**Instructions**

Please supply requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

**If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.**

**Respondent Name: SHI International**

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| **Attachment** | **Clarification Question** | **Respondent Response** |
| Attachment E – Business Proposal | Per Section 2.3.6, for the Insurance limit as part of Clause 28, you raised the limit to $51,000,000 per occurrence for commercial general liability. Please confirm this is correct. | SHI recognizes that the redline was difficult to read. We can accept the original 5M ask by the state since our umbrella policy will cover the gap from 1M to 5M. |
| Attachment E – Business Proposal | Please provide a sample Disaster Recovery Plan (for your business) that could be utilized for this Contract. | SHI has attached our Disaster Recovery plan for your review. We are happy to discuss further if the State has clarifying questions. |
| Attachment F – Technical Proposal | Could you please note if there are any software publishers for which products will be bought through a wholesaler (e.g., Carahsoft)? If yes, what strategies will you pursue to limit the markup figure from wholesalers? | SHI has many direct relationships with major publishers but for several publishers SHI will work through a distributor as required by the publisher. In either case, SHI is a top partner and is able to leverage economies of scale on the state’s behalf. For the State of Indiana specifically SHI has negotiated an Indiana-focused relationship with Carahsoft to support this contract. We will be working with Carahsoft to support the following:   * Adobe * Amazon Web Services * BeyondTrust * Cardinality.ai * Experian Marketing Solutions LLC * FireEye Inc * Genesys * Greyheller LLC * IBM * KnowBe4 * LinkedIn Corporation * McAfee * MongoDB * Progress Software * Rapid7 LLC * Red Hat Software * Salesforce * SAP Business Objects * Snowflake * Solarwinds * Tableau * Veritas * Vlocity, Inc. * VMware   We are confident that SHI is in a position to negotiate the most competitive pricing available for the State of Indiana. |
| Attachment F – Technical Proposal | If there are additional publisher terms and conditions that require State signature, would you be willing to amend your contract or would the State need to set up a stand-alone contract with the publisher? | SHI would welcome the opportunity to discuss the State’s desires and intentions around these terms in more detail, so that we understand how we may best support your needs. While SHI (or any other reseller) is not legally able to agree to terms on behalf of the State of Indiana or on behalf of a software publisher, we are happy to amend any resulting contract to support what the state has negotiated with any publisher. |
| Attachment F – Technical Proposal | Are the Value-Added Services noted in Section 9 of your proposal provided at no cost to the State (Please answer this as a yes or no question)? If not, please provide those costs in the Alt. Software Pricing Strategy tab of your Cost Proposal Template (rather than in the response to this question), detailing a specific cost for each value-added service. | No. SHI has identified in the Alt. Software Pricing Strategy tab of the Cost Proposal Template Folder (attached) what is identified as a cost and what is identified as no cost to the State. |
| Attachment F – Technical Proposal | Please describe the organization of your team dedicated to Indiana’s account (in a linear fashion). | SHI has added additional resources for the State of Indiana’s needs. Please see attached linear Org Chart. |
| Attachment F – Technical Proposal | Can you provide a sample report that can be provided to all agencies that outlines per unit pricing? | See attached Excel Sample Software Report. |
| Attachment F – Technical Proposal | Please provide a more readable version of the high-level sample implementation timeline screenshot on page 65 of your Technical Proposal. | Please see attached high-level sample Implementation Timeline screenshot. |