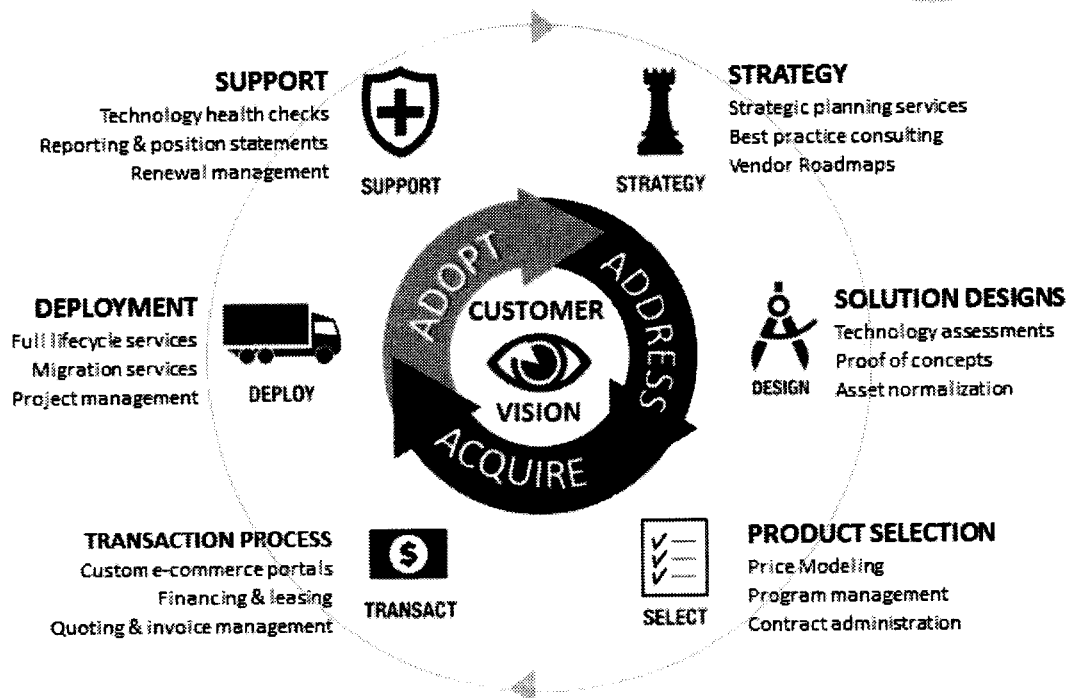


6.7 Describe how training regarding the installation of products and use of products will be made available and how to obtain best value from it.

SHI Response:

At SHI, we understand that purchasing the right products at the right price is important, and of course we strive to assist our customers with selecting the best products to address their needs and helping them to acquire those products efficiently and economically. But we understand the customer's experience with their products doesn't end there, and so our involvement doesn't end there either. In order to help our customers to truly achieve best value from their IT spend, we want to support our customers in fully adopting that technology as well. As depicted on the graphic below, each of these elements are critical to understanding our customers' vision and helping them obtain best value. We regularly assist NASPO ValuePoint customers with their installation and use of products by ensuring that they receive any necessary key codes and licensing and installation information, and we also help our customers to engage with our publisher partners to discuss relevant Case Studies and best practices for product use. For customers who require additional assistance for complex use cases, SHI also provides additional fee-based services for deployment and support.

Complete Value



SHI strives to help our customers achieve best value from all their software purchases. Toward that end:

- SHI provides pre-sales support teams to assist our customers with their licensing strategy and the design of the solutions that address their specific needs. SHI remains vendor agnostic in our pre-sales support, ensuring the customer is always receiving the solution that best meets their needs, rather than the needs of an individual Publisher.
- SHI's teams are available to assist with the selection of the product, licensing models, and the transaction process. In most cases, the software is available for download directly from the Publishers' web sites. SHI's Software & Licensing Specialists are available to assist customers through the process and navigating the Publisher sites.
- SHI supports our customers initiatives around deployment planning, product training (classroom or computer based), and post-sales support options. Many of these services are fee-based and the SHI Account Executive will assist the customer with understanding their options.

7 A significant aspect of this service is to be Value-Added Services.

7.1 Describe how your company handles the complexities related to enterprise license agreements (e.g. Microsoft EA, Adobe CLP, etc.). Include how you assist customers (especially first time customers) through this process to ensure they are comfortable moving forward, and are knowledgeable about the agreements once they are complete?

SHI Response:

As described throughout this proposal, SHI has many resources in place to ease the burden many organizations face in the management of the varying requirements of the Publisher's Volume License Agreements. SHI understands that there is much more involved in successfully implementing a Volume Program than just signing the contract. Each publisher has a different set of terms, conditions and requirements, which can leave a customer with the burden and expense of putting resources in place to manage their license programs. SHI offers resources to relieve our customers of that burden and expense.

SHI's goal is to allow our customers to realize the benefits and cost savings from software license agreements without having to change their internal processes and/or workflow. SHI helps our customers to compile information from any pre-existing license agreements, along with the requirements of any new license programs, to establish a single source of information and minimize your license tracking requirements. SHI also helps our customers to integrate the requirements of the

Publisher's Licensing Agreements with their existing procurement process to maximize the benefits.

SHI stands apart from other software resellers as the Number One enterprise software advisor to the world's largest organizations with the most complex IT environments. Our success has been based on the resources we have allocated to software license program management, in support of both our customer relationships and our publisher relationships. Furthermore, SHI offers a wide range of tools and services designed to ease the management of license purchases and deployments. Our focus starts with ensuring that each customer is educated on all the options available, and continues all the way through to the Asset Management Tools that allow our customers to manage those intangible assets throughout their organization.

Assisting Customers Through this Complex Process—The SHI Account Executives have the expertise, the public sector experience, and the internal resources necessary to evaluate a customer's existing system and application environment to provide an analysis of their licensing options. SHI Account Executives work closely with the Participating States to understand standards and future direction, with an emphasis on leveraging your existing install base, future rollouts, and competitive upgrades and maintenance. These efforts, combined with realistic forecasts, assist each customer with comparing the various options available and the savings realized by executing the identified Volume License Agreement.

Our Licensing Department is staffed with manufacturer-dedicated and certified experts who are available to assist the Account Executives in recommending and supporting their customers' licensing agreements. They work closely with our software partners to understand the ins and outs of their complex volume licensing agreements, to ensure that SHI has the most up-to-date information available, and to distribute this information to SHI's sales force. SHI Licensing Representatives are responsible for reporting the customers' purchases to the manufacturer within the timeframe and format required. These representatives are available to assist the members of the SHI Account Team and SHI customers with questions regarding software Volume Licensing Agreements. **To give you an idea of the breadth of experience within our Licensing Department, we are providing a list of licensing resources available to support this contract as an attachment to this document (ATTACHMENT B_Methodology_SHI_Software and Licensing Team.xlsx).**

In short, SHI understands that enterprise licensing agreements can be quite complex – but these agreements also provide significant benefits in terms of cost savings and reduced administration costs. The SHI Account Team endeavors to simplify the process for our customers, while ensuring that they receive maximum benefits from the agreements.

7.2 Describe how your company handles transitioning a group of customers from an account manager with whom they have built a relationship to an account manager who is new to them?

SHI Response:

There are two types of scenarios in which we would need to transition a group of customers from an account manager with whom they built a relationship to an account manager who is new to them:

One scenario is if SHI has earned a new contract, and we helping a customer to transition to SHI from another reseller. SHI has a great deal of successful experience transitioning customers to our organization, and we have an implementation plan that will make the process as seamless as possible. SHI had the opportunity to work with a large number of NASPO ValuePoint SVAR customers to transition them to SHI when the term of the current SVAR contract first began. Any of our current SVAR references could provide input on their experience with this transition. And because we already have accounts and ordering processes established with these customers, the implementation of the new contract will be seamless.

Another scenario during which SHI would need to transition customers to a new account manager would be for current SHI customers who are transitioning from one SHI Account Executive to a new SHI Account Executive. Because the tenure of SHI's field sales team is so high, we do not have much turnover. Most current NASPO ValuePoint SVAR customers have worked with the same SHI Field Account Executive throughout the contract term. However, we do occasionally need to transition a customer. At times, we add new members to our sales team to ensure that our current team members maintain enough bandwidth to serve our customers proactively, and this sometimes requires a transition.

One way that we ensure a smooth transition is by providing our customers an Account Team approach. Our customers at SHI have access to both a field Account Executive and an Inside Sales team. There are multiple people who are familiar with each customer and understand the customer's needs and processes. We also document our customers' needs within our internal systems. These things ensure continuity during absences and vacations, as well as at a time of transition.

Regardless for the reason for the transition, there are steps we take to ensure that process is smooth:

- 1) Hold an introductory meeting to understand the key contacts/roles within the customer and how they are organized
- 2) Introduce SHI key contacts – inside and outside team and ensure customer has up to date contact information and understands who to contact for specific requests
- 3) Discuss current processes and best practices
- 4) Understand the customer's goals and vision, and what are they trying to accomplish in the next 3-5 years so we can begin (or continue) to bring appropriate solutions together
- 5) Conduct ongoing health checks to ensure that the customer is getting the best service and gaining efficiencies where possible

Here is what one current SVAR customer has to say about his organization's experience when transitioning to SHI from a previous reseller:

"In September 2011, the City of Phoenix adopted the State of Arizona Software Value Added Reseller contract with SHI. Thanks to the hard work by the account manager and her inside sales team, the transition from the previous supplier to SHI was seamless. SHI has been a great partner to the City during the last four years."

- Larry Jue, Senior Buyer, City of Phoenix

7.2.1 How do you ensure that all of the customers' needs are met?

SHI Response:

SHI provides a comprehensive customer support plan to ensure we are meeting each customer's needs. SHI's Account Executives are empowered to make decisions around the support of their customers, and they have the autonomy to resolve issues as they arise. Because our Account Executives are accountable and responsible for ensuring customer satisfaction, SHI is able to provide high quality customer service and ensure efficient and effective response to questions and issues. In addition, the SHI Regional Directors are engaged with the account teams to provide executive level support and to meet with customers as needed.

SHI believes in regular communication with our customers. SHI Account Executives meet with the Participating States and individual contract users to review their business with SHI. During these review meetings, we discuss purchase history, as well as the customer's future plans. With open discussions, SHI can provide tremendous value in supporting future initiatives and will engage the support teams as needed to meet the customer's goals and objectives.

SHI encourages and actively solicits customer feedback. Our Director of Quality collects customer comments and concerns to ensure they are addressed and resolved as quickly as possible. SHI sends an annual customer satisfaction survey to request feedback on our performance and the services we provide. By soliciting feedback, we remain in touch with our customers' needs.

SHI remains nimble in our approach to supporting our customers' IT needs, allowing us to address each customer on an individual basis. We understand that "one size does not fit all" and that philosophy is apparent in our service structure.

We believe our commitment to meeting our customers' needs is demonstrated in our level of success under the current NASPO ValuePoint SVAR agreement. SHI holds the most Participating Addenda and has achieved the most volume under the contract. We have met and exceeded service levels for NASPO ValuePoint and for each State during the contract term, and we have been an active participant in helping NASPO ValuePoint and the States to explore new avenues to achieve additional benefits under the contract.

Here is what one SHI customer has to say about SHI's ability to meet his organization's needs under the current SVAR contract:

"I am writing this letter to recommend SHI as a value added reseller of Software for the State of Arizona. I worked as an IT infrastructure manager for the Department of Corrections for six years and have been working at the City of Phoenix the past three years. I can attest that during my career in Information Technology I have never worked with a vendor that was more responsive and provided better customer service than SHI. When a quote was needed for software, SHI always provided timely service and never left us waiting. In addition SHI would contact and meet with our teams to make sure the needs of our organization were being met. When help was needed reconciling licensing SHI was accommodating and quick to help by providing useful reports. SHI is a great resource and truly an exceptional partner. I wholeheartedly recommend their services."

