SHI Response to

Alabama Community College System & Higher Ed.

Bid #: ACCS-2024-01: Joint Purchasing Agreement, Manufacturer Supplied Technology Equipment with Peripherals, Software, Networking, Equipment, Maintenance and Professional Support Services

February 09, 2024

Original

LETTER OF TRANSMITTAL

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

February 09, 2024

Joint Purchase Agreement Administrator
Alabama Community College System
Atten: ITS Division - Tokrica Mack
P.O. Office Box 302130 Montgomery,
AL 36130-2130
jpa-notification@accs.edu or Tokrica.mack@accs.edu

Dear Joint Purchase Agreement Administrator:

The public sector empowers our schools, improves our government infrastructure, and supports health care services. However, delivering a competitive technology advantage while closely managing spend can be a unique challenge to your institution. As the digital world continues to rapidly change, ACCS & Higher ED. needs a partner that can help you stay ahead of the technology curve and confirm your infrastructure, data, and people are protected. SHI can help.

By leveraging our broad range of authorizations and manufacturer relationships, we are confident that we are expertly positioned to align with your goals and uniquely qualified to support requirements contained in this RFP. SHI's extensive catalog and focus on prioritizing your needs mean we can:

- Transform your institution with next-generation infrastructure.
- Optimize and simplify your IT investment.
- Prioritize employee experience with modern workplace solutions.
- Protect your employees, data, and infrastructure.

I, Moitrayee Majumdar, Senior Proposal Specialist am personally authorized by SHI International to contractually obligate the organization and to personally negotiate the contract on behalf of SHI International. I can be reached via telephone at 858-232-2931.

SHI indicates acceptance of the Conditions Governing the Procurement section in this letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFP.

We appreciate the opportunity to participate in your RFP, Bid #: ACCS-2024-01: Joint Purchasing Agreement, Manufacturer Supplied Technology Equipment with Peripherals, Software, Networking, Equipment, Maintenance and Professional Support Services. We believe our proposal illustrates why we are best qualified to meet the needs of ACCS & Higher ED, providing evidence of our ability to deliver the highest quality solutions at the best possible cost. Should you have any questions regarding our response, or if you require additional information, please contact me at Moitrayee_Majumdar@shi.com or 858-232-2931 or your SHI Account Executive, Jill Ingalls at Jill_Ingalls@SHI.com or 334-618-9457. Thank you for your consideration, and I look forward to sharing with you all SHI has to offer.

Respectfully,

Moitrayee Majumdar

Moitrayee Majumdar

Senior Proposal Specialist.

EVALUATION SUBMISSION FORM

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

SHI Response:

Appendix E - Evaluation Submission Form is below.

6.5 Appendix E - Evaluation Submission Form

The purpose of this form is to provide a single summary document per submitting vendor, that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information
This will be published for participating agencies to streamline the vendor contact process. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: SHI International Corp. Date: 01/30/2024

Website Address: https://www.shi.com/

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Melissa Muñoz	915-356-6760	Melissa_Munoz@SHI.com
Senior Account/Sales Manager(s) (by region if necessary)	Jill Ingalls	334-618-9457	Jill_Ingalls@SHI.com
Account/Sales Manager(s) (by region if necessary)	Marcus May	334-319-7115	Marcus_May@SHI.com
Technical Support	Inside Sales Support	800-715-3197	SouthTexasEDU@SHI.com

BID INFORMATION INDEX
Please complete the following form to assist the Evaluation Committee in finding specific information related to your bid response.

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General Requirements and Specifications

3.1 Acceptance of Conditions Governing the Procurement

Vendor must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFB. Vendor must also include ISO 9001 certification as required by the State Code governing Joint Purchase Agreements.

SHI Response:

SHI understands and complies. Exception to SHI Terms and Conditions are listed in "Attachment 4".

According to Alabama law, any companies, or contractors whose affiliates, subdivisions, subsidiaries, or departments have ISO 9001 certification can bid on the information technology to be jointly purchased by educational institutions. ISO 9001 certification is only required for vendors who are providing hardware.

SHI Response:

SHI understands and complies. SHI ISO 9001 Certification can be found in "Attachment 1".

3.2 Incurring Cost

Any cost incurred by the vendor in preparation, transmittal, and presentation of any material submitted in response to this RFB shall be borne solely by the vendor.

SHI Response:

SHI acknowledges this requirement and will comply.

3.3 Vendor Responsibility

The selected vendor(s) shall be solely responsible for fulfillment of the responsibilities under the terms and conditions of the contract. The procuring entities will issue purchase orders and make payments to only the named vendor(s).

SHI Response:

SHI acknowledges this requirement and will comply.

3.4 Serving Sub-Contractors

The System recognizes the fact that the potential vendors have different business models for the delivery of support services. Whereas one potential vendor may provide support services through a wholly owned subsidiary, another may provide support services through a local business partner, certified education partner or qualified organization herein referred to as a servicing subcontractor. Therefore, vendors may propose the use of servicing subcontractors for the performance of local marketing, maintenance, or technical support services in accordance with the terms and conditions of the contract. Servicing subcontractors may not directly accept purchase orders or payments for products or services from procuring entities under the terms and conditions of the contract.

SHI Response:

SHI acknowledges this requirement and will comply.

3.5 Amended Bids

A vendor may submit an amended bid before the deadline for receipt of bids. Such amended bids must be complete replacements for a previously submitted bid and must be clearly identified as such in the transmittal letter. The Evaluation Committee will not merge, collate, or assemble bid materials.

SHI Response:

SHI understands and complies should we need to amend our bid.

3.6 Vendors' Rights to Withdraw Bid

Vendors will be allowed to withdraw their bids at any time prior to the deadline for receipt of bids. The vendor must submit a written withdrawal request signed by the vendor's duly authorized representative addressed to the representative listed above. The right is reserved to waive informalities, select alternatives, and reject any or all responses, in the event such appears to be in the best interest of the System.

SHI Response:

SHI understands and complies should we need to withdraw our bid.

3.7 Bid Offer Firm

Responses to this RFB, including prices, will be considered firm for ninety (90) days after the due date for receipt of bids.

SHI Response:

SHI acknowledges this requirement and will comply.

3.8 Disclosure of Bid Contents

The bids will be kept confidential until the contracts are awarded. At that time, all bids and documents pertaining to the bids will be open to the public. All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with any response whether labeled confidential or not.

SHI Response:

SHI acknowledges this requirement and will comply.

3.9 No Obligation

This RFB in no manner obligates Alabama Community College System or any authorized entity to the lease or purchase of any products or services offered until a contract is awarded and vendor receives a valid purchase order from an authorized procuring entity. The System has the right to cancel any contract, for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor, (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract. Termination - the System reserves the right, for its convenience and without cause or penalty, to terminate any agreement with 30 days' written notice.

SHI Response:

SHI acknowledges this requirement and will comply.

3.10 Legal Review

The System requires that all vendors agree to be bound by the General Requirements contained in this RFB. Any vendor concerns must be promptly brought to the attention of Alabama Community College System.

SHI Response:

SHI has proposed alternative language to some of the provisions of the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement Bid ACCS-2024-01 listed under Exception to SHI Terms and Conditions listed as "Attachment 4" and asks for a negation period to be available to both parties upon award.

3.11 Governing Law

The vendor shall observe, perform, and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation of vendor's activities undertaken pursuant to this Agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to vendor's activities and operations hereunder. This RFB and the final agreement shall be governed and construed in accordance with the laws of the State of Alabama without giving effect to any choice-or-conflict-of-laws, provision, or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Alabama.

SHI Response:

SHI understands and will comply with this provision.

3.12 Basis for Bid

Only information supplied by the System in writing or in this RFB should be used as the basis for the preparation of vendor responses.

SHI Response:

SHI understands and will comply with this provision.

3.13 Agreement Terms and Conditions

The agreement between the System and the vendor will follow the format specified and contain the terms and conditions outlined in this request. However, Alabama Community College System reserves the right to negotiate with a successful vendor provision in addition to those contained in this RFB. This RFB, as revised and/or supplemented, and the successful vendor's response will be incorporated into and become part of the agreement. Vendors are encouraged to submit specific alternate language to the terms and conditions, that vendor believes would enhance the efficient administration of the agreement or result in lower product prices or both. The System may or may not accept the alternative language. General references to the vendor's terms and conditions or attempts at complete substitutions are not acceptable and will result in disqualification of the vendor's response.

SHI Response:

SHI has proposed alternative language to some of the provisions of the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement Bid ACCS-2024-01 listed under Exception to SHI Terms and Conditions listed as "Attachment 4" and asks for a negation period to be available to both parties upon award.

3.14 Vendor Qualifications

The Evaluation Committee may make such investigations as necessary to determine the ability of the vendor to adhere to the requirements specified within the RFB. The Evaluation Committee will reject the bid of any vendor who is not a responsible bidder or fails to submit a responsive offer as defined.

SHI Response:

SHI understands this provision.

3.15 Change in Vendor Representatives

The System reserves the right to require a change in vendor representatives if the assigned representatives are not meeting its needs adequately.

SHI Response:

SHI understands this concern and seeks written notification of concern and a contingency to amend concerns.

