**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 D – Cost Proposal | Please review the below list of publishers and state which publishers' products you have the ability to resell and which publishers' products you cannot resell:  Active Batch  Amazon N2WS / SES/Prisma Cloud  Copado  Dot Connect  iGrafx Contracts  Image Trust  Jenkins - SSO  MapQuest  Nessus  Ownbackup  Provar  RDS for PostgreSQL  SailPoint-IdentifyIQ  Tricentis - Qtest  Twilio  If you cannot resell a specific publisher’s product, please describe alternative methods or solutions for the State to license the software product. | **SHI has reviewed the list of publishers, and we are pleased to confirm that we can resell all of these publishers’ products.** Additionally, our response to this clarification would not be complete without a more detailed explanation of SHI’s approach to supplying the breadth of software products that the State of Indiana requires now and will require in the future.  As you compare your offers from various software resellers, the State of Indiana can be confident that SHI’s breadth of offerings is unparalleled in the industry. SHI is committed to providing State of Indiana customers with as many products as possible, from as many publishers as possible. Not all of our competitors are willing to do this, but SHI understands this is a valuable service for our customers. It would be expensive and time consuming for Indiana’s end users to establish buying relationships directly with a large number of software publishers, and it is our pleasure to fulfill this role for you. It is important, however, to be aware that not all resellers are willing to accommodate requests for longtail software (typically defined in the industry as software partners with whom a reseller does very little business and does not have an automated process established). SHI’s list of longtail partners is over 10,000 partners currently, and that number grows daily. We have proven our commitment to taking care of our customers’ needs in this way over years of service to our public sector customers. We take the time to research, quote, and procure software that is important to our customers, even when the orders are small or it is challenging to transact business. This is unusual in an industry where our competitors frequently refuse to quote or process these types of orders, and often they actively try to limit the number of partners they work with. In fact, most of our competitors will not offer longtail publishers at all and restrict their offerings to just a handful of partners. One reseller’s commitment to what they may call “all other” software is likely to be very different from another’s. We encourage the State of Indiana to explore and consider this as you endeavor to compare “apples to apples” among offers. |