-John Ryan, City of Phoenix Information Technology Services

7.2.2 How do you ensure the new account manager is given the resources necessary to be successful in the new role?

SHI Response:

SHI understands how important it is for our customers to receive support from a representative who has the proper training and resources to best serve you. At SHI, the Account Executives who support the Participating States are solely dedicated to supporting Public Sector customers, and each has access to a wealth of resources within SHI and our publisher community. SHI Account Executives have the training, knowledge, experience, and resources needed to support the unique needs of government and education accounts. SHI offers on-going training to the members of the Account Teams in order to ensure we are providing the highest level of customer service to all of our customers. We describe our initial and ongoing training below.

SHI Account Executives –

Initial Training

All new SHI Account Executives are brought to our headquarters in Somerset, NJ for an orientation. During this time, the Account Executives meet the support personnel who are available to assist them in supporting the customers' requirements, and they learn the tools that SHI provides for supporting customers, such as quoting tools, catalog management, e-procurement, etc. In addition, the Account Executive learns detailed information about SHI's mission, our unique capabilities, and the services that we provide. Each Account Executive is supported by a Regional Director who works exclusively with Public Sector and has significant experience with Public Sector contracts.

On-going Training

- Annually, SHI holds a sales conference and all Account Executives are required to attend. During this time, the Account Executives receive refresher training and learn the new tools and services that SHI will be introducing. At this event, we also hold orientation sessions with key publisher partners, who provide product and program training, so the Account Executives have a current understanding of the products they sell.
- SHI Account Teams also attend quarterly Regional Huddles, and monthly Regional Team Calls, to ensure that we are staying up to date and sharing new ideas and best practices across all States.
- Bi-Weekly Public Sector Conference Calls—All Account Executives attend a conference call twice per month. One call is vertical-specific (i.e. State and Local, Higher Education or K-12) to help our sales team to best address the needs specific to each customer's market, and the other is a general Public Sector call where they learn the latest about Publisher programs and products as well as being updated on internal SHI resources that have been added or changed.
- Web Conferences—as needed, our manufacturer partners or SHI's Product Champions will host an internal web conference to train our representatives on their products, procurement programs, new releases and upgrades, and their technology.

7.3 Describe the training available regarding the use of this contract and how to obtain best value from it, other than on-line tutorials.

SHI Response:

SHI is proud to be a NASPO ValuePoint SVAR contract holder, and we have the privilege of working with many Participating States currently. We understand the value of this contract and the importance of supporting the current contract users, as well as bringing on new participants. Whether a customer is new to the contract, or a long-time participant, SHI offers various methods to educate our customers on the use of this contract and how to obtain best value from it.

SHI understands the importance of providing ongoing training and communication to both Participating States and individual contract users in order to successfully support the NASPO ValuePoint SVAR contract. To bring our customers value and savings under the contract, we must maximize the usage of the contract and ensure it is used effectively. We provide a variety of training and communication vehicles at no cost to the customers.

- **Webinars**—SHI has had tremendous success hosting web-seminars for our customers. The seminar series typically revolve around new technology announcements and Volume Licensing Program changes. The hosts for the seminars include the manufacturer representatives, the SHI Product Champions and/or the SHI Licensing Executives.
- **Licensing Training**—The SHI Licensing Executives are available for both on-site and web conference training

sessions specific to your Licensing Agreements and your negotiated terms and conditions. The topics for these training sessions can include license compliance, true-ups, how to purchase products under your agreements, how enterprise type agreements work and how to obtain products, and many other topics that are critical to departments and agencies.

- **Web Site Training**—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.

7.4 Explain what unique Value-Added services your Company will make available under a resultant contract. State whether they are to be provided at no cost. If there are costs, identify these costs on the applicable Pricing Sheet in the Cost Section.

SHI Response:

SHI offers a wide range of value-added services to help you get the most value out of your software spend. Many of these services are available to our customers at no cost, and for customers who wish to take advantage of enhanced service levels, we do offer fee-based services as well. Throughout this proposal, we have described many types of services that we will make available to NASPO ValuePoint and to each Participating State. Below, we would like to highlight a few additional services which our customers find especially valuable. Due to our breadth of service offerings, and our desire to evolve along with our customers' changing needs, this is not a comprehensive list, but rather a snapshot of available value-added services.

Value-Added Service	Description	Free or Fee-Based
Software Expertise and Advice	SHI's dedicated Public Sector sales team has the experience and resources to provide our customers with the information and advice they need to make the right decisions for their software spend. Our expertise and advice allow our customers to save money and to achieve best value from their purchases.	Free
Pre-Sales Support-Licensing Team	The members of SHI's Software Licensing Team provide support around our customers' licensing needs, ensuring they are maximizing the benefits of their volume license agreements.	Free
Contract Training and Education, and Customer Business Reviews	The range of software options can be complex and overwhelming, and the available products and buying alternatives change frequently. SHI provides initial and ongoing training and communications to help our customers to use the contract effectively and make smart choices for their software spend.	Free
Negotiation Assistance	SHI's top-tier status with our publisher partners gives us a strong voice in the industry, and our unparalleled experience with Public Sector customers gives us keen insight into the range of available software options for customers across the country. We leverage these things to help our customers negotiate favorable pricing and terms.	Free
License Tracking and Reporting, and Renewals Management	SHI's involvement does not end when we process a software transaction. We partner with our customers throughout the contract term to track licenses, provide detailed reporting, and proactively assist with budgets, renewals, and compliance.	Free
FinePrint	Through SHI's Fine Print Service, our customers can review a set of publicly available EULAs on our web site (from www.shi.com , click on: My Account > Tools and Reports > Fine Print). Fine Print is a contract management and indexing system that organizes agreements by separating contract text into standardized clause types and identifies which terms apply to various products and use cases, and then organizes the data into an easy to find format.	Free

Software Solutions Services	Our Solutions team will help you to identify the right software tools and technology, and then (if desired) execute the implementation of in-scope services so that you can focus on your business. Our services help accelerate your time to productivity and value – so that you can deliver results to your organization sooner.	Free or fee-based, depending upon the scope of the requirements
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8. Explain how your Company will:

8.1 Retain publisher certification levels and improve on them.

SHI Response:

SHI is a top tier reseller for the publishers included within this RFP. We have met or exceeded the publishers' certification requirements during the current SVAR term, and we will continue to do so over the term of the next agreement as well. As evidence of our certifications and commitment to partnering with the publisher community in support of the SVAR agreement, SHI is providing letters of authorization for the key itemized publishers (**ATTACHMENT B_Methodology_SHI_Letters of Authorization.pdf**), a listing of SHI's major Publishers and our authorization/certification level with each (**ATTACHMENT B_Methodology_SHI_Reseller Certification.docx**), as well as a sample report of publishers represented under the contract over the last calendar quarter of the contract (**ATTACHMENT B_Methodology_SHI_Represented Publishers.xlsx**). SHI's product catalog contains a vast number of Software Publishers and Hardware Manufacturers—more than 15,000 at present time. We would be pleased to provide you with information regarding our authorization level and capabilities around any publisher you request.

8.2 Work to reduce costs to obtain publisher products?

SHI Response:

SHI has earned top-tier status with the major software publishers, which means that we have access to highly discounted pricing levels. In addition, we regularly communicate with our customers and with our publisher partners to identify opportunities for even further savings. Here are just a few ways in which we regularly reduce costs and save our customers money for their software needs:

- Review purchasing alternatives such as subscription vs. perpetual, and on-prem vs. SaaS, to help our customers identify potential cost savings
- Request special pricing for Government or Education customers – sometimes reduced costs are available for customers once SHI demonstrates their Public Sector status
- Monitor promotions and temporary discounts, and help our customers to time their purchases so that they can take advantage of these cost savings
- Track customer spending and trends, and proactively work with publishers to negotiate volume discounts based on transactions and/or cumulative spend
- Understand, analyze, and present our customers with Volume License Agreement options which will reduce costs
- Leverage our license tracking and reporting to help our customers understand the quantities in which they need to purchase; often customers spend more than they need to in order to be sure of compliance, and we can help reduce costs by verifying proper licensing
- With the visibility of our PRO timeline for renewal management, SHI can identify opportunities to consolidate and co-term purchases to reduce customers' costs

8.3 How does your Company respond to customer complaints and service issues?

SHI Response:

SHI is committed to providing high quality customer service and support. The Account Teams are available during normal business hours, with emergency coverage also provided by the Account Executives and the Regional Directors.

By empowering the Account Teams to manage all aspects of customer service and to resolve issues, SHI provides a simple,

streamlined, and effective escalation path. Most issues are resolved without the need for escalation outside the Account Team. However, all members of the SHI team will welcome escalation and feedback at any time.

8.4 What is your Company's escalation process?

SHI Response:

Customers are invited to engage any member of the SHI team to escalate a concern. When a customer is looking for guidance on the best way to escalate a potential concern, our recommended escalation process is as follows.

Escalation Point	Responsibilities	Response Time
Inside Account Managers	Day-to-Day customer service questions, such as order placement, order tracking, quotations, return authorizations, licensing questions, etc.	Within 4 business hours, with at least status on resolution, if not with the final resolution.
Account Executives	Overall management of the relationship between SHI and the customer. Has the authority to take into consideration special circumstances to make exceptions to SHI's general policies.	Within 4 business hours, with at least status on resolution, if not with the final resolution.
Inside Sales Manager	Responsible for the management of the daily activities of the Inside Account Managers	Within 4 business hours, with at least status on resolution, if not with the final resolution.
Director of Inside Sales	Management of the Inside Account Managers. Escalation point for any over-all quality concerns at SHI	Within 8 business hours with either status or resolution.
Regional Director, Public Sector Sales	Management of the Account Executives. Has the authority to approve contract terms and conditions and to make exceptions as deemed appropriate.	Within 8 business hours with either status or resolution
Senior Director of Public Sector Sales	Executive authority to approve terms and resolve issues.	Within 8 business hours with either status or resolution

9. Problem Resolution

- 9.1 **Scenario 1:** Describe at least one recent situation where your Company made a major error that resulted in dire consequences for a customer. Detail the error and what changes your Company has made to avoid repeating the error in the future. In this situation, the problem is not solved in time to take care of the customer, and the customer is likely lost.

SHI Response:

In 2012, SHI had the opportunity to work with Citizens Property Insurance in Florida for various projects, including their HP needs. SHI made an error in our shipping and actually sent a number of products earlier than the customer had anticipated. This disrupted the operations of Citizens Property Insurance so significantly that they decided to move their HP business away from SHI. This proved to be an important learning experience for SHI, because we discovered that at that time we were not familiar enough with this customer's mission, or aware enough of the tight timeframe in which they needed to operate.

Citizens Property Insurance deals with disasters in the State of Florida, and their business is highly cyclical and yet very difficult to predict. Some aspects of their operation lie dormant during parts of the year, but require substantial resources at other parts of the year, such as during hurricane season. As a result, they require vendor responses to be extremely fast, and they need access to product deliveries in a very narrow window of time. For example, they may expand their organization by 1,300 or 1,400 temporary staff members during times of hurricane activity. They need any IT deliveries for that supplemental staff to be delivered on time – not too late and (as we learned) not too early.

SHI has made a couple significant advancements in our mindset and our approach since we encountered this challenge in 2012. One advancement is that we now make it a priority, organization-wide, to better understand our customers' missions. SHI has always taken pride in our transactional efficiency, but we recognize that providing best value to our customers means so much more than just delivering products quickly or at the lowest cost.

Another advancement that we have made is in our ability to better customize a customer's experience to help them realize the most benefits from their partnership with SHI. For Citizens Property Insurance, we realized that the nature of their business means they

simply cannot afford any surprises in their order and delivery schedule. In certain situations like this, we now have the ability to assign a project manager to closely manage all details of the customer's experience working with SHI. We are currently in the process of designing a custom solution to offer Citizens Property Insurance that will include a project manager, and – depending on volume – perhaps a full-time SHI representative who will be based on-site at the customer location. We are hopeful that, with these changes in mindset and approach, we will have another opportunity in the future to work with Citizens Property Insurance for their HP needs.