3.16 Equipment and Services Schedules

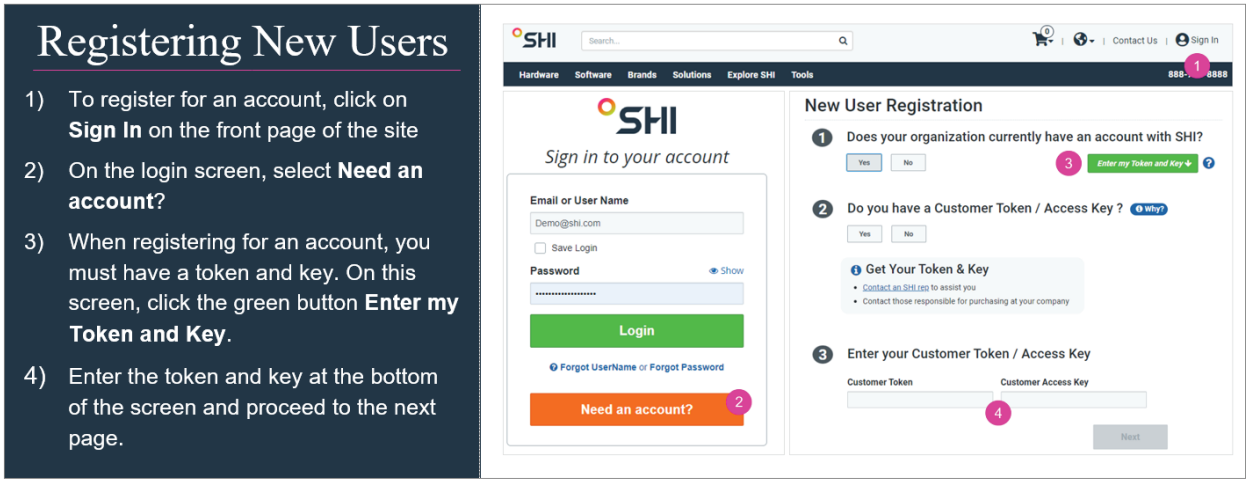
The vendor may offer only those products and services that are included on the Equipment and Services Schedule (ESS). Vendors shall keep the schedule current and correct on an Internet website maintained by the vendor and shall reflect changes in technology in accordance with the terms and conditions of the contract.

SHI Response:

SHI understands and will comply. Alabama Community College System SHI catalog can be found at www.shi.com. Token: 147772 Key: XDW983U42E . See below instructions for new user registration.

Self-registration is available by going to www.publicsector.shidirect.com. The steps below and accompanying screenshot of SHI.com explain how an authorization user will gain access to ACCS's SHI.com catalog.

New User Registration



Training and Support

The SHI e-commerce Specialists are available to provide training to those employees authorized to access contract pricing and information at SHI.com. SHI can schedule training 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.

3.17 Benefit of Cost Reduction

The System is to be given the benefit of any reduction in price below the quoted price during the term of this contract. Examples include, but are not limited to, manufacturer price reductions and special promotional offerings.

SHI Response:

SHI will pass manufacturer cost reductions onto ACCS members for the duration of the cost reduction period.

3.18 Bid Terms

By submitting a response, the vendor agrees that this contract is to be governed by the terms and conditions set forth in the bid. Any exceptions to the specifications must be clearly identified in the last section of the vendor's response.

SHI Response:

SHI has proposed alternative language to some of the provisions of the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement Bid ACCS-2024-01 listed under Exception to SHI Terms and Conditions listed as "Attachment 4" and asks for a negation period to be available to both parties upon award.

3.19 Fiscal Funding

The continuation of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide the continuation of a contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

SHI Response:

SHI understands this provision.

3.20 Insurance

The vendor shall bear the full and complete responsibility for all risk of damage or loss of equipment, products, or money resulting from any cause whatsoever and shall not penalize the System for any losses incurred in association with this agreement. Any insurance policy or policies shall cover the entire travel service operation at the System including all areas that may in the future be placed under the control or use of the vendor. The vendor shall maintain, during the life of this contract, the following minimum insurance:

KIND OF INSURANCE	*MINIMUM LIMITS OF LIABILITY*
Worker's Compensation	*Statutory – Alabama*

Employer's Liability	*$2,000,000 (each employee, each accident and policy limit)*
Commercial General Liability: Each Occurrence *Personal and Advertising Injury* *Products/Completed Operations General Aggregate*	*$2,000,000* *$2,000,000* *$2,000,000* *$3,000,000*
Automobile Liability	*$2,000,000 each accident – combined single limit*

These policies shall contain a thirty- (30) day written notice to the System before cancellation, reduction, or other modification of any kind to the required coverage.

The vendor, at its cost, must provide acceptable evidence of compliance with the worker's compensation insurance requirements of the State of Alabama. In the event the vendor fails to maintain and keep in force, all Insurance and Worker's Compensation coverage listed above, the System shall have the right to terminate this contract. The System and vendor shall each be listed as the named insured in said policy (ies) so that each is independently protected to the face amount of the policy.

Upon notification of award and prior to issuance of contract, the vendor shall provide the System with certification of insurance with the required kinds of insurance and minimum liabilities specified, issued by an insurance company licensed to do business in the State of Alabama and carrying an AM Best rating of A- or better, signed by an authorized agent. In the event of cancellation, material change or intent not to renew any of the insurance requirements specified, thirty (30) days written notice shall be given to the System by the party initiating any revision.

SHI Response:

SHI has attached its sample insurance coverage certificate below and will furnish the actual COI upon award.

3.21 New Products

Unless specifically called for in this request, all products for purchase must be new, never previously used, and the current model and/or packaging. No remanufactured, demonstrator, used, or irregular product will be considered for purchase unless otherwise specified in the request. The manufacturer's standard warranty will apply unless otherwise specified in the request. All equipment should be supplied complete, ready to be installed, including all cabling and connectors where applicable.

SHI Response:

SHI understands this provision.

SPECIFICATIONS

3.22 PRODUCT AND SERVICES DELIVERY OVERVIEW

This section contains specifications and relevant information vendors should use for the preparation of their responses. Vendors should respond as described to each specification. The responses along with the required supporting material will be evaluated and awarded points accordingly.

Vendors must describe their ability to provide professional services, technology equipment including related products and support services to the System and the various authorized entities. The response to this requirement should, at a minimum, include a map with an indication of the locations where products may be delivered plus the number and type of support personnel or other resources that may be employed to service procuring entity purchase orders (a very basic example map for a fictitious company is provided in Appendix B). The narrative in response to this specification should include, at a minimum, a general overview of the proposed services and an overview of how the services are to be provided in the locations indicated.

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures.

Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided. Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

SHI Response:

Company History

SHI is a privately owned provider of technology products and services, headquartered in Somerset, NJ. We serve five primary business segments: International, Global, Strategic, Commercial, and Public Sector.

SHI International Corp. is a privately owned corporation, incorporated in New Jersey.

- 52% controlling shareholder, Thai Lee
- 40% shareholder, KoGuan Leo
- 8% held in trust.

SHI facts and locations:

- Headquarters' address: 290 Davidson Avenue, Somerset, NJ 08873
- 30 global offices around the world, including the United States, Australia, Canada, Ireland, France, Hong Kong, Netherlands, Singapore, and the United Kingdom
- Years in Business: 34 years
- SHI was incorporated in NJ on November 28th, 1989.
- SHI holds current state government certifications in Delaware, Massachusetts, Missouri, New Jersey, Wisconsin North Carolina, Tennessee and Virginia

- Largest Minority- and Woman-Owned Business Enterprise (MWBE) in the United States
- 6,000 employees worldwide
- 2022 Revenue: $14 billion
- Ranked 12th on CRN's 2021 Solution Provider 500 list of the largest North American IT solution providers.
- ISO 9001 Registered

WHY SHI

SHI is best described as an information technology value-added reseller, offering total solutions to IT acquisitions by providing multi-vendor hardware and software along with significant services.

Our ability to offer customers a tremendous range of options in choosing software, hardware, and other products is one of our greatest strengths. Our vendor-neutral approach allows us to help customers find the right technology for each specific requirement of their IT environment. We also offer a wide range of services and support directly or by leveraging our elite partner network's expertise. SHI seeks to build valued relationships with our customers; to align our focus with your mission and deliver innovative solutions with integrity and respect to ACCS needs and wants.

We understand that your goal is to identify a trusted procurement partner to help ACCS save time and money. Whether working on large projects like a one-on-one initiative, a network refresh for anytime/anywhere accessibility, unified communications, modernizing legacy systems, or delivering a customer-first experience with day-to-day IT procurement transactions, SHI has both the resources and the experience to execute seamlessly to meet and exceed your expectations.

Our procurement approach is centered on extraordinary quality and overall value. We strive to provide the highest level of support and services every day of the year, and we deliver a personalized touch to the end user computing enterprise for all your end users. We recognize that ACCS is looking for your vendor to provide:

- A robust presence that can fully support ACCS’s technology needs, saving you both time and money.
- A trusted advisor/consultant who can help ACCS support the entire lifecycle of an asset and ensure successful implementation at each phase.
- A strong relationship with industry partners

Because of our exemplary relationships with our sales/service force and with our dealer network, SHI is well positioned to deliver on these goals. Our experience in supporting contracts of similar size and scope is unparalleled, and we have a proven formula to onboard and optimize contracts.

SHI’s Public Sector team is ready to implement this contract; and we are committed to expanding our team dedicated to Public Sector entities to ensure we meet (and exceed) all requirements of the contract. With the largest and most highly certified sales support team in the industry, SHI acts as a loyal consultant to your end users.

Working from a customer-centric foundation, we have organized our support teams to deliver solution-based support, including specific, presales technical expertise around datacenter, mobility, backup/recovery, disaster recovery, cybersecurity, virtualization, and more. These teams provide vendor-neutral advice and use their extensive experience to help tailor conversations that are optimal for ACCS's environment.

SHI has the experience and vendor partnerships in place to bring phenomenal value to ACCS and your team. SHI is an established authorized partner for all the leading manufacturers, and we can provide letters of authorization immediately upon request. Furthermore, SHI has a diverse partner ecosystem, supporting 15,000 unique publishers and manufacturers.

You can feel confident that your end users benefit from our aggressive pricing and exceptional value. A dedicated approach to the public sector business for the last twenty years has helped SHI to develop solutions that are specific to the unique needs of state, local, and education customers across North America. SHI works with customers collaboratively, with purpose and passion, and with a goal of continuous improvement.

We are fully committed to the long-term success of our partnership, and we appreciate the opportunity to bring IT solutions to your end users.

