



February 4, 2022

Mark Hempel  
Indiana Department of Administration - Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204

Dear Mr. Hempel,:

SHI is pleased to provide the following proposal to the State of Indiana in response to your *Request for Proposal for Sole Source Software*. Our proposal illustrates why we are best qualified to meet the needs of the State and provides detailed evidence of our ability to deliver the highest quality solutions and support for all of Indiana.

With our extensive experience administering Software Value Added Reseller contracts of this exact nature, we are confident in our ability to meet and exceed the requirements of this request. We understand the intricacies of implementing and maintaining a software contract, advocating for multiple agencies and municipalities, and ensuring that they are achieving best value for their IT spend. When we enter into an agreement of this magnitude, we take great care to implement support and service plans to meet the needs of each contract user.

Making a contract of this magnitude a success requires a focus on several key areas. Our response provides more explicit details on each of these.

**Account Management and Training** — SHI has already identified the members of the Account Teams who support the State, including dedicated Account Executives, Inside Account Executives, and Inside Account Managers. These teams meet regularly to discuss the contract, to ensure everyone understands the terms and conditions, and to discuss areas in which SHI is offering, or can offer, additional services in support of the State. Furthermore, SHI's Account Executives regularly meet with individual entities to discuss their purchase history and Volume Licensing Agreements. We have established a Customer Business Review which is designed to inform agencies about their purchasing history and identify opportunities for consolidation or more efficient use of pricing agreements.

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

**Working with Current and New Vendors** — We add vendors and products to our databases every day. Our flexibility, breadth of offering, and willingness to evolve along with our customers' changing needs are unique strengths that SHI happily leverages for our customers. Upon award of this contract, SHI will collaborate with each named publisher to ensure a smooth transition to the new contract. Additionally, we will reach out to new vendors to identify opportunities and initiatives on behalf of the State.



**Contract Implementation** — We understand that a change of vendors for a contract of this size and scope can be a daunting task for the State. Building on our experiences with other customers, the SHI Account Team along with the assistance of our internal teams, are prepared to support the State and make this transition a smooth and a positive one.

**Web Site** — Building on the existing custom product catalog, the State can ensure we will meet your needs efficiently, effectively, and safely through your personalized SHI eCommerce portal. We commit to displaying reseller primary contacts, updating product detail and pricing according to the contract requirements, and providing training sessions for all contract users.

**Carahsoft Partnership** — Carahsoft currently has an established relationship with the State for the NASPO Cloud contract. To provide continuity we have we partnered with Carahsoft providing a strong reseller relationship for The State while adding unprecedented support and proactive monitoring from multiple stakeholders who already have an reputable relationship with The State.

**Reporting** —We strive to customize our reporting where possible to meet the unique needs of our customers. Upon award, SHI will review your reporting needs with key stakeholders and ensure that our solution accurately captures those requirements.

**Introductions and Marketing** — A new contract like this one, is only beneficial if the entities are aware of it and how to use it. With a strong implementation and transition plan, we provide a smooth and seamless experience for the State. As part of that transitions, As detailed Our marketing plan puts an emphasis on educating all potential users about the advantages of the contract and facilitating any necessary steps to using the contract. We understand that continued growth in participation brings added benefits to all contract users.

As the largest MBE/WBE in the United States, **and a certified business under BUY INDIANA...**SHI shares the States initiative to continue its role as a leading contributor of the advancement of economic growth and prosperity. SHI is proud of the reputation we have established, particularly in the Public Sector, as an organization uniquely capable of understanding and addressing the specific needs and concerns of the IT community. SHI is registered to do business within the State of Indiana by the State Secretary of State. SHI agrees to extend the prices of awarded products and/or services to the governmental entities in Section 1.4.4-Eligibility Entities. We are confident that SHI meets or exceeds the requirements the State has for this contract and we look forward to discussing our capabilities in more detail.

Sincerely,

A handwritten signature in blue ink, appearing to read "Meghan Flisakowski", written over a light blue horizontal line.

Meghan Flisakowski, Director of Proposals