With the volume of business that SHI handles, there are times when errors or misunderstandings occur. We make every effort to maintain a very low rate of errors and to act quickly when an error does occur. While SHI never wants to lose the opportunity to serve a customer, we try to take advantage of every opportunity to learn and grow as a partner for our customers. SHI is proud of the advancements that we have made, and continue to make, in helping our customers to achieve their mission. Far from just being a transactional reseller, SHI strives to help all of our customers identify the right products to address their needs, acquire those products in the manner that makes sense for their unique requirements, and successfully adopt the technology they have acquired.

9.2 Scenario 2: Describe at least one recent situation where your Company made a major error that had potential dire consequences for a customer. Detail the error and what was done to correct the situation. To what lengths did your Company go to take care of the customer? What changes (if any) did your Company make to avoid repeating the error in the future? In this situation, the problem is solved in time to take care of the customer, and the customer is likely not lost.

SHI Response:

In the spring and summer of 2015, SHI had been working closely with the Oregon Department of Human Services and Oregon Health Authority on their MAGI Project to build an ACA solution that would replace the previously implemented Cover Oregon. Over the course of a few months, the SHI team worked with DHS/OHA, Deloitte, and various publishers to make sure that the software needed to make the project successful was licensed and priced appropriately, while also ensuring everything could be fully delivered prior to the end of June. Many quotes saw numerous iterations as they were fine-tuned, and there were multiple extensions of the quotes' expiration dates as talks went on. One such Ipswitch quote that needed to be updated and extended was requested through Ipswitch's distribution partner. It was on this quote that the distributor accidentally misplaced a decimal point, which would amount to a very costly mistake.

Unfortunately, SHI did not immediately catch the error on the quote that we had received from Ipswitch's distribution partner, and we quoted DHS/OHA based on the new, much lower quote we had just received. DHS/OHA placed their order with us and we placed ours with distribution, who eventually kicked it back due to a major pricing discrepancy – the new quote that had totaled roughly \$29,000 should have actually been almost \$58,000. By the time SHI was made aware of the discrepancy, DHS/OHA was already in desperate need of the Ipswitch software so that they could keep the project on schedule and utilize the funds that had been earmarked for that purchase.

Distribution refused to absorb the loss as they said SHI should have recognized the error before sending the quote to DHS/OHA. Taking the financial burden of the additional \$29,000 difference was out of the question for DHS/OHA. Ipswitch did not want to discount further as the error did not originate with them. SHI was caught in the middle, since the original error was not ours, but we certainly knew it was not the customer's responsibility to come up with additional funding. As SHI brainstormed solutions and pursued various routes to rectify the issue, precious hours and days were slipping by, leaving the customer more frustrated with every lost minute. Eventually, DHS/OHA offered to pay a portion of the difference. Knowing this was not the customer's fault and that accepting their offer would only damage our relationship, we did not accept.

With all other options exhausted, SHI escalated the issue high enough within our company that we could leverage the potential loss of SHI's relationship and purchasing power to force the distributor into accepting our order at the misquoted \$28K. We worked with the distributor and Ipswitch to ensure that the order was then processed and expedited through everyone's systems. The license keys and download links were delivered to DHS/OHA in enough time so as not to negatively impact their project timeline or budget. Our communication with all parties, problem-resolution skills, and status in the industry all culminated in the customer receiving the software on-time and at half the cost, turning a potentially dire situation around, and restoring the solid relationship we had been building up until that moment. To this day, SHI and DHS/OHA still work side-by-side on a daily basis. They remain SHI's largest customer in Oregon, and they have indicated that SHI continues to be one of their most trusted partners.

SHI places a great deal of value on the relationships that we hold with our customers and our suppliers. We understand that during large, complicated projects with multiple iterations, sometimes errors can occur. Our commitment is to always address any such errors promptly and courteously, and with the customer's mission in mind. One change that we implemented as a result of the situation described above is to add internal checks and balances when dealing with multiple iterations of the same quote. This ensures that we always know which version is most current and better enables us to immediately identify any significant changes in the quote value, giving us the opportunity to verify the accuracy within the information we receive from our publishers and their authorized distributors prior to putting anything in front of the customer. In addition, immediately upon becoming aware of this issue,

the SHI Account Executive for the State of Oregon implemented a regular status check with the customer to go over all open issues on the project until they were wrapped up to the customer's satisfaction. These changes are consistent with SHI's continuing commitment to helping our customers achieve their mission – a commitment that we intend to uphold for all customers under the new SVAR agreement.

10. Product Return Process

Describe the proposed product return process in the following situations:

- 10.1 Scenario 1:** Product was ordered. The order was filled and shipped correctly. After the order was accepted, AP discovered it ordered the wrong product and wants to return the product.

SHI Response:

Upon discovery that the wrong product has been ordered, the Authorized Purchaser may contact their Inside Account Manager at SHI to request the return. Provided the product is within the manufacturer's return policy, we will issue the return authorization. If the product is non-returnable, but it is a standard/stocked item, SHI will accept the return from the AP. We also will negotiate with the manufacturer on behalf of the customer and make every effort to obtain a return exception, as necessary.

SHI does not impose restocking fees; however, if a fee is charged to SHI from the manufacturer, we will pass that through to the customer.

- 10.2 Scenario 2:** Product was ordered. The order was filled and shipped. After the order was accepted, AP discovered the product delivered did not match the product that was ordered. AP would like to return the product.

SHI Response:

To remedy this situation, the Authorized Purchaser need only notify SHI within 30 calendar days of receipt of incorrect shipment. The Inside Account Manager will issue the return authorization and will process a replacement order for the correct order to be expedited to the AP. Since this scenario is not the result of an AP error, but rather an order entry or shipping error made by SHI or a software publisher or distributor, naturally the AP would not be responsible for any fees. Please note also that even if the error is caught more than 30 days after receipt, SHI will make every effort to work with the software publisher or distributor on the AP's behalf to facilitate a return.

- 11. SVAR Performance - Describe the process to be used to track and document the SVAR's performance, to include "Cost Savings" achieved, under this Contract. See Section 3: Scope of Work, Items 3.5.3 and 3.5.4.**

SHI Response:

As described in this proposal, SHI regularly conducts meetings with contract users and Participating States to review purchasing trends and identify areas for cost savings. We would welcome the opportunity to meet quarterly with the LSCA and each PSCA to conduct a review of sales volumes, trends, and savings that have been achieved or which we plan to achieve by implementing new programs. Since not all publishers provide meaningful list prices, we believe the best measure of savings under new programs will be observed by comparing prior spend and benefits with new spend and benefit levels.

SHI also looks forward to meeting with the LSCA and the Sourcing Team each year. We have taken these meetings seriously over the term of the current contract and used them as an opportunity to analyze the contract status, understand LSCA and Sourcing Team priorities, and look for ways to enhance our performance under the contract even further. We agree to perform customer satisfaction surveys and self-audits prior to the annual meetings, and we welcome feedback from the LSCA and the Sourcing Team as well.

SHI places great value on our partnership with NASPO ValuePoint, the LSCA, the Sourcing Team, and each Participating State. We would be honored to continue this partnership, and to continue to derive even greater benefits on your behalf, over the next contract term.



SHI International Corp.
290 Davidson Ave.
Somerset, NJ 08873
Phone: 888-235-3871

Order Confirmation

Sales order S325 5 7
Order date 5/ /2015
Customer Account 10237
Customer PO ADSPO11-007500:35 9
Customer Reference
Payment Net 30 Days

SHI Account Executive Amelia Jakubczyk
SHI Account Manager Thomas A Wospil

Ship Via EDE GRO ND

Bill To
evin Lawler
A Dept of Administration
100 N. 15th Ave
Suite 202
Phoenix, A 85007
nited States

Ship To
STATE PROC REMENT O ICE
ISD
100 N. 15th Ave
Suite 00
Phoenix, A 85007
nited States
ADSPO11-007500:35 9/ evin Lawl

Item No.			Qty	Unit	Extended
Mfg Part No.	Description		Ordered	Price	Price
277 9 79	WinSvrStd 2012R2 SNGL M L 2Proc		38	57 .00	21,888.00
P73-0 309	2012 R2 Windows - Multiple Windows Platform Single				
MICROSO T	Language Software				
SELECT	Contract number: ADSPO11-007500				
	Country of sage: SA				

uote: 95793 7

Sales Balance	21,888.00
Freight	0.00
Recycling Fee	0.00
Sales Tax	1,81 .71
Total	23,704.71
Currency	USD

* This Is Not An Invoice *
Thank You for Your Order

The Products offered under this order confirmation are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.

SAMPLE OF SOFTWARE PUBLISHERS PROVIDED BY SHI TO CURRENT SVAR CUSTOMERS UNDER THE CURRENT CONTRACT TERM

This is not intended to be a comprehensive list, but rather a representative sample of actual Software Publishers whose products SHI has supplied under the current contract. We will continue to supply any and all software that SVAR customers request, and that Software Publishers are willing to offer via resellers. We will research and source new Software Publishers and new products under this contract throughout the contract term, to ensure maximum contract value and ease of use for Contract Users.

1E

2BrightSparks

4D

Abacus Data Systems

ABBYY Software House

AbleBits

Abrosoft

Absolute Software

Accellion

Access Data

Accusoft Pegasus

Accuvant

AccuZIP

ACDI

Acer

ACL

ACL Services

ACL SERVICES LTD

Acesso Software

Acro Software

Acronis Software

AcrossSoft

ActiGraph

Actionable Intelligence Technologies, Inc.

activePDF

ActiveState

ActSoft

Actuate

Acunetix

Adept Computer Solutions

ADInstruments

Adiscon

Adlib Software

Admin Arsenal

Adobe

Advanced Global Systems

Aerohive Networks

Affixa

Agate Software
Agilaire
Agilent Technologies
AgiSoft
AGS Ltd.
Ai Squared
AINS, Inc.
AirMagnet
AirServer
AirWatch
Akamai
AKVIS
Alfred Publishing
AlgoSec
Alicat Scientific, Inc.
AlienVault
ALK Technologies
Alliance Enterprises
Allround Automations
Alpha Card
Alpha Software
Alsoft
Altaro
Alternative Technologies
Alteryx
Altima Technologies
Altova
Altrinsic Solutions
amCharts
AM-Microsoft
Ampad
Amrein Engineering
Analytic Technologies
Andrews Technology
ANSYS
Antenna House
Anylogic
ApexSQL Software
AppAssure Software
AppDynamics, Inc.
Apple
Applied Biomathematics
Appriss
Appsense Technologies
Aptean
Apycom Software
Aqua Connect

Aquaveo
Araxis
Arbutus
Archetonomy, LLC
Argent Software
Ariett
Arrow Enterprise Computing Solutions
Articulate Global
ARX Inc.
ASG
ASG Software Solutions
Ashisoft
Aspose
Asprise
AssetWorks
Associated Press
Astute Graphics
A-T Solutions
Atalasoft
Athena Computer Power Corporation
Atlas Business Solutions
Atlas TI
Atlassian
A-TSolutions
Attachmate
Audience Resonse Systems
Audimation Services
AudioCodes
August Tenth Systems
Auresoft
AutoCoder
Autodesk
Automic
AVADA
Avangate
Avanquest Software
Avanstar
Avante Solutions, Inc.
Avantstar
Avenza Systems
AvePoint
AVG Technologies
AVID
Avid Technology
Avocent
Avoka
Avolve Software

Aware, Inc.
Awareness Technologies
Axceler
Axiom
Axis Communications
Axle Video LLC
Axosoft
Axure Software Solutions
Axway
AXWAY INC
B2Gnow
Backbone Communications
Balesio
Balsamiq Studios
Barracuda Networks
Baystate Consulting
Beacon Application Services Corp
BeezWax
BeLight Software
Ben Software
Benthic Software
Bentley Systems
Berichthaus Software
Best Practical Solutions
BeyondTrust Software
Big Bang LLC
Bind Tuning
Biner AB
Biomatters
Biosoft
Birch Grove Software, Inc.
Biscom
Bitdefender
Bitvise
Black Ice Software
BlackBag Technologies
BlackBerry
Blackboard
Blancco
Blue Marble
Bluebeam Software
Bluesnap
BlueStripe Software, Inc.
BMC Software
Boinx Software
Bombich Software, Inc.
Bomgar

Bosch Group
Box
Bradford Networks
Brady
BrainStorm
BrightWork
Brocade Communications Systems
Brooks Internet Software
Browserstack
Burstek
Business Management Systems
ByteScout
C2C Systems
CA Technologies
CadSoft Computer
Caliper Corporation
Campbell Scientific
CampusCE
Capital Software Inc
Carahsoft Technology Corp.
Carahsoft-Adobe
Cardinal Systems
Carlson Software
Cassidian
Castelle
Catalogic Software Inc.
Catch Intelligence
CBT Nuggets
CBTClips.com
Cell Trust
Cellebrite
Cellebrite USA, Inc.
Centrify
Centurion Technologies
Century Software
Cenzic
Cerberus
Cerebrata
ceTe Software
CGTech
Check Point Software Technologies
Checkpoint Systems, Inc.
Cherwell
Chevin Fleet Solutions
Chicago Soft Ltd.
Chicago-Soft
Ci Technologies, Inc.