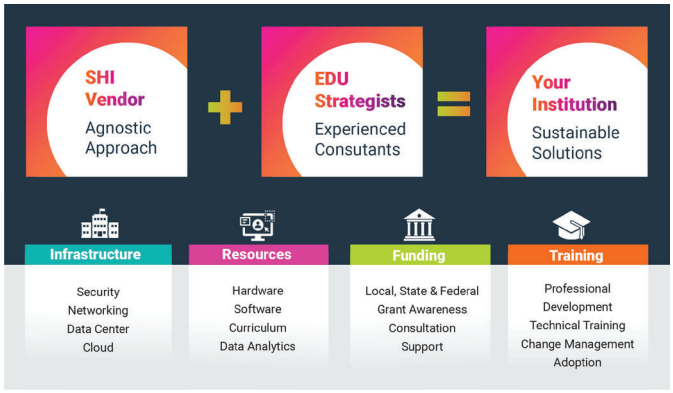
Education Solutions Team

Our Education Strategy Team is staffed with former educational leaders in both K-12 and Higher-Education who will assist you in designing a comprehensive and tailored approach to technology integration in your academic environment. They are a value-added team, meaning they collaborate with our education customers at no additional cost. They know the challenges that instructional leaders and decision maker face and help customers and educational institutions "solve what's next" through specialization in learning technology integration, esports, space design, school safety, STEAM resources, and professional development.

By partnering with SHI's Education Strategy Team, institutions can tap into a wealth of knowledge that goes beyond technology implementation and provides them with tailored solutions. Through our vendor-agnostic approach, we are not tied to any partner or product and instead can be focused on fitting in wherever needed to bring you long-term sustainable changes. The team's insights into larger educational issues and trends enable schools to make informed decisions that positively impact student engagement and outcomes.

From creating innovative classroom experiences to navigating the ever-evolving digital landscape, SHI's Education Strategy Team serves as a valuable resource, guiding education customers towards effective, sustainable, and student-centered technology solutions.

In addition to focusing on these five areas, the Education Solutions Team also has team members who are dedicated to helping our customers with E-rate procurement. As an authorized E-rate Service Provider since 1998, we build solutions that meet your technology goals and that stay within your budget. Our growing team of E-rate experts includes E-rate Program Managers, dedicated OEM experts, and vendor neutral datacenter and networking professionals.



Focus on the Customer

SHI does not prioritize our attention based on the size of the institution. Instead, we ensure all education customers, regardless of size, get the attention they deserve. SHI's Public Sector Inside Team focuses on the needs of smaller education institutions to guarantee they receive personalized attention. Smaller institutions are often overlooked by large resellers, yet they have the same need to stay current with technology as their larger counterparts.

Contract Vehicles in all 50 States

As an added benefit to all our public sector education customers, SHI has contract vehicles available in all 50 states. We offer competitively sourced contracts for cloud, software, hardware, and solutions through state-specific options and a variety of national consortiums, including the following:

SHI experts help ACCS procure specific products either through your state's contract or through our entire technology catalog via a consortium contract. No matter what technology ACCS needs for the classroom, we can help you align with the right contract and ensure a streamlined and cost-effective process.

Public Sector Team Structure and Geographic Coverage

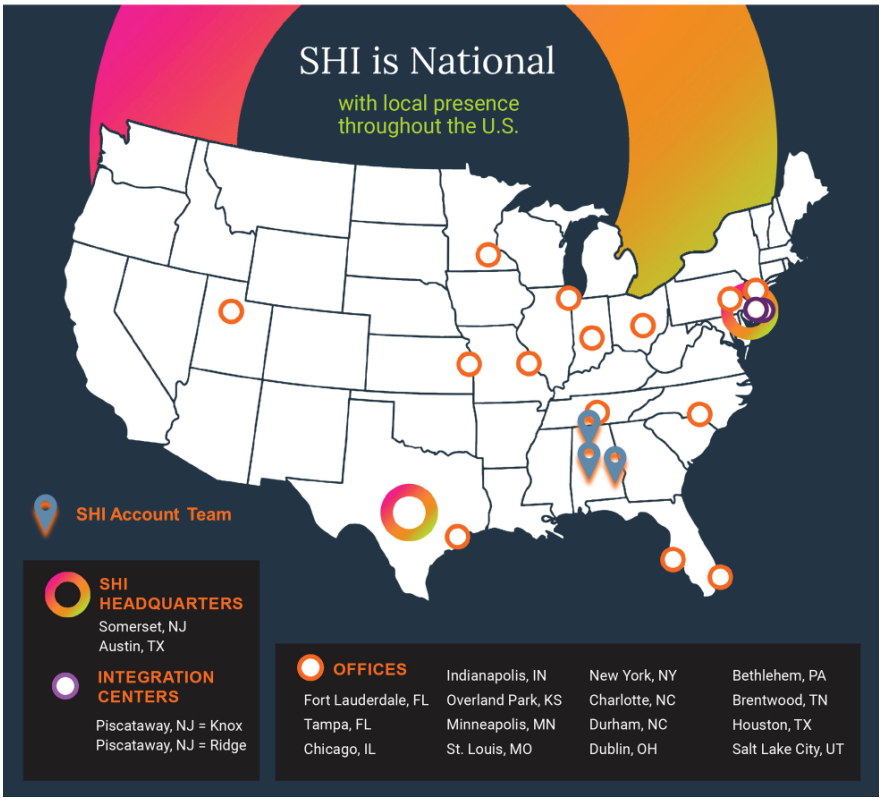
SHI's public sector services have steadily grown since their formation in 1994. Today, we support state and local government, K-12, higher education, public healthcare, and federal entities across the country. Our growth and success stems from a laser focus on customer service, dedicated and tenured leadership, world-class Account Executives (AE) (who live and work in the communities they serve), and a broad portfolio of customers and partners.

SHI recognizes the value and agility that comes from working closely with your selected partner. That is why—to best support our customers—we have split our public sector into regions and areas of focus. For example, SHI employs a Senior Sales Vice President (VP) who oversees four VPs. The four VPs respectively oversee each of the East and West regions of both education and government divisions. This allows for more flexibility and faster decision-making, so SHI can provide ACCS with a small business feel.

Furthermore, our VPs oversee district managers who, like the employees they manage, live in the region they support. This gives our teams a personal stake in the success of our customers, because they clearly understand the issues our customers face and want the best for their communities. To further cultivate a small business feel, AEs are given the autonomy and authority to resolve issues on behalf of customers. This means we limit processes that may slow down the solutions we provide.

- **Regional Vice Presidents and District Managers**: This team of Regional Vice Presidents and District Managers is geographically dispersed across the country. Their mission is to support the AEs and their public sector customers in the field. Because our mission is to deliver unparalleled customer experience, we methodically invested in a regionally aligned public sector team that works in the communities they live throughout the United States.

- **Field Account Executives:** This team consists of over 165 AEs who live and work in their territories throughout the United States. With the largest field-based sales force in the industry, we are confident that one of the keys to our customer-centric model is nurturing a strong fidelity with our customers. AEs spend time at their customers' locations, listening to their needs, and developing a thorough understanding of what is important to that customer.
- **Inside Account Managers:** This team of more than 130 Inside Account Managers (IAM) helps support customers' day-to-day needs. IAMs work in tandem with up to three AEs, which helps our customer support stay steadfast, reliable, and personal.
- **Core Solutions Engineers:** This team's mission is to help customers choose exactly the right technology solutions. Core Solutions Engineers (CSE) are tightly aligned with our AEs to bring maximum value to our customers. CSEs are also unique in the public sector value-added reseller space and help customers compare competing software products and provide valuable technical insights on choosing the right solution for each unique organization. They consult with customers, often helping them to avoid erroneous or superfluous costs. In addition, CSEs consider organizational skill sets, compatibility with current environment, redundancy, alignment with objectives, and total cost of ownership—all through a vendor-neutral lens.



Dedicated SHI Account Team:

- Jason Coley, CSE Madison, Alabama
- Jill Ingalls, AE, Montgomery, Alabama
- Marcus May, District Manager, Orange beach Alabama

Availability Of Technical Support, SHI Help Desk

Not all customers have the expertise needed on staff for the spike in the number of calls to their help desk when deploying new technologies or upgrading versions of existing technologies. For many, having the option to funnel that increase in calls to a turn-key solution provided by a third-party is much more attractive than increasing internal headcount.

In addition, outsourcing this service can increase overall productivity. Having a resource that can not only answer problems but can also provide end users with user-based tips and tricks can decrease employee downtime.

SHI help desk support is customized based on your organization's requirements—level of support, SLA structure, anticipated number of tickets, and anticipated work effort. SHI factors in these details and aligns the technical resources needed to support your organization.

SHI technical support provides your customers Tier 1 help desk support for inquiries related to technology deployment, everyday usage, and upgrades covering multiple manufacturers. In addition to everyday applications such as Office or Acrobat, this support can be expanded to cover a customer's custom applications. If needed, SHI technical support can provide higher technical and engineer level support for those same technologies.

SHI offers:

- Phone support with a live technician or engineer
- Options for 8x5 or 24x7 "follow the sun" support coverage.
- Knowledge support for all software publishers as defined in the supported products list.
- Optional components that include training modules, knowledge-based websites, engineering time, and health checks.

Note: Support is provided in English language only. All resources are on shore in the USA.

Problem Resolution

SHI realizes Alabama needs for exceptional responses in terms of technical issues, product delivery, billing, and requests regarding Statements of Work. We also understand the need for communication of timely information in order to keep your projects moving forward. The first step to ensure success in these areas is to collaboratively and clearly define SLAs that meet the needs of Alabama. Generally, our response turnaround is articulated as such:

- Email and Phone requests - Respond to all email and phone requests within 2-4 hours.
- Orders - Process orders within 24 hours of receipt unless additional information is required first.
- Pending request - Provide daily updates (every 24 hours).

We are confident that the Account Team will be able to fully support the daily needs of Alabama and provide accessible, courteous, responsive, and seamless customer service, but if at any time Alabama feels that you are not getting the proper level of support, we encourage you to escalate to the next level for support.

All new requests & customer service issues should be sent to southeastteam@shi.com.com or by calling 800-715-3197. If Alabama IAM team cannot resolve issues within 24 hours or the matter is urgent, please contact Jill Ingalls at Jill_Ingalls@SHI.com.

Customer Satisfaction

SHI collaborates with customers to monitor overall customer experience with deployments and all other managed services. The SHI program management team gathers information on the overall services engagement, including all necessary statistics on services and customer feedback to ensure customer satisfaction. We collect and use this information for project status/SLA tracking, lessons learned, and customer satisfaction and experience—all with the goal of continuous improvement.

SHI has the reputation with our customers as an organization uniquely capable of understanding and addressing their specific needs and concerns. We accomplish this through a single-minded focus on customer satisfaction. ACCS's dedicated SHI account team is committed to providing world class support to your organization.

SHI monitors customer satisfaction through several vehicles:

- **Customer feedback**: Should a quality issue arise, SHI encourages ACCS to email our director of quality at QualityDirector@SHI.com. The director reports customer feedback to upper management, department leaders, and our ISO Compliance team, and responds to the customer's comments, as necessary. The ISO Compliance team documents all customer complaints and nonconformances.
- **Customer-specific satisfaction surveys**: Some SHI customers require that we provide customer satisfaction surveys to their employees. In these instances, SHI creates a customized survey that specifically reflects the products and services we provide to that organization. The customer's dedicated account team is responsible for submitting the surveys. The results are sent directly to SHI's director of quality.

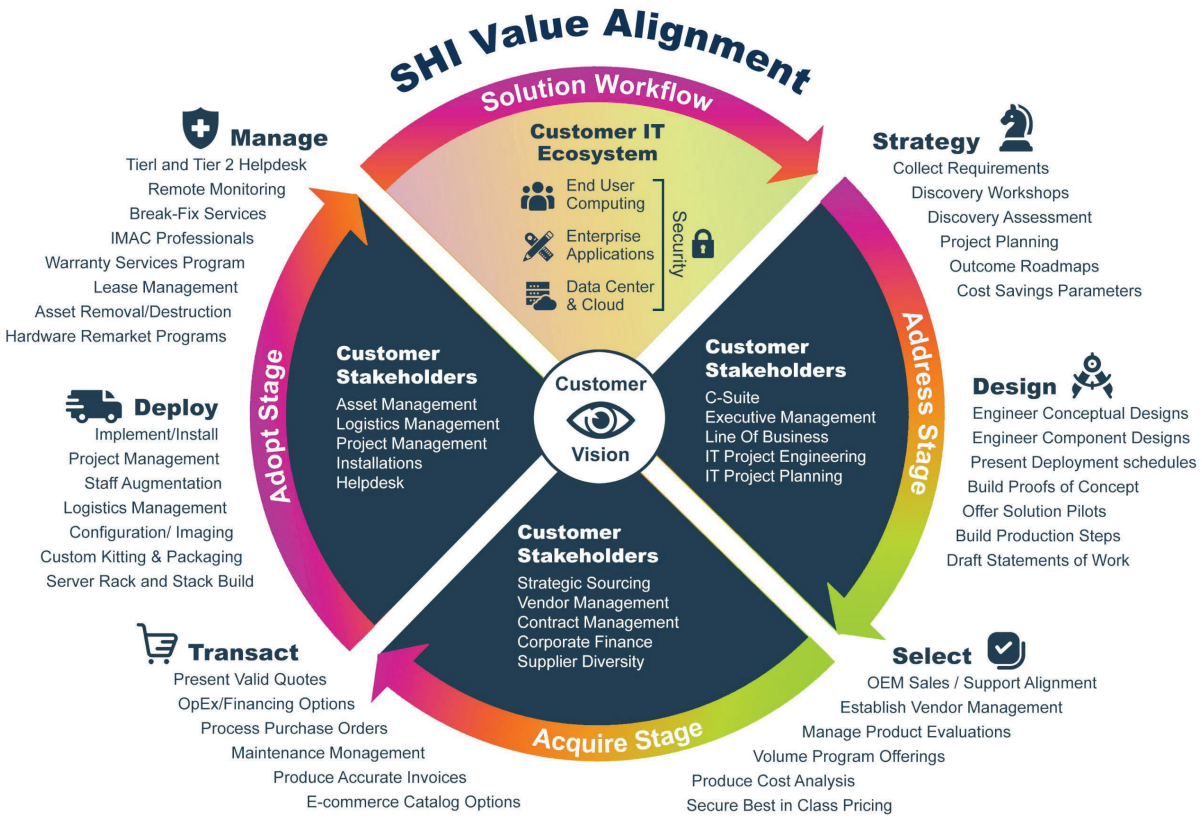
Value Added Services Approach

We pride ourselves on our customer-centered focus and our ability to facilitate technology solutions, services, and hardware and software products for a diverse client base.

We realize that IT changes constantly and exponentially. Although there is still a need for basic commodities, the urgency to build solutions that will solve customers' challenges is more acute than ever. In response to this urgency, and working within our customer-centric foundation, we reorganized our teams to include solution-based support. In fact, we now have specific, technical expertise around our entire portfolio of services and products, ensuring we are able to meet all of your IT needs.

Because our support teams are vendor-neutral, they are able to use their breadth of experience to help tailor solutions that will be optimal for a customers' specific ecosystem. We engage our customers during the strategy and design phases of a project and assist with strategic planning, assessments, white boarding, proof of concepts, and more. Initiating conversations at this point in the process leads to optimized project results and cost savings.

Our value remains tangible in every component we offer from strategy to solution design, evaluation and selection to procurement, and deployment to support. Below, we present our solution workflow to demonstrate what we do and how we support our customers' vision throughout each step of the process.



In using this solution workflow methodology, we have complete understanding of the project lifecycle (from acquisition of assets to end-of-life and refresh). We address customer business needs, help them acquire the appropriate technology, and follow through to make sure that the technology customers purchased is implemented successfully.

In order to anticipate the needs of our clients, we proactively invest in solution-based resources and capabilities that help our customers achieve their digital transformation goals. For example, we are adding practices around IOT and data analytics/machine learning.

3.23 REPORTING

Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request. Quarterly reports must be submitted to The System Office by email to JPA-Notification@accs.edu. The electronic copy must be in the form of a PDF file. Vendors must describe their ability and commitment to meet this requirement and include a sample quarterly report with the bid response. The required report must be compiled and forwarded to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter. Vendors may count quarters either from the calendar (i.e., the end of March will be the end of the first quarter) or from the time we awarded you the bid (i.e., May 1 will be the end of the first quarter). An example of the required reporting format is included in Appendix C. Failure to provide the required report in the specified format could result in removal from the contract.

Vendors are encouraged to describe and include additional sample reports. Vendors are encouraged to describe other reporting capabilities such as electronic delivery of reports or direct access to the Internet or other databases that may be used to administer the agreements or support marketing.

SHI Response:

SHI understands and agrees to this request. SHI has provided report examples in Appendix C.

SHI fully understands your need for flexibility in reporting, as well as your need for reports from the highest organizational level to the most granular. In response to those needs, we developed databases that remain flexible enough to incorporate any organizational structure and to provide reports on any level within the organization.

We begin with the most granular reporting level and then group the ordering units to the organizational level. In addition, we capture contract numbers, allowing us to run a report across all purchases made under a contract. We also have the capability to collect customized data fields, which can be established at the organization level. In addition to any required reporting, we offer both standard and customized reports to ACCS &Higher ED.

All reports can be set up on a subscription basis and delivered automatically daily, weekly, quarterly, or in whatever frequency you choose. In addition, ACCS &Higher ED.'s dedicated account team can review and discuss purchases and reporting whenever there is a need. There is no charge for the reports SHI provides.

Sales history reports provide an overview of your purchases from SHI. Our system allows for tracking within customer-specific fields and generating these reports in numerous ways. SHI provides these reports for any timeframe that you require, and in one of three formats: detail of all transactions, summary by part number, or summary by manufacturer name.

Each of the above reports can be run for a specific organization, enterprise, or conglomerate to put the right information in the right hands. Reports are available online to customers with the authorization level to run reports and ACCS &Higher ED. can request reports through your account team.

3.24 Electronic Commerce

Vendors must describe their ability to provide and maintain, at a minimum, an Internet website that contains the complete ESS as well as product specifications and options. Vendors are encouraged to describe an existing capability or commitment to implement a website that would provide procuring entities guidance and assistance with product selection, purchase order tracking, reporting or other relevant capabilities. The ability or commitment to accept and process purchase orders electronically should be thoroughly described. Internet URL's may be provided which reference sites that demonstrate the desired functionality.

SHI Response:

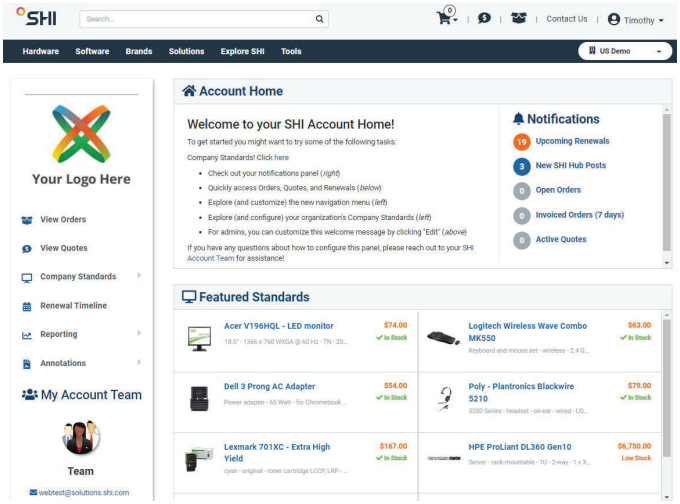
SHI.com is SHI's single-source procurement platform available to all SHI customers. From the comfort of your office, ACCS &Higher ED. can access the most recent catalog features, customization options, approval routing, workflow, reporting, order status, and our Polaris Renewal Organizer (PRO) Timeline.