Ci Techonologies, Inc.
Circle Systems
CIRCLE SYSTEMS INC.
Cireson
Cisco Systems
Citilabs
Citrix Systems
Citrix Systems-IBM
Civiltech Software
Classapps.Com
CLC BIO
Clearpicture
Cleverbridge
Click Studios
Cloud Nine Solutions
Cloud TC
Cloud9
CloudFlare
Clover Technologies Group
CMMS Data Group
CoCENTRIX
Cocobolo Software
Code42 Software
CodeSmith Tools
CodeWeavers
Codework
Cogniview
Collabion
CollabNet
Collaboris
Collegesource
Columbitech
Column Technologies, Inc.
ComFit Learning LLC
CommVault Systems
ComponentOne
ComponentSource
Computer & Structures, Inc.
Computer Lab Solutions
Computer Systems Odessa
Compuware
COMSOL
Conduktiv Technologies
CONNEX Solutions
Constant Contact
ContentWatch
ContextMagic

Continental Imaging and Tech
Control Point
ConvergePoint
Converter Technology
Copernic Technologies
Core Security Technologies
Core Tech
Corel
Correlog
Cortada
Corticon Technologies
Corwin Press
Cosign by Arx
CozyRoc
CPL Systems
Cranel Imaging
Creditron
Crosscheck Networks
Crown Pointe Technologies
CrushFTP
Crypton Computers Ltd.
CyberArk
Cyber-Ark Software
Cyber-Ark Software, Ltd.
CyberLink
CyberPatrol
CyberScrub
CyberTeams
Cycling 74
D3 Secruity
Dancing Dots
DASSAULT SYSTEM
Data East
Databank IMX
Datacard Group
Datachem Software
DataCore Software
Datamation
Datanamic
Datawatch
DB Solo
dBase
Debenu
DecisionPro, Inc
Dedoose
Deep Freeze
Delcam

Dell
DeLorme
Design Science
Devart
Developer Express
Devolutions
DHI
DigiCert
Digital Airware
Digital Intelligence
Digital River
Digital WarRoom
DigitalPersona
Diligent
Distinct
Divergent Media, Inc.
Dlt Solutions
DME Forensics
DNN Corp
DocuSign
Dolphin Computer
DotNetNuke
Dovestones Software Ltd
dtSearch
Dubmenow, Inc.
Duxbury Systems
Dyn
Dynamsoft Corporation
E. Crane Computing
Easeus
EasyLobby
EasyTools
Easyvista, Inc.
EazyDraw
eCivis
ECNetworks
Econ Technologies
ECOPRINTQ
Editor Software
Editplus
EDS
eEye Digital Security
Effective Agile Development, LLC
EFI Electronics
Egress Software Technologies Ltd
Ej-technologies GmbH
Ekahau

Ektron
ElcomSoft
eLearning Force
eLearningArt
Elixir
Elsinore Technologies, Inc.
EMA Design Automation
Embarcadero Technologies
EMC
Emco Software
Emergent Systems Exchange
Emerson Electric
EMS Database Management Solutions
Encase
enChoice
Encore Software
Encryptomatic, LLC.
EnergyCAP
Enfocus Software
Ensoft, Inc.
Enterprise Networks Solutions
Entrinsik
Entrust
EnviroSim Associates Ltd
Envoy Data
Ephox Corporation
Eplus
Ericom Software
ERP Accessories, LLC
eSchool Solutions, LLC
ESET
Esi 911
ESi Acquisition
Esker Software
Estima
Evanced Solutions
Everbridge
Evermap Company
EViews
EVO PDF
ExactSolutions
ExclamationSoft
Executive Information Systems
Exelis Visual Information Solutions
Exepron
EXP Systems
Experian QAS

Express Metrix
Extensis
Extensis Corporation-acad
Extrahop
Extreme Networks
F5 Networks
FabulaTech
Famatech
Faronics
Faster Asset Solutions
FastReports
FastSpring
FaxBack
Fdr Innovations
Febooti software
Fernico
Fiberlink Communications
FileHold
FileMaker
FilmLight
FireEye
FishNet Security
Flexera Software
Flexsim
FLO-2D Software, Inc.
FluidSurveys
Fluke
FMS
Follett Software Company
Fonts.Com
ForensiT
Formsoft
Formulasoft
Fortify Services
Fortinet
Fortres Grand
Foxit Software
Freedom Scientific
FSPro Labs
Fujitsu
Fusion Charts
FutureSoft
GameSalad
Gaming Informatics
GAMS Development Corporation
Gehry Technologies
Gentleware

Genuitec
Genus Technologies
Geofeedia
Geo-Slope
GeoTrust
Geowise
GFI Business Solutions
GFI Software
GIGATRAK
GL Solutions
Gleim
Global Classroom, Inc.
Global Knowledge
Globalcerts
GlobalSCAPE
Globalsign, Inc.
GLOBO MOBILE
Go2Group
GoCanvas
Golden Software
Good Technology
Google
goQ
GovDelivery, Inc.
Goya
GPS Heroes
Gps Navigation For Pdas
GrahI Software
Granicus
Graphon Corp.
GraphPad Software
Gravic
Gravic, Inc.
GreyHeller
GroupLink
Gt Software, Inc.
Guidance Software
Guidebook
GuideK12
Gupta
Gurock Software GmbH
GWAVA
Gwava, Inc.
Harbinger Group
Harte-Hanks, Inc.
Hdi
HDRsoft

HDS
Health Financial Systems
HeathLandscape
Helicon Soft Ltd
HELIOS Software Solutions
helpIT systems, inc
Helpstar
Hemoco
Heritage
Hewlett Packard
HiBase Group
HID Global
Highsoft
Highstock
HiSoftware
Hootsuite
Hostbridge Technology
HP Autonomy
hugin
Hydromantis
Hydronia
Hyland Software
IBE Software
IBM
Iboss Security
Icewarp
Icm Conversions
ICM Document Solutions
Idea
IDENTICARD
Idera
IDM Computer Solutions
IDMS
Ifax Solutions, Inc.
iGrafx
IHS Global Inc.
iLinc Communications
Ilium Software
Image Solutions
ImageWare Systems
Imagine Solutions
Imagine That
Imation Corp.
Impulse Point
IMS Software
IMSI/Design
INAalert

Inbit
inData Corporation
Independence Science
InfinaDyne
Info Group
Infor
Infor Public Sector
InfoRad
Informatica
Information Builders
Information Shield
Informative Graphics
InfoSol
Infragistics
Infusion
Ingram Micro
Innotas
Innovation Data Processing
Innovative Data Processing
InRule
Insight
Insight Software Solutions
InsightSoftware.com International
Insperity
Insperity Business Services
Inspiration Software
Inspyder Software
Intel
Intellaspaces
Intellisoft
Intercrypto Ltd
Interface Technical Training
Intermedix Emsystems
InterSect Alliance
Interwork Technologies, Inc.
Inteset LLC
Intime Solutions
Intuit
Investintech.com
IOGEAR
Iolo Technologies
IOPLEX Software
ipConfigure
Ipro Tech, Inc.
Ipswitch
Iron Networks, Inc.
IS Decisions

Isee Systems Inc.
i-Sight
ISIMTEC
iSpring Solutions
IssueTrak
ISYS Search Software
iZotope
JAM Software
Jama Software
JAMF Software
Jaspersoft
JavaScriptSpellCheck.com
Javelina Software, LLC.
Jaws
JB&A
Jbanda
Jeff-Net
JetBrains
JFrog
Jiji Technologies
JIVE SOFTWARE
JMS Software
Jolly Giant Software
JSI
Jspell
Jump Forward
JumpStart Guides
Juniper Networks
JW Software
Kaltura
Karamasoft
Kaspersky Labs
Katana Forensics
Kayako
Keelio Software
KEMP Technologies
Kernel Data Recovery Software
Keyoti
Knowledge Lake
Knowledge Matters
Knowledge Presenter
KnowledgeBroker
KnowledgeLake
KnowledgeNet
Kodak
Kofax Image Products
Kovai Ltd

Kronos
Kurzweil Educational Systems
KWizCom
LabStats
Lancoppe
LANDesk Software
Lansweeper
Larsa
Laserfiche
LaserSoft Imaging
Latitude Geographics Group
LAWBASE
Layton Technology
LBM Systems
LEAD Technologies
LeanSentry
LeapFrogBI, LLC
Learning Objects
Legal Files Software
Leica Geosystems
Lenovo
Lepide Software Pvt. Ltd
Levi, Ray & Shoup, Inc.
Lexipol
LexisNexis
Libera
Lieberman Software
Lifeboat Distribution
LightGov
Lightspeed
Lightspeed Systems
Lightspeed Systems Sales, Inc.
LIMINEX INC.
Linoma Software
Linqpad
LiveAction
Livestream
LizardTech
Lmhsoft
Loadbalancer
LoadStorm
Logic Extension Resources
LogicMonitor
Login VSI
Logmein, Inc.
LogRhythm
L-Soft International, Inc.

LSoft Technologies
Lucid Software
Lucion Technologies
Lumension Security
Lynda.com
Lynk Software
Lyris
M86 Security
MacKichan Software
MacKinney Systems
MACROSCHEDULER
MadCap Software
Magnet Forensics
Magnetic Forensic
MailStore Software GmbH
Mainstream Software Inc.
Malewarebytes Corporation
Maltego
Malwarebytes
ManagerPlus
Maptech
Mariner Software
Marshall And Swift
MASS Group Inc.
Master Lock Company
MatchWare
Materialise
Matrix Science
Mavbridge
Mavro Imaging
MAXON Computer
Mayer Johnson
McAfee
MCM Technology
Mctrans
MDX Software
Media Cybernetics
Mediasite
Mekentosj
MELISSA DATA
Melissa Data Corp
Messaging Architects
MESTRELAB RESEARCH
Meta-Analysis
MetaGeek
Metalogix
Meyer Instruments, Inc.