With over 470,000 products available, our eCommerce team will ensure ACCS &Higher ED.'s site contains only approved products. This requires no additional work for ACCS &Higher ED.: We review your company standards, license agreements, and location to ensure we only offer products that meet your requirements.

Self-Service

The platform is designed to support self-service functions, including the registration of new users — of which there is no limit. As an IT company, we take privacy and security seriously. Your information will not be shared with software publishers or third parties without explicit permission.

SHI's catalog includes all the features ACCS &Higher ED. should expect every procurement website to have — advanced search capabilities, real-time reporting, permission levels for different user groups (approval routing), and more. ACCS &Higher ED. can also customize the landing page to show your company logo and a news and announcements section.



Seamless Integration

Our open architecture system allows us to integrate with most ecommerce platforms, whether through market leaders or a proprietary solution. In addition to supporting the following punch-out types, SHI regularly updates this list as we continue to work with new applications.

SHI.com Supported Punch Out Types

- Ariba
- Basware/Verian ProcureIT
- Birchstreet Systems
- Coupa/Coupa Advantage
- DSSI
- ePlus Procure+
- GEP
- Global Healthcare Exchange (GHX)
- Hubwoo
- IDS
- IOS Corp
- iPayables
- iVanti
- iValue
- Jaggaer
- Lawson
- Oracle OAG/Oracle Supplier Network and cXML Punchout
- Payback
- PeopleSoft Direct Connect
- Perfect Commerce
- Periscope
- Procurement Partners
- Quoteworks
- ReactorNet
- Remedy
- Roundtrip
- SAP OCI Roundtrip
- ServiceNow
- SPS Commerce
- Supplier Solutions
- Transcepta
- True Commerce
- Tungsten
- Unimarket
- WorkDay
- Yardi
- Zycus

Regardless of your IT procurement needs, SHI's web catalog can meet the challenge. And with the option of eight currencies and four languages, ACCS &Higher ED. has limitless opportunities to expand.

Training

To better help your organization use the many features SHI.com has to offer, SHI's ecommerce specialists provide training to employees authorized to access Your Home @ SHI.com. We will work with ACCS &Higher ED. to determine the training program and schedule that works best for you.

3.25 Breadth of Offering

Vendors must, at a minimum, offer products or services in at least one of the following categories:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices) Servers

Printers Monitors Storage

Networking Equipment

Audio and Video Conferencing Equipment Multimedia Hardware

VOIP/Unified Communications Solutions Video Surveillance Solutions

Key and Access Control Equipment Software

Professional Services

Other

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices) Servers

Printers Monitors Storage

Networking Equipment

Audio and Video Conferencing Equipment Multimedia Hardware

VOIP/Unified Communications Solutions Video Surveillance Solutions

Key and Access Control Equipment Software

Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the breadth of the product line flexibility and performance.

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable. Vendors must provide a list of the operating systems for each of the following categories of processors:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices). Servers

Networking Equipment

Audio and Video Conferencing Equipment VOIP/Unified Communications Solutions Key and Access Control Equipment

Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of operating systems that are proposed.

Vendors may propose and provide a wide range of general-purpose software products. Vendors may provide a summarized list of the general-purpose software that is proposed for each of the following categories of processors:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices). Servers

Networking Equipment

Audio and Video Conferencing Equipment VOIP/Unified Communications Solutions Video Surveillance solutions

Key and Access Control Equipment Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of general-purpose software products that are proposed.

Vendors may propose and provide a wide range of the technical services including installation, training and technical support:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices) Servers Printers Monitors Storage

Networking Equipment

Audio and Video Conferencing Equipment Multimedia Hardware

VOIP/Unified Communications Solutions Video Surveillance solutions

Key and Access Control Equipment Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of technical support services that are proposed.

SHI Response:

SHI's ability to offer customers a tremendous range of options in choosing software, hardware, and other products is one of our greatest strengths. Our vendor-neutral approach allows us to help customers find the right technology for each specific requirement of their IT environment. SHI's current catalog includes tens of thousands of hardware, software, and other IT products, and we are authorized to sell thousands of our partners' product lines. We also offer a wide range of services and support directly or by leveraging our network's expertise.

SHI offers full IT solutions—from commodity software and hardware procurement and integration to complete, end-to-end data center solutions. Our diverse partner ecosystem supports 15,000 unique publishers and OEMs today. If SHI does not have an established business relationship with an OEM or publisher in ACCS &Higher ED.'s IT ecosystem, SHI can utilize an authorization from your organization to onboard new suppliers. SHI works in coordination with your procurement team as needed to engage these vendors.

SHI has top-tier authorizations and certifications for every major OEM. The table below represents SHI's top 25 partners:

SHI - Top 25 Partners

1 Microsoft Azure Expert MSP License Solution Provider	2 DELL * Titanium Black	3 vmware * Principle Partner	4 cisco * Gold Partner	5 Corporate Reseller
6 hp Power Services Partner	7 Lenovo * National Solution Partner Platinum Partner	8 Adobe Platinum Reseller	9 aws * Premier Consulting Partner	10 CROWDSTRIKE Elite Partner
11 paloalto NETWORKS Diamond Partner	12 PURESTORAGE * Elite Partner	13 Hewlett Packard Enterprise * Platinum Partner	14 proofpoint. Platinum Partner	15 ATLASSIAN Authorized Reseller
16 redhat. Advanced Business Partner	17 FORTINET Expert Level	18 VERITAS Platinum Partner	19 IBM Premier Business Partner (HW) Gold Partner (SW)	20 tenable * Platinum Partner
21 SUPERMICRO Tier 1 Partner	22 NUTANIX Cloud Champion Partner	23 MICRO FOCUS Platinum Partner	24 + a b l e a u * DMR Partner	25 Google * Cloud Partner Premiere Partner

* Partner Advisory Board

SHI Hardware Partnerships

End-User Computing Partners

Client Systems and Devices
Acer*
Apple*
ASUS
Dell EMC*
Dynabook
Getac
HP Inc.*
Lenovo*
LG*
Microsoft*
MSI
Panasonic*
Samsung*
Xplore Technologies/ Motion Computing

Printing and Imaging
Brother*
Canon
Epson*
HP Inc.*
Honeywell
Kodak
Kyocera
Lexmark*
Oki Data
Ricoh
Xerox
Zebra*

Barcode Scanning
Honeywell
Zebra*

Mobility Solutions
Android Enterprise Recommended*
Apple Business Manager*
Google Chrome and Workspace*
JAMF*
Microsoft Endpoint Manager*
Microsoft Surface*
Samsung*
Workspace ONE (VMware)*

Carrier Activations
AT&T
T-Mobile/Sprint
Verizon Wireless

AR/VR
HTC
Microsoft HoloLens*
Reality Labs at Meta*

Displays
Acer*
ASUS
Clear Touch
Dell*
Elo
HP Inc.*
Lenovo*
LG
Microsoft Surface Hub*
Panasonic
Planar
Promethean
Samsung*
Sharp NEC
ViewSonic*

Mounts
Chief Manufacturing
Ergotech
Ergotron
Humanscale
Peerless
Premier Mounts

Memory
Axiom
Kingston*
Micron
Samsung

Projectors
Epson*
Hitachi
InFocus
Optoma
Sharp NEC*
ViewSonic*

Cabling and Accessories
Barco
Belkin*
Black Box
C2G
CODi
Crestron
Griffin Technology
Incipio
Jabra
Kensington
Legrand AV
Logitech
Otter Box
Poly*
StarTech.com
Targus

Data Center Partners

Server
AMD
Cisco*
Dell EMC*
Hewlett Packard Enterprise*
Hitachi Vantara
IBM*
Intel*
Lenovo*
NVIDIA
Oracle*
Supermicro

Power and Cooling
APC*
CyberPower*
Eaton*
Legrand*
Panduit
Tripp Lite*
Vertiv (Liebert, Emerson, Avocent)*

Storage
Cohesity*
DataCore
Dell EMC*
ExaGrid
Hewlett Packard Enterprise* (+ Nimble)
Hitachi Vantara
IBM*
Lenovo*
NetApp*
Nexsan
Oracle*
Overland Storage
Pure Storage*
QNAP
Quantum
Qumulo
Rubrik
Seagate
Synology
Tintri
Western Digital

Networking
AddOn Networks
Arista Networks
AudioCodes
Avaya*
Cisco*
Cradlepoint
ExtraHop Networks
Extreme Networks (+ Aerohive)
F5 Networks*
Forescout
Gigamon
Hewlett Packard Enterprise* (+ Aruba)
Juniper Networks (+ Mist)
Kemp
Lenovo*
NETGEAR
Opengear
Ribbon Communications
Riverbed
Ruckus Wireless
Thales Group
Ubiquiti
Verkada
Yealink
Zoom Video Communications

Converged Infrastructure
Cisco*
Cohesity*
Dell EMC*
Fujitsu
Hitachi Vantara
Hewlett Packard Enterprise* (SimpliVity + Nimble)
IBM*
Lenovo*
NetApp*
Nutanix*
Oracle*
Supermicro
VMware*

*Dedicated Resources

SHI Software Vendor Partnerships

Strategic Software Partners

Acronis
Adobe
Altair
Arcserve
Attachmate
Autodesk
Bitdefender
Blackberry Cylance
Check Point
Citrix
Commvault
Druva
Erwin
ESET
Forcepoint
Fortinet
IBM
Ivanti
LogRhythm
Malwarebytes
McAfee
Microfocus
Microsoft
MobileIron
Okta
Oracle
Palo Alto
Parallels
Progress Software
Proofpoint
Quest
Rapid7
Red Hat
RSA
SentinelOne
SolarWinds
SonicWall
Sophos
Stealthbits
Symantec
Tableau
Tenable
Thycotic
Trend Micro
Unitrends
Veeam
Veritas
VMware

Cloud-Based Partners

Amazon Web Services
Actifio
Alert Logic
Bitglass
BitTitan
Box
Carbonite
Centrify
Cloudflare
Cloudera
CrowdStrike
Datadog
Dialpad
Dropbox
Dynatrace
Fuze
HashiCorp
INAP/SingleHop
Informatica
Infrascale
Lightspeed
LogMeIn
LogicMonitor
Lookout
Mimecast
Nasuni
Netskope
OneLogin
PagerDuty
Qualys
RingCentral
ServiceNow
TBI TeamViewer
Zendesk Zerto
Zscaler

Emerging Technology Partners

Absolute Software
Accellion
AlgoSec
AlienVault/AT&T Cybersecurity
Alteryx
Altova
Arctic Wolf
Atlassian
Barracuda
BeyondTrust
BitSight
Blancco
BMC
CA
Checkmarx
Chef
Cherwell
Code 42
Cofense
Contrast Security
Couchbase
CyberArk
Cybereason
Docker
DocuSign
Elasticsearch
Exabeam
Extensis
FireEye
FireMon
Globalscape
Idera
Igel
Imperva
Infoblox
Infragistics
Intel Software
Intuit
Kaspersky
KnowBe4
MongoDB
NetMotion Wireless
New Relic
Nexthink
Nitro PDF
Nuance/Kofax
OpenText
Ping Identity
PulseSecure
Puppet
Qlik
Redgate Software
SAP/Business Objects
Seagull Scientific
SecurityScorecard
Silobreaker
Skybox Security
SmartBear Software
Sparx Systems
Splunk
StorageCraft
SUSE
TechSmith
think-cell
Tibco
Tripwire
Tufin
Turbonomic
Varonis
Veracode
WatchGuard
Zoho Corporation

SHI Support Structure

Over the past decade, the requirements for effective IT have transformed. In response to this shift, and working from our customer-centered foundation, SHI developed solution-based support teams. These teams have common goals to identify a customer's needs, help them acquire the right technology, and facilitate adoption of that technology in the customer's environment SHI has technical expertise around our entire portfolio of services and products, ensuring we are prepared to meet all ACCS &Higher ED.'s IT needs.

Our support resources include:

- **Solutions Engineers:** SHI employs a team of solution engineers with more technical expertise to collaborate directly with AEs and be the first point of contact for more in-depth technical discussions.
- **Professional Services:** This group has the agility and expertise to help design, build, test, and deploy hardware, cloud, and software solutions in synchrony with other support teams. Their goal is to help customers execute their mission and educate end users by getting the right technology to the right people at the right time.
- **SHI Training:** SHI's training team provides on-site, online, or on-demand technical, end user, and professional development training, complementing our other services seamlessly. We offer the skills and knowledge our customers need to improve their adoption and consumption of technology and increase their return on investment. SHI offers full-service training to meet technology's growing demands.
- **Software and Hardware Partner Support Organizations:** SHI has the largest team of hardware, software, and licensing specialists in the industry. Our award-winning team of licensing specialists have the expertise to manage the varied features of the publisher licensing programs and are available to help customers select licensing programs, execute agreements, and support the agreement lifecycle. SHI also has dedicated teams that support over 100 strategic and emerging technology partners to assist in the evaluation of hardware features, sourcing, and obtaining demo.

SHI subject matter experts provide robust technical advice and support through product selection and options analysis to develop IT solutions that precisely fit our customers' needs. We offer custom solutions and services for every aspect of an IT environment, from software and hardware procurement to deployment planning, configuration, cloud and data center optimization, networking, mobility, and IT asset management.

Through a large pre-sales technical support team of over 500 in our software licensing and hardware and advance solutions departments, SHI has the expertise to help our customers identify best-fit products. No other IT products reseller provides as extensive an internal support organization dedicated to providing superior customer support.

In addition to the support resources outlined above SHI has an emerging partners team, including a cloud partners team to concentrate on specific cloud technologies. They review new technologies and new OEMs in preparation to advise our customers.

SHI has quarterly meetings with Gartner and IDC to stay abreast of the latest and best technologies. SHI works closely with each OEM to provide new products as soon as they are available. Your organization can pre-order new products yet to be released through SHI to get them as soon as they come to market. Our solutions teams and product specialists alert account teams of the newest and most cutting-edge technologies SHI has available to your organization. SHI's OEM support teams, technical resources, and relationships with manufacturers allow us to assist your organization as you consider emerging technologies and new solution sets.

Professional Services

Whether the goal is streamlining the business of IT with innovative eProcurement, fulfillment, and IT asset management solutions; building hybrid data center and storage solutions; securing your growing diversity of data and assets; or building a truly collaborative digital workplace, SHI has got your back at every stage of the technology lifecycle.

We realize that IT changes constantly and exponentially. The urgency to build solutions to solve customers' challenges is more acute than ever. Our experts are ready to help ACCS &Higher ED. select, deploy, and manage the very best software and hardware our partners have to offer, complemented with a growing portfolio of SHI consultancy and managed services. In fact, we now have specific, technical expertise around our entire portfolio, ensuring we can meet all your IT needs.

Our professional services teams are vendor-neutral and use an extensive range of experience to help tailor conversations optimal for a customer's specific environment. We work together with our customers during the strategy and solution design phases of a project and assist with deliberate planning, assessments, whiteboarding, proofs of concept, and obtaining demo units. SHI sees our professional services offerings as a differentiator in the hardware and software reseller marketplace. Our objectives are to 1) help ensure our customers are purchasing the right solution, 2) help our customers deploy the

chosen solution as rapidly as possible while minimizing risk, and 3) maximize customers' adoption of the chosen technology and thereby maximize the value of their investment.

The chart below represents SHI's robust Professional Services portfolio.

SHI continues to fine-tune our processes and services and our catalog of products continues to grow and change in response to technological demands and customer needs. Our commitment as a company is to develop long-term relationships with our customers, and as such, SHI puts a strong focus on doing what is right for the customer first and foremost.

3.26 Primary Account Representative

Vendors must identify by name and location both the proposed primary account representative and the marketing supervisor who will be responsible for the performance of the agreement. Any changes to this information must be immediately sent to the Joint Purchase Agreement Administrator.

SHI Response:

SHI's dedicated account team approach is key in executing an effective customer service strategy. SHI customizes the team structure to meet the individual needs of each of our customers. Key stakeholders on your team will attend an onboarding session with our dedicated account team to understand your needs and requirements, help with the development of the plan to onboard your account, and lead the remaining team members through the implementation. Through a framework of SHI's four pillars, we support the transformation, collaboration, protection, and optimization of your business to deliver your desired outcomes. Our team will engage with ACCS &Higher ED. members right from the start and will carry on with your team through our continued partnership.

Account Executive, **Public Sector, Jill Ingalls—**Jill works closely with internal resources to achieve customer business objectives by leveraging SHI's internal network of technical expertise, sales support

resources, as well as our vast OEM partner network. She is acutely focused on implementing strategies and solutions that will drive innovation, collaboration, and security across your organization—all with cost optimization as the top priority. Responsibilities include establishing a customized service and support plan, and developing customer relationships, and other topics critical to account development. Your dedicated account executive serves as your primary point of contact, ensures that SHI is meeting expectations, and aligns SHI's value in support of ACCS &Higher ED's IT roadmap.

District Manager, Public Sector, Marcus May—Focused on ensuring that SHI supports ACCS at every stage of your IT evolution, Marcus aligns his team to ensure that desired customer outcomes are consistently met. Marcus manages a team of account executives, establishes and develops customer relationships, meets with customers, as needed, and is an escalation point to resolve issues.

Contracts Specialist, Public Sector, Melissa Muñoz— SHI legal ensuring that SHI supports ACCS at the contracting and agreement stage.

3.27 REFERENCES

Vendors must submit three (3) references of entities of like size and complexity, and/or entities that have or are currently receiving similar products and services to those proposed by the vendor for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided.

SHI Response:

Reference 1:

Reference Name: University of Alabama Birmingham

Contact: Ron Collins

Address: 1720 2nd Ave South Birmingham, AL 35294

Phone: 205-934-4423

Services: Software, Hardware, Cyber Security and Professional Services

Reference 2:

Reference Name: The University of Alabama

Contact: Cathy Rainey

Address: 125 Gordon Palmer Hall, Tuscaloosa, AL 35487

Phone: 205-348-1634

Services: Software, Hardware, Cyber Security and Professional Services

Reference 3:

Reference Name: Alabama State University

Contact: Damian Clarke

Address: 915 S. Jackson Street, Montgomery, AL 36104

Phone: 334-229-4121

Services: Software, Hardware, Cyber Security and Professional Services

3.28 Pricing Level and Guarantee

Vendors must submit with their responses a narrative that describes the baseline (published) pricing and the initial pricing level discount that is proposed, by product class or category in the ESS. The response to this specification is expected to be in the form of a percentage discount from a published, baseline price listing. Vendors must describe the baseline pricing and provide information where the baseline pricing may be accessed and verified.

Firm Price – Initial quoted discount levels must remain constant throughout the term of this agreement, subject only to subsequent increased discount amounts.

SHI Response:

CATEGORY	SHI DISCOUNT OFF ADVERTISED LIST PRICE
Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)	3%
Servers	3%
Printers	5%
Monitors	3%
Storage	5%
Networking Equipment	15%
Audio and Video Conferencing Equipment	5%
Multimedia Hardware	5%
VOiP/Unified Communications Solutions	0%
Video Surveillance Solutions	15%
Key and Access Control Equipment	15%
Software	4%
Other	0%
Professional Services	0%

SERVICES RATES*	T&M RATE/HOUR
Asset Management	$300
Solutions Architect	$275
Senior Solutions Architect	$325
Program Engagement Manager	$125
Project Leader	$185
Project Manager	$185
Senior Project Manager	$185
Alf other in-scope Reseller Services	$325

*Pricing is a sample and can vary on location, minimum billing requirements and other relevant variables. These rates do not include travel expenses.