M-Files
Micro Focus
Microcall
Micromain Corporation
MicroMat
Micromat Inc.
Micron Systems, Inc.
Microsoft
Midasoft Inc.
Milestone Systems
Millennium Software
Millet Software
Millisecond Software
Mindgems
MindJET
Minitab
MiniTool Solution
Mitchell Snow
Mj Photocopy
MJT Net
MK Partners
Mobatek
MochaSoft
Montala
Morphotrak
Mozy
MPI Tech
Mrc Systems, Inc.
Multiforce
mutualink
MX Tools
MyCommerce
Myeclipse
MyFonts.com, Inc
MyTopo
Nagios
Nagios Enterprises
Namescape
NanoPac Inc.
National Instruments
Navarre
Navicat
NBS
NCH Software
NCP Network Communications Products Engineering
NEOGOV
Nero

Net Support, Inc.
NetApp
Netbrain Tech
NetCentric Technologies
NETEC International, Inc.
Netflexity
Netikus.net
Netlib
Netmail
NetManage
NETMINER CYRAM
NetMotion Wireless
NetOp
NetSupport
Net-Wall
Network General
Network Instruments
Network Solutions
NetWrix Corporation
New Relic
Newell Rubbermaid
Nexic, Inc.
Next Level Assistive Technology
Next Level Security Systems
NextLevel Software
Nexus Technology
nFocus Solutions
Nginx, Inc.
Nicus Software
Nintex
Nitro PDF
NMS Imaging
Nobeltec
Norex
North Atlantic Publishing Systems, Inc
Northrop Grumman Corporation
Northwest Performance Software
Notify Technology
Nova Development
Novell
Nsoftware
NTP Software
Nuance Communications
Nulana
Numara Software
Nvivo
O2 solutions

Odysseyware
Office Tracker
Office Tracker
OfficeView Software
OfficeWork Software
Okta, Inc.
OmniGroup
Onbase
ONLC Training Centers
Onyx Graphics, Inc.
OOKLA
OpenIm Ltd
OpenText Corporation
Opex Corporation
OPSWAT
Optimal Idm, LLC.
Oracle
Organization Metrics
Orion
Orion Healthcare Technology, Inc.
ORPALIS
Orsyp Software, Inc.
Osam
Osam, Inc.
OSR International
Outlook Import
Overland Storage
Oxygen Software
Pacific Systems Group
PackTrack
Paessler Software Solutions
Palisade
Palo Alto Networks
Panasonic
PaperCut Software
PAR, Inc.
Paraben Corporation
Paragon Software Group
Parallels
Parature
Park Place Technologies
Parsons Technology Inc.
Passware
PastPerfect Software
PastPerfect Software, Inc.
Payne Consulting Group
PDS

Peak Performance Solutions
Peer Software
Peernet, Inc.
Pendragon Software
Pen-Link
People Services
Perceptive Software
Percussion Software, Ltd
Perforce
Perforce Software
Persistent
Personable Inc.
Perspective Software
PG Music
Pgi
PHD Virtual Technologies
Phire
PictoColor
Pilot Edit
Piriform
Pitney Bowes
Pitss
Pixologic, Inc.
PKWARE
plixer International
Pluralsight
Polaris Software
PolicyPak Software
Polk Software
Polycom
Polyworks
PortSwigger
Power Admin
Power Software
Powermapper
Pragma Systems
Pragmatic Works
Precision Interface Electronics
PremiumSoft CyberTech
Prezi
PRIMER-E
PrinterLogic
PRISM Europe
Progress Software
Project Manager Online Ltd
Pronexus
Proofpoint

Proteome Software
Provalis Research
Provisio
PROVISIO GmbH
Provisio, LLC.
Psigen
Ptv America
Public Engine
Puppet Labs
PushOk Software
Pyware
QQQ Software, Inc.
Qscend Technologies, Inc.
QSR International
Quadralay Corporation
Qualtrax, Inc.
Qualtrics
Qualys
Qualys, Inc.
Quantivate
Quantum
Quark
Questica
Quite Software
R&D Computer Systems
R:Base Technologies
Radware
Rainbow Scientific, Inc.
RandomPicker.COM
Rapid Quality Systems Ltd
Rapid7
Rave Mobile Safety
Raxco Software
RBASE
Readerware Corporation
ReadSpeaker
Reallusion
Realtime Soft
RealVNC
Rebex
Red Gate Software
Red Giant Software
Red Hat
ReDiscovery
RefinedWiki
Registar Systems
REL Software

Relational Architects Intl
Reliance Communications Inc.
Relsoftware
Remark Office
Renovo Software
RepliWeb
Research In Motion - Government & Education
Resource Mate
Response-Systems
Results Positive
Retrospect
Retrospect Inc.
Revisionfx
Revq
Richardson Software
Ricoh
RightAnswers
Rightfax
Rio
Riverbed Technology, Inc.
Roadmax
Robert McNeel and Associates
Rocket Division Software
Rocket software
Rocket Software, Inc.
Rocketready
RockWare
Rocscience
Roland DGA Corporation
Ron Winter Consulting, LLC.
Roxio
RPR Wyatt
RSA Security
Runner Technologies
Running With Crayons Ltd.
Runrev
Runtime Software
Safari Books Online
Safe Software
Safe Software, Inc.
SafeNet
Sage
Salesforce
Salford
Samaritan Technologies
SAND Technology
Sanitas

SANS Institute
SAP
SAP BusinessObjects
SAP National Security Services
SAPIEN Technologies
SAS Institute
Sassafras
Sata
Satori Software
Savance
SC Solutions
Scaleout Software, Inc.
Schrodinger
Schrödinger, LLC.
Scooter Software
ScreenConnect
Screwdriver
ScriptWarp
SDI Technologies
Seagull Scientific
Seapine Software
Secureauth
SecureNet Associates
Security Transcends Technology
Seiko Group
Sencha
Sencha, Inc.
SendGrid
Serena Software
ServiceNow
Service-Now.Com
Sferyx
Shahrabani & Associates
Sharegate
SharePoint Solutions
Shavlik Technologies
Sherpa Software
SHI CONFIG
SHI International Corp
SHI PSO
Siber Systems
Sidra Solutions
Sierra Analytics, Inc.
Signalscape
SignCAD
SignUp4
Simplemaps.com

Simpleware Ltd.
Simx
Singular Inversions Inc.
Sitecore
Siteimprove
Sketchup
SkillSets Online
SkillSurvey
SmartBear Software
SmartCode Solutions
SmartDraw.com
SmarterBetterCities AG
Smartxls
Snail Software
Snap Surveys
Snapt
Snaptrends
Snowtide
Socrata
SoftArtisans
Softera
Softerra
Softomotive Ltd
Software AG
Software Shelf International, Inc.
SoftWright
SolarWinds
SonarTRX
Sonatype
Sonic Foundry
Soniclear
SonicWALL
Sony
Sophos
Sorenson Media
Sotel Systems, LLC.
SOTI
Sourcecode
South River Technologies
SP Marketplace
Spamtitan
Sparkol
Sparx Systems
Specops Software
SpectorSoft
Spellex Development
Splunk

SQLBI.com
Squirrels LLC
SRA International, Inc.
Stack Ideas
Stanford Business Software, Inc.
Stanley Black & Decker, Inc.
Stardraw
StarNet Communications
Stata Corp LP
Stata Corporation
StataCorp
Statera
StatPoint
Statseeker
Stealthbits
Stealthbits Technologies, Inc.
Stimulus Software
Stoneware
Storage Engine, Inc.
StorageCraft Technology
Stormwind
STORServer
Strategic Matching
Stream Link Software
StreamLink Software
StruCalc
Sublime Text
SubMain
Sumtotal
SumTotal Systems
Surveygizmo
SurveyMonkey
SusTeen
SweetScape Software
Swiftpage
Symantec
Symantec - Verisign Licensing
Symmetry
Symtrex
Syn-Apps
SynchriMedia
SyncRO Soft
Syncsort
Synergy Software
Sysinfo Tools
Systat Software
System Automation

System Innovators
System Tools Llp
Systems Technology Inc.
SystemTools
SystemTools Software, Inc.
TAB Products
Tableau
Tac 10, Inc.
TAL Technologies
Tangent
Tavultesoft
TDMobility
TeamSolutions
TeamViewer
TeamViewer GmbH
Tech Data
Technology Solutions
Technosolutions Corporation
TechSmith
Tecplot
Tectia
Teel Technologies
Teklynx International
Telerik
Telestream
Telog Instruments
Tenable Network Security
Terminal Works
Tetra4D
Texas Instruments
Texthelp
Thawte
The Eye Tribe
The MathWorks
The OpenNMS Group
The Portland Group
The Software Company
The Software Labs
TheBrain Technologies
TheEscapers
ThinClient Computing, LLC
ThinkBuzan
ThinkTank
Thomson Reuters
Thought Communications
ThreatGuard
ThreatTrack Security

ThreatTrack Software
Thunderhead
Thunderstone Software
Thycotic Software
Tibco Software
Tiger Tables
TigerText
Timeclock Plus
TimeValue Software
TLO
TMS software
TNT Software
Toad Software
Tobii
Tools4ever
Tracker Products, LLC.
Tracker Software
Trafficware
Transoft Solutions
Transtech Systems
TransUnion
Trend Micro
Tricerat
Trident Services
Trilead
Trillion Software
Trimble Navigation
Trimble Navigation Limited
Tripwire
Trivantis
Troikatronix
Trustwave
tsaADVET
Tuffin Technologies
Tufin Software Technologies Ltd
Turning Technologies
Twin Star
TypingMaster
TZWorks, LLC
Ubiquia
UFS Explorer
UIU
Unicom Systems, Inc.
Unidesk
Unitrends Software
Universal Imaging Utility
Untangle

UsableNet
VanDyke Software
Vanguard Usa
Varonis
Varonis Systems
Vasco
Veeam Software
Verbi GmbH
VeriFone
Verint
VeriSign
Verismic
Vernier Software & Technology
VersataSoftware
Verypdf
Video Blocks
Video Copilot and Final Image
Viewer Central, Inc.
Vigilant Software
Visible Systems
Vision
Vision Software Solutions
Vision Solutions
VisionSolutions
VisionWare
Visual Click
Visual Computer Solutions, Inc
Visual SVN Software
Visualclick
VisualSVN
Visualware
VMTurbo
VMware
Vormetric
Vound
Vroman Systems
VSoft Technologies
VyooH, LLC.
Wacom Technology
WareCentral.com
Wasp Barcode Technologies
WatchGuard Technologies
Waterford Technologies
Waterloo Hydrogeologic, Inc.
Wave Software
Wave Systems
WeAgeSolutions

Webcheckout
WebEx
WebMO
WebQA, Inc.
Webroot Software
Websense
WebSupergoo Software
Webyog, Inc
WhiteSmoke
WildPackets
Wilson WindowWare
WinAutomation
WinEdt
Winfrasoft Corporation
Wingware
Wintertree Software
WinWay
Winway Corporation
Wirecast
WIZIPLE
Wiziq
Wolfram
Wondershare Software
WordTech
World Software Corporation
Worldox
Wowza Media Systems
Wreally
Wrensoft
Wyse Technology
X1 Discovery
Xamarain
xAssets
Xerox
Xmind Ltd
XpoLog
Xtools
X-Ways Software
Zasio
Zebra Technologies
Zend Technologies
Zennaware
Zenoss
ZeroTurnaround
Zerto
Zimbra
Zipinfo

Zix Corporation
ZOHO Corporation
Zonar Systems
ZyLAB
zz-GETDATA PTY LTD



Software Publisher	Authorization & Support
Adobe	Authorized Licensing Center (ranked #2)
	Platinum Partner
	7 Dedicated Sales & Licensing Specialists
	1 Team Manager
ArcServe	Large Account Reseller (ranked #3)
	1 Sales & Licensing Specialist
Attachmate	National Reseller (ranked #1)
	1 Dedicated Sales & Licensing Specialist
Autodesk	Volume Channel Partner - 2014 Volume Partner of the Year
	1 Dedicated Sales & Licensing Specialist
Barracuda	Diamond Level Partner
	1 Security Sales & Licensing Specialist
BMC	Premier Partner
	1 Sales & Licensing Specialist
Box	Platinum Partner (ranked #1)
	1 Sales & Licensing Specialist
Check Point	Two Star Elite Partner
	1 Security Sales & Licensing Specialist
Citrix	Citrix Enterprise Licensing Partner (ranked #3)
	LAR of the Year -2014
	2 Dedicated Sales & Licensing Specialist (NJ & TX)
	1 Technical Resource - Mobility



Commvault	Platinum Velocity Partner (ranked #3) 1 Dedicated Sales & Licensing Specialist 1 Technical Resource —ESG
CA	LAR-Platinum Partner (ranked #3) Partner of the Year - 2014 1 Sales & Licensing Specialist
Corel	Platinum Partner (ranked #1) 2 Emerging Partner Specialists
ESET	DMR Partner (ranked #2) 1 Sales & Licensing Specialist
Google	Premiere Partner 1 Dedicated Sales & Licensing Specialist
IBM	Premier Business Partner (ranked #2) 2 Dedicated Sales & Licensing Specialist, 1 Business Development Manager 6 Operations Support
Kaspersky	Platinum Partner (ranked #2) National Partner of the Year 2014 1 Security Software & Licensing Specialist
LANDesk	National Sales Partner - Premier (ranked #3) Americas NSP Partner of the Year - 2013 2 Emerging Partner Specialists
McAfee (Intel Security)	Authorized Reseller (ranked #1)