3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee with the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). The proposed primary account manager is expected to conduct the presentation. Vendors will be required to demonstrate their Internet-based reporting and electronic commerce capabilities to the Evaluation Committee.

SHI Response:

SHI acknowledges this requirement and will comply.

3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25. The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website.

SHI Response:

SHI understands and will comply. Alabama Community College System SHI catalog can be found at www.shi.com. Token: 147772 Key: XDW983U42E .

3.31 Scope of Work

The vendor shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. Accordingly, the vendor shall provide products or services only upon the issuance and acceptance by vendor of valid "purchase orders". Purchase orders will be issued to purchase the license for software or to purchase or lease products listed on the ESS. A procuring entity may purchase any quantity of product or service listed in the ESS at the prices stated therein. For large orders, the procuring entity may negotiate quantity price discounts below the ESS price(s) for a given purchase order. Vendor may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices.

SHI Response:

SHI acknowledges this requirement and will comply.

3.32 Title Passage

Title to equipment shall pass to the procuring entity upon acceptance of equipment.

SHI Response:

Title to equipment shall pass to the procuring entity upon acceptance of the equipment. SHI requires title passage upon delivery of equipment.

3.33 Quantity Guarantee

This agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other contract awarded vendors during the agreement term.

SHI Response:

SHI acknowledges this requirement and will comply.

3.34. Order of Precedence

Each purchase order that is accepted by the vendor will become a part of the agreement as to the products and services listed on the purchase order only; no additional terms or conditions will be added to this agreement as the result of acceptance of a purchase order. In the event of any conflict among these documents, the following order of precedence shall apply:

A. the terms and conditions of this RFB

B. exhibits to this agreement

C. the list of products and services contained in the purchase order

D. vendor's response

3.35. Payment Provisions

All payments under this agreement are subject to the following provisions:

A. Acceptance

The procuring entity shall determine whether all products delivered to it meet the vendor's published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity.

Unless otherwise agreed upon between the procuring entity and the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice. Payment shall be tendered to the vendor within thirty (30) days from acceptance.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

C. Invoices

Invoices shall be submitted to the procuring entity.

SHI Response:

SHI acknowledges this requirement and will comply.

3.36. Shipment and Risk of Loss

Vendor must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. Vendor agrees to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

All license agreements or sales order contracts, which must be signed prior to delivery of proposed items, must be included with the bid for review by the System. Documents not submitted with the response will not be considered at a later date. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST and any resulting System purchase order will prevail.

Whenever a procuring entity does not accept any product and returns it to the vendor, all related documentation furnished by the vendor shall be returned also. The vendor shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the procuring entity.

Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.

Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify).

SHI Response:

SHI understands and will comply with this provision. If awarded, SHI would like this clause added to the final contract. All returns shall be subject to the contractor's return policy at www.shi.com/returnpolicy.

3.37. Warranties

At a minimum, the products shall be covered under the manufacturer's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award, whichever is most beneficial to the procuring entity.

SHI Response:

SHI understands and will comply with this provision. If awarded SHI would like this added: Warranty Disclaimer: Except as otherwise expressly provided in this agreement, contractor hereby expressly disclaims all warranties wither express or implied, including, but not limited to, any warranty of merchantability or fitness for particular purpose, warranty of noninfringement, or any warranty relating to third party products.

3.38. Price Guarantees

The procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general

price reduction decreases will apply to all subsequent orders accepted by vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice. Special pricing discounts offered by successful bidders after the award of bids shall remain in effect for a minimum of 30 days.

SHI Response:

SHI acknowledges this requirement and will comply.

3.39 Technical Support

The vendor agrees to maintain a toll-free technical support telephone line. The line shall be accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the vendor.

SHI Response:

SHI understands and complies with this provision. SHI offers toll free customer service. ACCS members can contact customer service via phone 800-715-3197 and e-mail southeastteam@shi.com Monday through Friday 7am to 7pm CST.

3.40 Product Delivery

Vendor agrees to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity.

SHI Response:

SHI caveats that all orders are subject to OEM product availability.

3.41 Impracticality of Performance

A party shall be excused from performance under this agreement for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

SHI Response:

SHI understands and complies with this provision.

3.42 Records and Audit

Vendor agrees to maintain detailed records pertaining to the price of services rendered and products delivered for a period of three years from the date of acceptance of each purchase order. These records shall be subject to inspection by the procuring entity and appropriate governmental authorities with the state of Alabama. The procuring agency shall have the right to audit billings either before or after payment. Payment under this agreement shall not foreclose the right of the procuring entity to recover excessive or illegal payments.

SHI Response:

In response to our customers' growing needs around expiring warranties, support agreements, and product maintenance programs, SHI created an organizer tool: The PRO Renewal Organizer. Available to

SHI customers at no additional cost, this tool compiles your technology renewals in a centralized, rolling 36-month timeline for simplified budgeting and renewal management.

SHI has a documented data retention policy regarding data retention as it relates to customer data. Using this data, we can verify ACCS's eligibility for maintenance updates and provide proactive notification of expiring maintenance. SHI provides periodic maintenance renewal reports with quotes for the renewals. Upcoming expirations are also visible on SHI's website in the customer's PRO (Polaris Renewal Organizer) Timeline.

SHI creates a custom pricing catalog in our system based on the resulting contract. The contract pricing is visible for customers internally and on SHI's website and is always based on that catalog with real-time updates using live data feeds from SHI's suppliers. The catalog is updated with new products, price changes, and removal of discontinued products, ensuring that users always have the most recent information available. SHI's web catalog team manages our catalog content and audits pricing to ensure accuracy. The representatives select a sampling of products and check the pricing against SHI's price in our vendor catalogs.

3.43 Use of Subcontractors

The vendor may subcontract installation, training, warranty, or maintenance services. However, the vendor shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to the vendor. If subcontractors are to be used, the name of the authorized subcontractor(s) shall be identified in the applicable participating addendum(s).

SHI Response:

SHI understands and will comply with this provision.

3.44 Indemnification

The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System. The vendor hereby covenants and agrees, at its sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to persons or damage to property or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its sole cost and expense, to hold the System and its officers, agents, and employees from and against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, the vendor upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees. For the purposes of paragraph 3.44, the term, the System, shall include all entities listed in Appendix A or any subsequent revision thereof and their respective officers, directors, employees, agents, and assigns.

SHI Response:

SHI has proposed alternative language to some of the provisions of the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement Bid ACCS-2024-01 listed under Exception to SHI Terms and Conditions listed as "Attachment 4" and asks for a negation period to be available to both parties upon award.

3.45 Website Maintenance

Vendor agrees to maintain and support an Internet website for access to the ESS, configuration assistance, product descriptions, product specifications and other aids in accordance with instructions provided by the contract. In addition, vendor may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

SHI Response:

SHI understands and will comply with this provision.

3.46 Ethics

The vendor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement. If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the elimination of your response from evaluation. If your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-11, within ten (10) days of award. System employees are not allowed to accept personal gifts or gratuities.

SHI Response:

SHI understands and warrants to the best of its knowledge.

3.47 Replacement Parts

Replacement parts may be refurbished with the agreement of the procuring entity.

SHI Response:

SHI will work with our OEM partners regarding replacements parts and notify ACCS regarding the availability of replacement parts.

3.48 FCC Certification

The vendor agrees that hardware supplied by the vendor meets all applicable FCC Certifications. Improper, falsely claimed, or expired FCC certifications are grounds for contract termination.

SHI Response:

SHI understands and will comply with this provision. If awarded SHI would like this added: Warranty Disclaimer: Except as otherwise expressly provided in this agreement, contractor hereby expressly disclaims all warranties wither express or implied, including, but not limited to, any warranty of merchantability or fitness.

3.49 Site Preparation

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by the vendor prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation.

SHI Response:

SHI understands and complies with this provision.

3.50 Assignment

The vendor shall not assign nor transfer any interest in this agreement or assign any claims for money due or to become due under this agreement without prior written approval from the procuring entity.

SHI Response:

SHI understands and complies with this provision.

3.51 Survival

Certain paragraphs of this agreement including but not limited to Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability shall survive the expiration of this agreement. Software licenses, lease, warranty, and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement.

SHI Response:

SHI understands and complies with this provision.

3.52 Lease Agreements

Vendor may lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity.

SHI Response:

SHI understands and complies with this provision.

3.53. Vendor Disclosure Statement

Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of $5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The form is required by the vendor and covers the duration of the bid.

Vendor agrees, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama in compliance with the Beason-Hammon Alabama Taxpayer & Citizen Protection Act (Act 2011-535). Upon being awarded the contract, Alabama State Law requires that the vendor must complete the Business Entity Employer Contractor Compliance form as proof that the vendor has enrolled in the E-Verify program as required by state law. The form and the instructions are available online as noted per Appendix D. E-Verify documentation, which is unavailable due to the Federal Government shutdown, will be deferred until such documentation may be obtained from any federal agency.

It is further agreed that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26. If any provision of the agreement contravenes any statue or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. Vendor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

In compliance with Act 2016-312, the vendor hereby certifies it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

SHI Response:

SHI has listed this in Appendix D.