	<p>Corporate Reseller of the Year - 2014</p> <p>1 Dedicated Sales & Licensing Specialist</p> <p>1 Business Development Manager</p> <p>1 Technical Resource - ESG</p>
Microsoft	<p>LSP & EDA (ranked #1)</p> <p>Gold Competency</p> <p>Team of 70+ Dedicated Licensing & Ops Specialists, Software Assurance Benefits Administrators, and Product Champions</p> <p>12 time winner of MLGP Operational Excellence</p> <p>Several Technical Resources - ESG</p>
LogRhythm	<p>Partner</p> <p>1 Sales & Licensing Specialist</p>
Net IQ	<p>Authorized Reseller (ranked #1)</p> <p>1 Dedicated Sales & Licensing Specialist</p>
Novell	<p>National Partner (ranked #1)</p> <p>1 Dedicated Sales & Licensing Specialists</p>
Nuance	<p>Managed Partner (ranked #2)</p> <p>2 Emerging Partner Specialists</p>
Open Text	<p>Corporate Reseller Partner (ranked #1)</p> <p>2 Emerging Partner Specialists</p>
Oracle	<p>Oracle Global Platinum Partner</p> <p>1 Sales & Licensing Specialist</p> <p>2 SW Technical Sales Representatives</p>



	1 HW Technical Sales Representative
Proofpoint	Platinum Partner (ranked #3) 1 Sales & Licensing Specialist
RedHat	Red Hat Ready Partner (Ranked #1) High Volume Partner of the Year - 2013 1 Dedicated Sales & Licensng Specialist
RSA	Signature Level Partner (ranked #3) 1 Security Sales & Licensing Specialist
SAP/Business Objects	Silver Partner 1 Sales & Licensing Specialist
SolarWinds	Partner 1 Sales & Licensing Specialist
Sophos	Platinum Partner (ranked #1) Sophos Partner of the Year - (2011 - 2014) 1 Dedicated Sales & Licensing Specialist (TX), 1 Business Development Manager, 1 Security Sales & Licensing Specialist
Symantec	Platinum Partner 1 Team Manager 7 Dedicated Sales & Licensing Specialists, 1 Operations Specialist 2 Technical Sales Support 2 Business Development Managers
Tenable	Tier 1 Platinum Partner (Ranked #1) 1 Security Sales & Licensing Specialist



Trend Micro	National Channel Partner (Ranked #2) 1 Security Sales & Licensing Specialist
Veeam	Platinum Pro Partner (ranked #3) 1 Sales & Licensing Specialist
VMWare	Corporate Reseller 1 Dedicated Sales & Licensing Specialist 1 Presales Storage Solutions Architect
WebSense	Platinum DMR 1 Dedicated Sales Specialist



Standard Invoice Reports

Below is a list of the standard invoice reports SHI can provide to the customer.

Reports:	Report Columns:
ATOS Invoice Extract	AccountName
Contract Invoice Detail - V2	AccountNumber
Customer 12 Month Manufacturer Spend Profile	Manufacturer
Customer 12 Month Manufacturer Spend Profile from Date	Description
Customer Business Summary	Version
Customer Invoice Detail - V2	OperatingSystem
Customer Invoice Detail - Zen-Tally Format	Media
Customer Invoice Detail Consolidated by Part	Language
Customer Invoice Detail for Manufacturer	BuyingProgram
Customer Invoice Detail with Serial Numbers	LicensePointValue
Customer Invoice Detail with Serial Numbers - for Totalling	AgreementNumber
Manufacturer Invoice Summary	AgreementName
Manufacturer Invoice Summary with Cust Hierarchy	EnrollmentNumber
	EnrollmentName
	OrderDate
	InvoiceNumber
	InvoiceDate
	SHIPart
	MfgPart
	QtyInvoiced
	CustPONumber
	ShipToName
	ShipToAddress1
	ShipToAddress2
	ShipToAddress3

Report Description:

This produces an extract of SHI invoice activity for a customer in a format required for import into ATOS License Manager.

In addition to our standard invoice reports, SHI can also provide standard reports on quotes, orders, and entitlements, and we also provide some types of reports in a graphical summary format.

Following are samples of some of our most popular and commonly requested types of standard reports.



Sample Reports

Below are samples of just a few of the standard reports that SHI can provide to the customer. These are screen shots of actual reports for current SVAR customers. Note that these reports do not include all available fields, in order to fit the screen shot into this attachment, but we would be happy to send a complete report upon request. Also, customer Account Names have been removed to protect our customers' privacy.

Reporting												
Send this Report by Email Save Report Settings Send Feedback to Publisher Close												
10 1 1 10/2/2015 10/2/2015 100% 10/2/2015 10/2/2015 10/2/2015 10/2/2015 10/2/2015 10/2/2015 10/2/2015 10/2/2015												
Customer Invoice Detail												
Account Number	Account Name	Manufacturer	Order Date	Invoice Date	Order P.O. #	Order Number	Invoice Number	SKU Part	Mfg Part #	Customer Unit Price	Customer Estimated Price	Qty. Invoiced
1023566	[REDACTED]	SHI International Corp	8/20/2015	10/6/2015	ADSP011-007500-4024	538129470	CR-206904	22745434	HPN SHEN-SLTAX-SVC	0.00	0.00	4
1023744		SHI International Corp	9/8/2015	10/7/2015	ADSP011-007500-4194	539739345	CR-207104	22745434	HPN SHEN-SLTAX-SVC	0.00	0.00	4
1023744		SHI International Corp	9/8/2015	10/7/2015	ADSP011-007500-4194	539739345	804061105	22745434	HPN SHEN-SLTAX-SVC	0.00	0.00	4
1031334		Signatex	10/5/2015	10/7/2015	ADSP011-007500-4305	541274052	804063382	31209123	MTAG-USA	1,534.00	1,534.00	1
1026952		Adobe	10/5/2015	10/7/2015	ADSP011-007500-4317	541274551	804063377	27306706	65273068021452	757.00	2,271.00	3
1024170		Screwdriver	9/30/2015	10/3/2015	2742012	540558747	804044295	22784253	8906-85/CR6475A	430.00	3,064.00	7
1023744		Adobe	9/30/2015	10/2/2015	ADSP011-007500-4206	541230140	804040010	27912583	350-3280-1	409,987.00	409,987.00	1
1031062		DigiCert	9/22/2015	10/2/2015	ADSP011-007500-4266	540524755	804047734	22677778	HPN-DRGC-WSDC-A	1,456.00	1,456.00	1



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Customer Invoice Detail, Consolidated by Part

Manufacturer	Part	Product Name	Item Type	Product Type	Version	Operating System	Media	Language	License Type
Osam	IDM4P1	Full Text Indexing Server License for AUTONOMY IDOL - MAINTENANCE	Software	Software		Multiple platforms	Other	English	None
Malwarebytes	MBAM12H25	Malwarebytes Anti-Malware for Business - subscription license (1 year)	Software	Software Subscription		Multiple platforms	Software Licenses	English	None
Microsoft	R18-00129	Microsoft Windows Server - license & software assurance	Software	Microsoft License and Software Assurance	Non-Specific	Windows - Multiple Windows Platform	Software Licenses	English	Servers
Adobe	6522750BEC01A12	Adobe Creative Cloud for teams - subscription license renewal (1 year)	Software	Software Subscription		Multiple platforms	Software Licenses	English	None
SAS Institute	PC-ENTSP5M	SAS PC Enterprise Statistical Package for 5 users-PC, Windows, Annual Maintenance	Software	Software		Multiple platforms	Other	English	None
Avaya	MSE-MA-E-001900-XX-P	Mal Gate Edge Maintenance Renewal (1500 users)	Software	Software Maintenance Only		Multiple platforms	Software Licenses	English	None
Microsoft	SP1-00215	Microsoft Lync Server - license & software assurance	Software	Microsoft License and Software Assurance	Non-Specific	Windows - Multiple Windows Platform	Software Licenses	English	Servers
Celebrite USA, Inc.	TRN-FOR-ILT-BNDLS	5 Days Mobile Examiner Online ON DEMAND course Bundle - 2 days CLO and 3 days COPA	Service	ESD Media			Other	English	None
Microsoft	JSA-00172	Microsoft System Center Configuration Manager Client ML - license & software assurance	Software	Microsoft License and Software Assurance	Non-Specific	Windows - Multiple Windows Platform	Software Licenses	English	Servers

Customer Manufacturer Summary

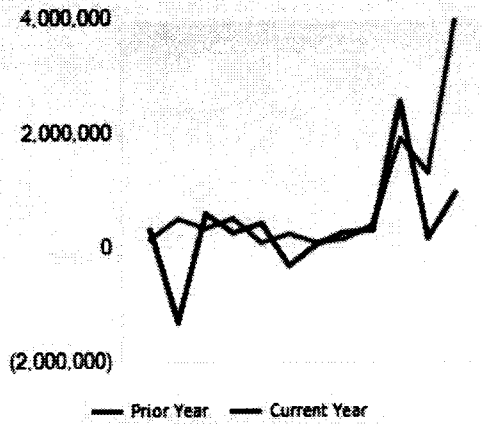
Date Range Label	Report Start Date	Report End Date
Quarter to date	10/1/2015	12/11/2015

Manufacturer	Customer Extended Price	% of Spend In Period
activePDF	5,872.00	0.14%
Acunetix	2,297.00	0.05%
Adobe	432,914.99	10.09%
Advanced Toolware	1,718.00	0.04%
Agate Software	64,828.00	1.51%
Ai Squared	612.00	0.01%
Airtame	792.00	0.02%
Altova	191.00	0.00%
AppAssure Software	870.00	0.02%
Apple	1,543.00	0.04%

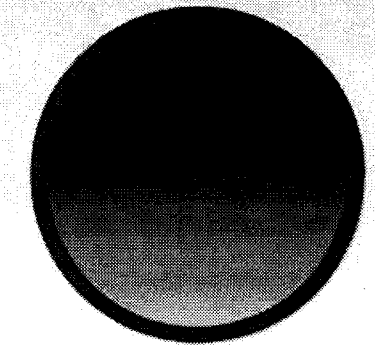


SHI REPORTING SYSTEMS, INC. 10000 W. 10TH AVE. SUITE 1000 DENVER, CO 80233-1500 TEL: 303.733.8000 FAX: 303.733.8001

Monthly Historical Spend



Spend by Product Type



Summary

# of Customer PO's Invoiced in Period	208
# of Orders Invoiced in Period	211
# of Invoices in Period	233
# of Manufacturers in Period	83
Total Spend:	4,122,899

Product Type	Revenue	% Spend
Software	3,202,104.73	77.66%
Service	883,359.00	21.42%
Hardware	37,435.00	0.90%