APPENDICES

APPENDIX A- ACCS INSTITUTION AND OTHER PARTICIPANTS

SHI Response:

Community Colleges
Bevill State Community College, Sumiton, AL
Bishop State Community College, Mobile, AL
John C. Calhoun Community College, Decatur, AL
Central Alabama Community College, Alexander City, AL
Chattahoochee Valley Community College, Phenix City, AL
Coastal Alabama Community College Bay Minnette, AL
Enterprise Community College, Enterprise, AL
Gadsden State Community College, Gadsden, AL
Jefferson State Community College, Birmingham, AL
J.F. Drake State Community and Technical College, Huntsville, AL
T.A. Lawson State Community College, Birmingham, AL
Lurleen B. Wallace Community College, Andalusia, AL
Northeast Alabama Community College, Rainsville, AL
Northwest-Shoals Community College, Muscle Shoals, AL
Shelton State Community College, Tuscaloosa, AL
Snead State Community College, Boaz, AL
Southern Union State Community College, Wadley, AL
H. Council Trenholm State Community College, Montgomery, AL
George C. Wallace Community College, Dothan, AL
Wallace State Community College, Hanceville, AL
George Corley Wallace State Community College, Selma, AL

Technical Colleges
J.F. Ingram State Technical College, Deatsville, AL
Reid State Technical College, Evergreen, AL

Military Academy
Marion Military Institute, Marion, AL

Statewide Development Training
Alabama Technology Network (ATN), Montgomery, AL

Other Participating Public Institutions of Higher Education
AIDT (Alabama Industrial Development Training)
Alabama Fire College, Tuscaloosa, Al
Alabama State University, Montgomery, AL
Athens State University, Athens, AL
Auburn University, Auburn, AL
Auburn University-Montgomery, Montgomery, AL
Jacksonville State University, Jacksonville, AL
Troy University, Troy, AL
University of Alabama Birmingham – Birmingham, AL
University of Alabama Huntsville - Huntsville, AL
University of North Alabama, Florence, AL
University of West Alabama, Livingston, AL

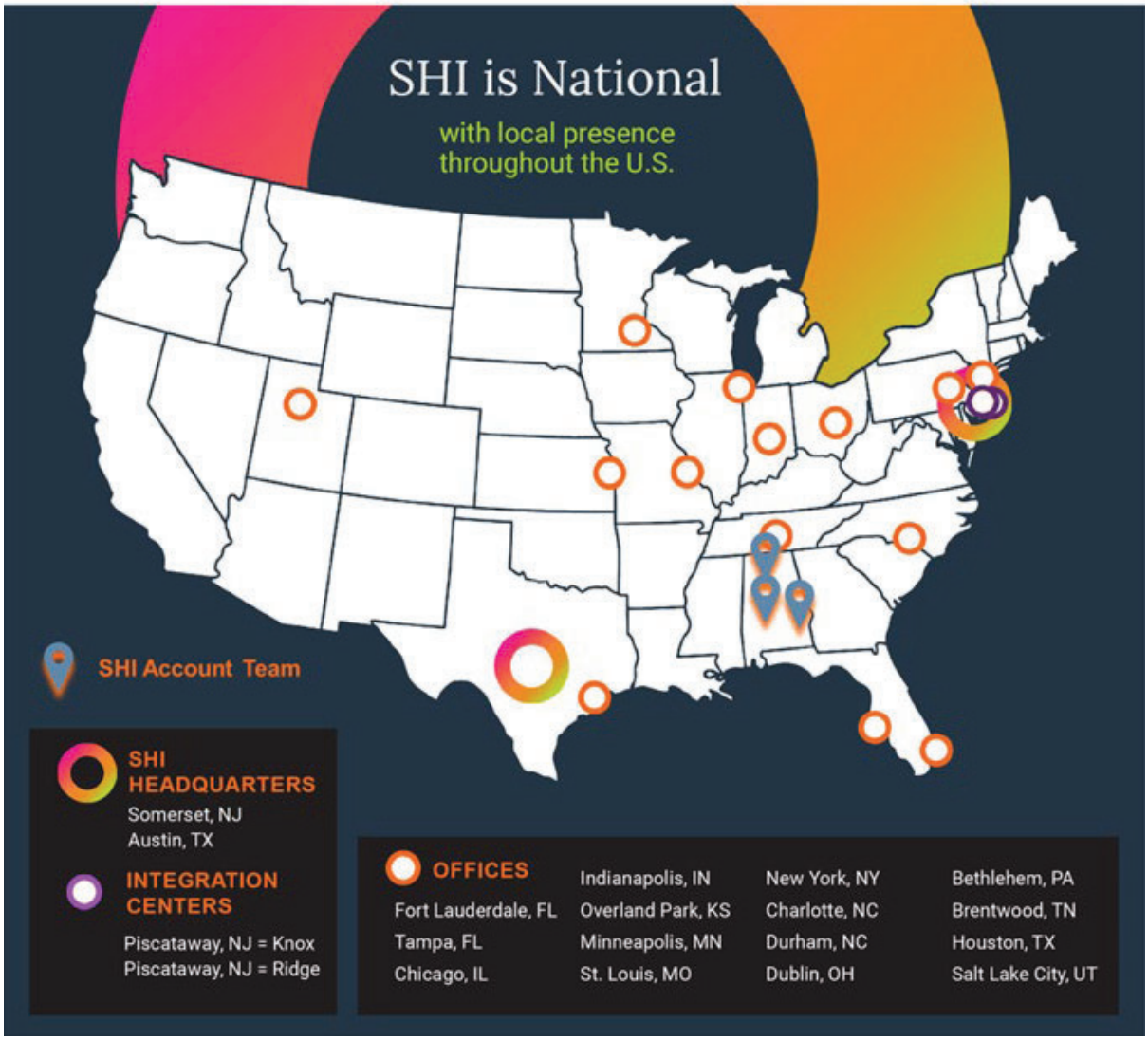
Other Participating Public Institutions K-12
Alabaster City Schools

Birmingham City Schools
Crenshaw County Schools
Cullman Commission on Education
Fort Payne City Schools
Pelham City Schools
Pike County Board of Education
Troy City Schools
Tuscaloosa County School System

APPENDIX B- EXAMPLE MAP

SHI Response:

SHI's headquarter, local presence throughout the U.S and dedicated account team in Alabama State are listed below.



Dedicated SHI Account Team:

- Jason Coley, CSE Madison, Alabama
- Jill Ingalls, AE, Montgomery, Alabama
- Marcus May, District Manager, Orange beach Alabama

APPENDIX C- EXAMPLE QUARTERLY REPORT

SHI Response:

SHI example quarterly reports are below.

	A
1	**Contract Invoice Detail - Internal**
2	Previous year report, covering 1/1/2023 thru 12/31/2023
3	Including Contract #s: ACCSITJPA-2022- 0044

	A	B	C	D	E	F	G	H	I	J	K
1	Account Name	Order Date	Cust PO #	Order Number	Invoice Date	Invoice Number	ProductType	Manufacturer	Mfg Part #	Product Name	Customer Unit Price
2	AL-Alabama Community College System	1/12/2023	P0001555	S57176121	1/18/2023	B16365263	Software Subscription New	JotForm	NPN-JOTFRM-SILVER	Jotform Silver Plan	568.00
3	AL-Alabama Community College System	2/23/2023	P0001754	S57386017	2/28/2023	B16541917	Non-perpetual License New	Monday.com	NPN-MONDA-ENTERP-A	Enterprise plan (1 Year)	336.50
4	AL-Alabama Community College System	4/27/2023	P0001843	S57749651	5/1/2023	B16810735	Service	Stratice	NPN-STRAT-PCTEC	PC Tech 160 hours per month for a total of 480 hours	45.00
5	AL-Alabama Community College System	5/15/2023	P0001865	S57834122	5/18/2023	B16872085	Software Subscription New	WP Engine, LLC	WPE-ENTERPRISE-PREMIUMPLUS-1	WP Engine Solution	17,214.00
6	AL-Alabama Community College System	5/16/2023	P0001883	S57842321	5/18/2023	B16874156	Service	Vivantio Holdings Inc	npn-vivantio-services-a	Onboarding - Setup, Design, & Admin Training	1,317.00
7	AL-Alabama Community College System	5/16/2023	P0001883	S57842321	5/18/2023	B16874156	Software Subscription New	Vivantio Holdings Inc	npn-vivantio-named-a	Vivantio VELOCITY - Named License	769.00
	AL-Alabama Community College	5/31/2023	P0001902	S57907829	6/8/2023	B16963488	Software Maintenance with Support	PublishPress	NPN-PUBLI-BUSIN-A	PublishPress Business	157.00

L	M	N	O	P	Q	R	S	T
Qty nvoic	Customer Extended Price	Ship Name	Ship Address1	Ship Address2	Bill Address1	Bill Address2	SHI Quote #	Contract Number
1	568.00	Alabama Community College System	135 S. Union Street	4th Floor	135 S. Union Street	4th Floor	22697601	ACCSITJPA-2022- 0044
20	6,730.00	Alabama Community College St	135 S Union St	Ste 415	135 S Union St	Ste 415	23102978	ACCSITJPA-2022- 0044
480	21,600.00	Alabama Community College St	135 S Union St	Ste 415	135 S Union St	Ste 415	23366715	ACCSITJPA-2022- 0044
1	17,214.00	Alabama Community College St	135 S Union St	Ste 415	135 S Union St	Ste 415	23138395	ACCSITJPA-2022- 0044
10	13,170.00	Alabama Community College St	135 S Union St	Ste 415	135 S Union St	Ste 415	23020501	ACCSITJPA-2022- 0044
100	76,900.00	Alabama Community College St	135 S Union St	Ste 415	135 S Union St	Ste 415	23020501	ACCSITJPA-2022- 0044
1	157.00	AL Alabama Community	135 S. Union Street		135 S. Union Street		23326254	ACCSITJPA-2022- 0044

APPENDIX D-VENDOR DISCLOSURE FORM AND IMMIGRATION COMPLIANCE

SHI Response:

Completed signed forms are attached in below sections and attachments.

1. Vendor Setup Form
2. State of Alabama Disclosure Statement (Notarized)
3. Certificate of Compliance
4. Immigration Status Form
5. Certification Regarding Debarment Form
6. Attachment 2: Current W-9
7. Attachment 3: E-Verify Memorandum of Understanding with Articles

We Are SHI

We bring together
IT and Procurement
like never before