Partner	Contact Name	Contact Title
Adobe	Pat Breslin	Licensing Team Manager
Adobe	Drew Fike	Sales Specialist - Adobe
Adobe	Brian MacDougall	Sales Specialist - Adobe
Adobe	Jose Colon	Sales Specialist-Corp-SMB
Adobe	Lauren Tedesco	Sales Specialist - Adobe - Enterprise
Adobe	Tim Chen	Sales Specialist - Adobe
Adobe	Jay Martell	Sales Specialist - Adobe - Enterprise
Adobe	Dan Masiello	Sales Specialist - Adobe
Adobe	Mike De Tore	Sales Specialist - Adobe
Adobe	Emily White	Sales Specialist - Adobe
Arcserve	Chris Testa	Sales Specialist - CA and Arcserve
Autodesk	Jack Barrett	Sales Specialist - Autodesk
Autodesk	Peter Quinio	Business Development Manager - Autodesk
Brocade	Christina Polidura	Networking Partner Specialist
CA Technologies	Chris Testa	Sales Specialist - CA and Arcserve
Check Point	Jim Tierney	Sales Specialist- Check Point and Tenable
Citrix	Joe Palmieri	Sales Specialist - Enterprise & Public Sector
Citrix	Allen Darrah	Sales Specialist - Corp
CommVault	James Fitzgerald	Sales Specialist - CommVault
CommVault	Kevin Kehoe	Systems Engineer - CommVault
Emerging Partners	Katie Delosso	Licensing Support Specialist
Emerging Partners	Cristina Rodriguez	Licensing Support Specialist
ESET	Regina Robinson	Emerging Security Specialist
IBM Software	Rodrigo Jimenez	Business Development Manager - IBM Software
IBM Software	Bonnie Cho	Sales and Licensing Specialist - IBM Software
IBM Software	Liz Gallagher	Sales and Licensing Specialist - IBM Software
Kaspersky	Andrew Goncalves	Sales Specialist - Barracuda & Kaspersky
Licensing Operations	Marilyn Nagel	Operations Specialist-Adobe, IBM, Novell, Citrix
Licensing Operations	Heena Amin	Operations Specialist-Adobe, IBM, Novell, Citrix
Licensing Operations	Aneta Wywrot	Operations Manager -Adobe, IBM, Novell, Citrix
Licensing Operations	Kendra Goss	Operations Specialist -Adobe, IBM, Novell, Citrix
Licensing Operations	Jon Perina	Operations Specialist-Adobe, IBM, Novell, Citrix
Licensing Operations	Kristina Diamantis	Operations Specialist-Adobe, IBM, Novell, Citrix
Licensing Operations	Brian Saffer	Operations Specialist-Adobe, IBM, Novell, Citrix
LogRhythm	Regina Robinson	Emerging Security Specialist
McAfee	Marcus Aris	Business Development Specialist - McAfee
McAfee	Jennine Lewis	Operations Specialist - McAfee
Microsoft	Carolyn Loffredo	Operations Specialist-Microsoft ESA Fees
Microsoft	Erin Davidson	Operations Specialist-Microsoft ESA Fees
Microsoft	Aleksandra Drobik	Microsoft Channel Incentives Administrator
Microsoft	George Sentaows	Microsoft Channel Incentives Administrator
Microsoft	Alexandria Brummell	Microsoft Cloud Onboarding Support Specialist
Microsoft	Ernesto Romero	Contracts Specialist-Microsoft-D
Microsoft	Kristin Prizzi	Contracts Specialist-Microsoft-D
Microsoft	Nicole Bonante	Contracts Specialist-Microsoft-1
Microsoft	Joy Delasalas	Contracts Specialist-Microsoft-E
Microsoft	Andrew Morse	Contracts Specialist - Microsoft - 1
Microsoft	Dania Hunt	Contracts Specialist-Microsoft-2
Microsoft	Janelle Downes	Contracts Specialist - Microsoft - 2
Microsoft	Danielle Sydlo	Contracts Specialist-Microsoft
Microsoft	Kristen Flazon	Contracts Specialist - Microsoft - 2
Microsoft	Joanna Banack	Contracts Specialist - Microsoft - E
Microsoft	Maraika Najimian	Contracts Specialist - Microsoft - E
Microsoft	Beth Wetzel	Contracts Specialist - Microsoft - E
Microsoft	Lauren Sutura	Contracts Specialist - Microsoft - 1
Microsoft	Jasmine Philippe	Contracts Specialist - Microsoft - 1
Microsoft	Matt Leopold	Contracts Specialist-Microsoft-Temp
Microsoft	Pierre James	Contracts Specialist-Microsoft
Microsoft	Leanne Sephton	Sales Specialist-Microsoft - LE UK
Microsoft	Nada Issa	Sales Specialist-Microsoft - EMEA (UK)
Microsoft	Leo McDonald	Sales Specialist-Microsoft - LE UK
Microsoft	Megan Girona	Microsoft Enablement
Microsoft	Michelle Forister	Sales Specialist-Microsoft - LE Enterprise
Microsoft	Helene Pearn	Sales Specialist-Microsoft - LE Enterprise
Microsoft	Lauren Anastas	Sales Specialist-Microsoft - LE Enterprise
Microsoft	Lisa Carbonaro	Sales Specialist-Microsoft - LE Corp
Microsoft	Michael Stack	Sales Specialist-Microsoft - LE Corp
Microsoft	Jessica Olson	Sales Specialist-Microsoft - LE Public Sector - Academic
Microsoft	Cathy Mullin	Sales Specialist-Microsoft - LE Public Sector - Academic
Microsoft	Dan de Matos	Sales Specialist- Microsoft - LE Public Sector
Microsoft	Jared Rupprecht	Sales Specialist-Microsoft - LE Corp

Microsoft	Lisa Ragantesi	Sales Specialist-Microsoft - LE Corp
Microsoft	Mallory Santucci	Sales Specialist-Microsoft-Junior LE Public Sector
Microsoft	Michelle Coats	Sales Specialist-Microsoft - LE Public Sector
Microsoft	Tarah Urban	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Andy Bernard	Sales Specialist-Microsoft - LE Corp Canada
Microsoft	Katherine Hajewski	Sales Specialist-Microsoft - LE Corp
Microsoft	Kelly Cochran	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Kelly Krieger	Sales Specialist-Microsoft - LE Public Sector
Microsoft	Nate Lessmann	Sales Specialist-Microsoft - LE Enterprise
Microsoft	Tracy Shatto	Sales Specialist-Microsoft - LE Public Sector
Microsoft	Caitlin Prusik	Sales Specialist-Microsoft-LE SMB SLED
Microsoft	Calley Wienk	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Carrie Watts	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Blake Allen	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Grant Marquardt	Sales Specialist-Microsoft - LE Corp
Microsoft	David Parkman	Sales Specialist-Microsoft-Junior LE Corp
Microsoft	Jessica Molzahn	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Nick Hakala	Sales Specialist-Microsoft - LE Enterprise
Microsoft	Melinda Galindo	Sales Specialist-Microsoft - LE Public Sector
Microsoft	Ryan Blakeman	Sales Specialist-Microsoft - LE Corp
Microsoft	Chris Calabrese	Sales Specialist - Microsoft - LE Corp SMB
Microsoft	Sarah Daniels	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Darius MeherHomji	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Christopher Tripi	Sales Specialist-Microsoft - LE Corp SMB
Microsoft	Julia Trinh	Sales Specialist-Microsoft - Junior LE
Microsoft	Blake Gollnick	Director - Microsoft Licensing
Microsoft	Heather Sheridan	Senior Manager - Licensing Project Management
Microsoft	Karen Infusino	Manager - Microsoft Contracts
Microsoft	Deborah Childress	Microsoft Licensing Strategy Manager - Enterprise
Microsoft	Kyle Timm	Manager - Corp LE
Microsoft	Anna Chester	Senior Manager - Microsoft Incentives & Marketing
Microsoft	Jessica Mohamad	Manager - Microsoft Support
Microsoft	Tim Levers	Manager - Microsoft Operations
Microsoft	Renee Yohannan	Manager - Enterprise/Public Sector LE
Microsoft	Mary Lefebvre	Marketing Specialist - Microsoft
Microsoft	Doug Klamm	Marketing Specialist-Microsoft
Microsoft	Jeana Kelly	Marketing Specialist - Microsoft
Microsoft	Adam Aleksuik	Manager - Microsoft Operations
Microsoft	Brendan Tyrrell	Microsoft Licensing Operations Specialist - Tier 1
Microsoft	Alison Richman	Microsoft Licensing Operations Specialist - Tier 2
Microsoft	Gina Segali	Microsoft Licensing Operations Specialist - Tier 2
Microsoft	John Gregorio	Operations Specialist-Microsoft
Microsoft	Ron Rosario	Operations Specialist-Microsoft
Microsoft	Steve Lyness	Operations Specialist-Microsoft
Microsoft	Rob Zakowski	Operations Specialist-Microsoft
Microsoft	Brian Carney	Operations Specialist-Microsoft
Microsoft	Melanie Dombro	Microsoft Operations Specialist - Tier 1
Microsoft	Corey Bell	Microsoft Operations Specialist - Tier 1
Microsoft	Eric Lawton	Microsoft Operations Specialist - Tier 1
Microsoft	Jamie Ledgister	Microsoft Operations Specialist - Tier 1
Microsoft	Abdulai Abu-Bakarr	Sales Specialist-Microsoft SPLA
Microsoft	Devon Connor	Product and Licensing Specialist-Microsoft
Microsoft	Jessica Mohamad	Manager - Microsoft Support
Microsoft	Kimberly Barrett	Microsoft Support Team Lead
Microsoft	Brian DOnofrio	Product and Licensing Specialist-Microsoft
Microsoft	Carolyn Fippinger	Product and Licensing Specialist-Microsoft
Microsoft	Shelby Holliman	Product and Licensing Specialist-Microsoft
Microsoft	Tracy Lee	Product and Licensing Specialist-Microsoft
Microsoft	Hannah Sura	Product and Licensing Specialist-Microsoft
Microsoft	Rachel Mamola	Product and Licensing Specialist-Microsoft
NetIQ	Jim Tierney	Sales and Licensing Specialist
OneLogin	Beth Russo	Cloud Partners Sales Specialist
OneLogin	Angela Arias	Manager - Cloud Partners
Oracle	Amy Wilkinson	Technical Sales Rep - East
Oracle	Amy Wilkinson	Technical Pre-Sales - Oracle Software
Oracle	Roger Arnold	Technical Pre-Sales Public Sector - Oracle Software
Quest	Mike Beal	Sales Specialist - Quest
Red Hat	Ryan Hotchkin	Sales and Licensing Specialist
Red Hat	Travis McKay	Sales Specialist - Google & Red Hat
RSA	Helaina Cohen	SHI Sales Specialist - RSA, Sophos
Software & Licensing Management	Joseph Lentine	Manager, Software Partners
Software & Licensing Management	Angela Arias	Cloud Partners Manager

Software & Licensing Management	Jacquie Goldstein	Director - Software Partners
Software & Licensing Management	Blake Gollnick	Director - Microsoft
Software & Licensing Management	Mark O'Brien	Senior Manager - EMEA Partners
Software & Licensing Management	Sandy DeVico	Manager, Software Partners
Software & Licensing Management	Erika Burnett	Manager - Software Partners
Software & Licensing Management	Tim Levers	Manager - Licensing Operations
Software & Licensing Management	Aneta Wywrot	Manager, Non MS Operations
Software & Licensing Management	Jessica Lemmon	Manager, Symantec
Software & Licensing Management	Christopher Lajiness	Manager, Software Partners
Software & Licensing Management	Anna Chester	Senior Manager - Microsoft Incentives & Marketing
Software & Licensing Management	Karen Infusino	Manager - Microsoft Contracts
Software & Licensing Management	Adam Aleksyuk	Manager, MS Operations
Software & Licensing Management	Deborah Childress	Microsoft Licensing Strategy Manager
Software & Licensing Management	Heather Sheridan (Hinz)	Senior Manager - Licensing Project Management
Sophos	Kristin Laffey	Business Development Manager - Sophos - Corp & Enterprise
Sophos	Helaina Cohen	Sales Specialist- Enterprise & Corp
Sophos	Lisa Hartwig	Sales Specialist - Sophos - Corp SMB
SUN/Oracle	Sheryl Tucker	Business Development Manager
SUN/Oracle	Roger Arnold	Technical Sales Rep - West & Public Sector
SUN/Oracle	John Giachero	Solution Architect - Oracle Hardware
Symantec	Jennifer Torrence	Sales Specialist-Symantec
Symantec	Isaac Stewart	Presales Architect - Symantec Security
Symantec	Steven Calvaruso	Sales Specialist - Symantec
Symantec	Herb Grigsby	Sales Specialist - Symantec
Symantec	Urvi Khatri	Sales Specialist
Symantec	Jessica Lemmon	Symantec Team Manager
Tenable	Allison Beach	IAE - Corp
Tenable	Jason Harvey	IAE - Corp
Trend Micro	Imani Williams	Sales Specialist - Trend Micro Sales
VMware	Mike Jackson	Senior Pre-Sales Solution Architect-VMware
VMware	Jon Palmer	Pre-Sales Solution Architect-VMware
VMware	Alicia Baczkowski	Senior Specialist
VMware	Kelly Buist	Renewals Specialist
VMware	John Boni	Renewals Specialist
VMware	Carlos Romascindo	Senior Specialist
VMware	Elise Castaneda	Sales Specialist
VMware	Kathleen Barnes	Sales Specialist
VMware	Malika Gordon	vCloud Air Specialist (vCHS)
VMware	Kjetil Skalkvik	Systems Engineer vCloud Air, vCloud Air Network
VMware	Alison Fleischer	VMware Team Manager
Websense	Imani Williams	Sales Specialist - Websense & Kaspersky
Wyse	Jaclyn Bailey	Sales Specialist - Dell Client

ATTACHMENT C - COST PROPOSAL

The Cost Proposal will be evaluated independent of other sections of the Offeror's response. The Cost Proposal is to be submitted as a separate document. **Do not embed cost proposal in the technical proposal response.** Any narrative explanation of the Pricing Sheet forms is to be submitted as part of Attachment C – COST PROPOSAL. Offeror shall provide pricing that includes all costs associated with the responsibilities and related services, including but not limited to, freight and delivery, cost of materials and product, travel expenses, transaction fees, overhead, profits, and other costs or expenses incidental to the Offeror's performance.

Label your response "ATTACHMENT C_COST PROPOSAL_companyname".

SHI Response:

SHI is pleased to offer NASPO ValuePoint an aggressive cost-plus pricing model which will result in advantageous pricing for all NASPO ValuePoint members. This pricing model will stand the test of time because pricing is aggressive for our entire range of current software offerings, as well as for all future offerings. Our markups are maximum or "not to exceed" markups, and there may be times when we are able to reduce the markups further.

As instructed, the markups proposed within our Cost Proposal are inclusive of the 0.25% NASPO ValuePoint Administrative Fee. In order to offer each Participating State the best possible pricing, we did not incorporate any State-Specific Administrative Fee (including the State of Arizona 1.0% fee) into the pricing model proposed within Attachment C1. Any State Administrative Fees will be added to the markups in Attachment C1 to arrive at that State's pricing model; we do understand that the fees may not be charged in the form of a separate line item. We would be happy to provide separate markup schedules per State and inclusive of any applicable Administrative Fees upon request.

Additionally, in order to offer each contract user the best possible pricing, we did not incorporate credit card fees into the pricing model proposed within Attachment C1. For customers who wish to use credit cards, the credit card transaction cost will be added to the markups in Attachment C1 to arrive at that customer's markup for the credit card transaction.

With regard to Services, as detailed throughout our RFP response, SHI is pleased to offer a substantial amount of value-added services at no cost to NASPO ValuePoint customers. We also have the resources available to provide fee-based in-scope services for those customers who require additional assistance beyond SHI's free service offerings. Those fee-based services are described within Attachment C2.

As mentioned in our proposal, SHI's offering to NASPO ValuePoint consists of thousands of Software Publishers for whom we are already authorized (and currently providing to NASPO ValuePoint customers), as well as additional publishers requested by NASPO ValuePoint customers in the future. Please note that some publishers or service providers will require additional paperwork to be signed in order for contract users to access the most advantageous pricing and licensing options. When that is the case, SHI will work with the contract users to advise them of the publisher's paperwork requirements and walk them through the process to complete the documentation. Our goal is to provide a comprehensive software offering, so that this contract is valuable and easy to use for all Participating States and contract users, throughout the contract term.

ATTACHMENT C1 - PRICING SUBMISSION SHEET

NASPO VALUEPOINT SOFTWARE VALUE-ADDED RESELLER (SVAR)

PUBLISHERS

MARKUP/DOWN

Proposer must be certified as a direct reseller for all Key Itemized publishers. Direct reseller certification is preferred for Other Itemized publishers

The price to Authorized Purchaser (AP) is calculated using the following formula: "Reseller Cost" + ("Reseller Cost" x "Markup/down")

Note: All markups include the 0.25% NASPO ValuePoint Administrative Fee. Any additional State Administrative Fees will be added to these markups.

KEY ITEMIZED	ADOBE	0.50%
	CITRIX	0.75%
	MICROSOFT	0.25%
	NOVELL	0.50%
	SYMANTEC	0.50%
	VMWARE	0.75%

OTHER ITEMIZED	AI SQUARED	1.00%
	AIRWATCH MOBILE DEVICE MANAGEMENT VMWARE	1.00%
	ALLIANCE ENTERPRISES	1.50%
	APPLE	1.00%
	ATTACHMATE – MICROFOCUS	1.00%
	AUTODESK	1.50%
	AUTONOMY – HP	1.00%
	BAKBONE – DELL	1.50%
	BARRACUDA	1.00%
	BOMGAR REMOTE SOFTWARE	1.00%
	CA TECHNOLOGIES	1.50%
	CISCO	1.50%
	COMPUTRONIX USA	1.00%
	COMPUWARE	1.50%
	COREL	1.00%
	DOUBLETAKE	1.00%
	EMC	1.50%
	ENCHOICE	1.00%
	ESET	1.00%
	ESRI	1.00%
	FREEDOM SCIENTIFIC	1.00%
	GUARDIAN EDGE – SYMANTEC	0.50%
	GW MICRO	1.00%
	IBM	1.50%
	ICM CONVERSIONS	1.00%
	INFOR	1.00%
	INTERMEDIX EMSYSTEMS	1.50%
	HP	1.00%
	HUMANWARE	1.00%
	INFORMATION BUILDERS	1.00%
	KRONOS SOFTWARE	1.50%
	LANDESK	1.50%
	LASERFISCHE	1.00%
	LIQUIDWARE STATUSPHERE	1.00%
	MICROFOCUS INC	1.50%

PROPOSER INSTRUCTIONS:

Enter a percentage markup or markdown for each line in column D. This is the markup/down at which proposer is offering to provide the stated publishers' titles. Percentages may be listed to two decimal points.

ATTACHMENT C1 - PRICING SUBMISSION SHEET

NASPO VALUEPOINT

SOFTWARE VALUE-ADDED RESELLER (SVAR)

MINJET	1.00%
MPS	1.00%
MQSOFTWARE – BMC SOFTWARE	1.50%
NCIRCLE	1.00%
NETOP	1.00%
NUANCE	1.50%
ORACLE	1.50%
OSAM	1.50%
PASSPORT	1.00%
PATCHLINK	1.00%
PROOFPOINT	1.50%
RSA SECURITY	1.50%
REFERENCIA SYSTEMS	1.00%
SAP AMERICA	1.50%
SAS	1.50%
SOLUTIONS SOFTWARE	1.00%
SOPHOS	1.50%
SPLUNK SOFTWARE	1.50%
STASEEKER NETWORK INFRASTRUCTURE MONITORING	1.00%
STELLEMENT – ORACLE	1.50%
SUNGUARD	1.00%
SYBASE	1.00%
TECHSMITH	1.00%
TREND MICRO	1.50%
TRUSTWARE	1.50%
ULTRABAC	1.00%
VORMETRIC	1.00%
WEBSense	1.50%
any other non-listed publisher	2.00%

ATTACHMENT C2 - PRICING SUBMISSION SHEET - SERVICES
NASPO VALUEPOINT
SOFTWARE VALUE-ADDED RESELLER (SVAR)

Service being Offered as a Separate Charge	Rate	Unit of Measure
Sr. Services Provider - In-Scope Software Services	\$ 220.00	Hourly
Services Provider - In-Scope Software Services	\$ 182.00	Hourly
Sr. Project Manager - Software	\$ 220.00	Hourly
Project Manager - Software	\$ 182.00	Hourly
Sr. Engagement Manager - Software	\$ 220.00	Hourly
Publisher Provided - In-Scope Software Services	As established by the Software Publisher, depending upon services required. Services performed by a Software Publisher may require the involvement of an SHI Project Manager. Final Services pricing will be supplied by SHI, and will be inclusive of contract administrative fees and any applicable Project Management fees.	TBD (may be hourly, annually, per project, or other according to Publisher's offerings)
Third Party Provided - In-Scope Software Services	As established by the Third Party Services Provider, depending upon services required. Services performed by a Software Publisher may require the involvement of an SHI Project Manager. Final Services pricing will be supplied by SHI, and will be inclusive of contract administrative fees and any applicable Project Management fees.	TBD (may be hourly, annually, per project, or other according to Third Party Provider's offerings)

As detailed throughout our RFP response, SHI is pleased to offer a substantial amount of value-added services at no cost to NASPO ValuePoint customers. We also have the resources available to provide fee-based in-scope services for those customers who require additional assistance beyond SHI's free service offerings. Those fee-based services are described above.

Instructions:

1. Under Column A. **Service being Offered as a Separate Charge** - State the name of the Service and provide a description of the Service.
2. Under Column B. indicate Rate
3. Under Column C. indicate Unit of Measure (e.g. Per Hour, Per Project, Per Month, etc.)



Attachment D – Executive Summary - Submit no more than two pages which briefly describe the Offer. *Attachment D – Executive Summary* should highlight the major features of the Offer. The reader should be able to determine the essence of the Offer by reading the Executive Summary. Any requirements that cannot be met by the Offeror must be included.

SHI International Corp. is pleased to submit our response to the NASPO ValuePoint Request for Proposal ADSP016-00005829 for Software Value Added Reseller (SVAR) Services. SHI has been in business for over 26 years, specializing in Software Volume Licensing Agreements and Software Asset Management since our inception.

SHI's proposal supplies details of the Public Sector experience, dedication to customer service, account and license management expertise, e-Procurement capabilities, and competitive pricing that we offer to our current customers. We intend to bring these same benefits to NASPO ValuePoint and each Participating State under the new SVAR contract as well.

To highlight the major features of our offer:

- SHI has had over 20 years of experience supporting State and Local Government and Education customers and managing statewide software contracts. Our response details our experience managing IT contracts that are used in all 50 states.
- In particular, SHI has had the privilege of working with WSCA/NASPO ValuePoint during the term of the current SVAR contract. We have devoted the people, resources, and new ideas to make the SVAR contract a success; this is evident in the number of Participating Addenda signed with SHI and our revenue through the contract, as well as in the strong customer relationships we have formed. Together in partnership with NASPO ValuePoint and each of the Participating States, we have truly put the SVAR contract's benefits to work for customers across the country. We have been thankful for the opportunity and look forward to achieving even more for the Participating States with whom we partner under the new contract.
- SHI's account teams have significant tenure supporting the IT needs of State and Local Government and Education. Our field and inside sales teams are dedicated exclusively to Public Sector customers.
- SHI's e-Procurement systems are highly advanced and customized for our customers. Our quoting, ordering, tracking, and reporting capabilities are all customizable to help simplify our customers' processes.
- SHI's pricing methodology is competitive and stands the test of time. We understand that government entities need to identify cost savings wherever possible. SHI's proposal not only offers a competitive markup, but also provides additional opportunities to assist customers with real savings and help you to achieve best value in your procurements. Your SHI team will work with you every day to help analyze your spending, your current and future projects, and buying alternatives. The savings that States realize when working with SHI to plan and negotiate their Software Volume Licensing Agreements can be in the thousands, hundreds of thousands, or even millions of dollars.

SHI's response to Attachment A, Qualifications, provides NASPO ValuePoint with an overview of our experience and expertise working with states across the country in fulfillment of their software needs. We also provide details on the SHI sales and support team members who will support the new SVAR contract, just as they have supported the current agreement.



SHI's response to Attachment B, Methodology, provides NASPO ValuePoint with specific details of how we will support the day to day needs under the contract for NASPO ValuePoint, the Participating States, and each individual contract user. Our responses are based on real data from Participating States and the actual teams and processes that we have put in place to support this contract.

SHI has demonstrated that we are a top partner for NASPO ValuePoint Participating States. We are confident in our ability to meet and exceed your expectations and requirements under this contract. There are only a few areas where we have provided comments or requested clarifications within a separate section of the offer, per the instructions for Section 2: Solicitation Requirements, Information and Instructions to Offerors, section 2.3.4.

SHI would welcome the opportunity to discuss our proposal with you in more detail. We hope you find our proposal compelling, based upon the elements of this offer and also based upon the last five years of strong partnership under the SVAR contract. We have worked very hard to make the current SVAR contract a great resource for all contract users, and we are committed to enhancing our offerings, services, and team even further over the next contract term. We are confident in our ability to provide excellent support to NASPO ValuePoint and each Participating State under the new contract, and we look forward to working with you!

