

## EXHIBIT A - REQUIREMENTS

### DETAILED DESCRIPTION OF PROPOSED SOLUTION(S)

### A. PRODUCT SPECIFICATIONS & STANDARDS

	Requirements	A	B
1.	<p>Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: <a href="https://www.vita.virginia.gov/it-governance/itrm-policies-standards/">https://www.vita.virginia.gov/it-governance/itrm-policies-standards/</a>.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	
2.	<p>Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at <a href="https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx">https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx</a></p> <p>If not, please explain.</p>	Y	
3.	<p>Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: <a href="https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf">https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf</a></p> <p>(Refer to <a href="http://www.section508.gov">www.section508.gov</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: <a href="https://www.itic.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc">https://www.itic.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc</a></p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p> <p>If not applicable to this procurement, mark "N/A."</p>	N/A	<p>SHI is not the manufacturer for the products requested and is therefore not responsible for the products IT Accessibility and 508 Compliance. We have included links below for some of the top manufacturers' VPAT info; but please note that, upon award, SHI can work with manufacturers to gather this information for VITA as needed.</p> <p><b>Dell</b> <a href="https://www.dell.com/learn/us/en/us/corp1/vpat">https://www.dell.com/learn/us/en/us/corp1/vpat</a></p> <p><b>Microsoft</b> <a href="https://enterprise.microsoft.com/en-us/articles/industries/government/federal/section-508-vpats-for-microsoft-products/">https://enterprise.microsoft.com/en-us/articles/industries/government/federal/section-508-vpats-for-microsoft-products/</a></p> <p><b>HP</b> <a href="http://www8.hp.com/us/en/hp-information/accessibility-aging/check-product.html">http://www8.hp.com/us/en/hp-information/accessibility-aging/check-product.html</a></p>
4.	Does your proposed equipment meet the current U.S. Environmental Protection Agency's	Y	

	Requirements	A	B
	<p>and Department of Energy's Energy Star guidelines?</p> <p>If no, please explain.</p> <p>If not applicable to this procurement, mark "N/A."</p>		

## B. BUSINESS REQUIREMENTS

	Requirements	A	B
1	<p>Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply):</p> <p><input checked="" type="checkbox"/> PC, All-In-One, Mini</p> <p><input checked="" type="checkbox"/> Workstation</p> <p><input checked="" type="checkbox"/> Mobile Workstation</p> <p><input checked="" type="checkbox"/> Healthcare</p> <p><input checked="" type="checkbox"/> Laptop</p> <p><input checked="" type="checkbox"/> Chromebook</p> <p><input checked="" type="checkbox"/> Thin Client</p> <p><input checked="" type="checkbox"/> Rugged Laptop</p> <p><input checked="" type="checkbox"/> Rugged Tablet Windows</p> <p><input checked="" type="checkbox"/> Rugged Tablet Android</p> <p><input checked="" type="checkbox"/> Android Tablet</p> <p><input checked="" type="checkbox"/> Windows Tablet</p> <p><input checked="" type="checkbox"/> Servers</p> <p><input checked="" type="checkbox"/> Peripherals</p>	Y	
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	
4	<p>Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis?</p> <p>Please provide details.</p>	Y	<p>The foundation of training for all new employees at SHI is offering "World Class Support" to our customers. Each member of your team receives this training in their first four weeks working for SHI. Our trainers and mentors provide ongoing constructive critiques on a regular basis. We provide formal continuing education 3 times a year on these principles. Each of the team members receive annual performance reviews in which offering world-class support is a primary metric. Next, we train our sales teams to anticipate customers' needs and provide</p>

			<p>information proactively. We do this by coaching them to be active listeners, look for patterns, and prevent common problems. Proactive updates are the third step in the world-class support process. Daily updates on unresolved questions and problems are standard practice. We train the team on staying organized in order to be able to consistently provide these updates. And finally, confirming completion to ensure that the customer has received a satisfactory answer and does not require further assistance at this time.</p> <p>In addition, throughout the year, SHI hosts several sales conferences including our Sales Kick-off, Global Sales Conference, and quarterly team huddles that include training on products, certifications and process updates.</p>
5	<p>Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract?</p> <p>Please provide details.</p>	N	<p>SHI's return policy is customer-centered – we will accept any request to return any unopened box up to 30 days after receipt, unless the manufacturer specifically has a no returns policy and we have noted this on the quote.</p> <p>Rarely, a customer might receive an incorrect or damaged product; if this occurs, SHI accepts return of that product within 30 days, with no restocking fees, regardless of the package being opened.</p> <p>At any point, if customers encounter issues with their products, the SHI Account Team is accessible and eager to help!</p>

## C. SALES AND SERVICE

	Requirements	A	B
1	<p>Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?</p>	Y	<p>VITA's Account Team have the training and information they need to identify volume discount programs from which you may benefit. If there is a product that is available at a bulk price or a formal discount program from which VITA may benefit, your Account Team will notify you immediately. There may be times when VITA has negotiated a</p>

	Requirements	A	B
			price directly with the manufacturer. SHI can compare our reseller cost to your direct price and advise VITA on the best procurement method. If VITA's direct negotiated price is lower, then SHI can often purchase the product on your behalf, still allowing for the single procurement process. This source routine will result in the lowest possible price to VITA for every transaction.
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	
3	Does your proposed solution include provisioning for warranty support services on M-F, from 8:00 am – 5:00 pm Eastern Standard Time? If not, please provide details.	Y	
4	Does your proposed solution include provisioning for qualified technicians to perform services such as installation, configurations, data migrations, etc., as applicable? If not, please provide details.	Y	
5	Does your solution include provisioning for qualified technicians to perform warranty services for the proposed hardware? If not, please explain how your company will ensure proposed hardware is serviced in accordance with the warranties listed in Exhibit C.	Y	
6	Does your proposed solution include a customer support program? If so, please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.	Y	SHI provides a comprehensive customer support plan to ensure we are meeting each customer's needs. SHI's Account Executives are empowered to make decisions around the support of their customers, and they have the autonomy to resolve issues as they arise. Because our Account Executives are empowered and responsible for ensuring customer satisfaction, SHI is able to provide high quality customer service and ensure efficient and effective response to questions and issues. In addition, the SHI Regional Directors are engaged with the account teams to provide executive level support and to meet with customers as needed.



	Requirements	A	B
			SHI believes in regular and transparent communication with our customers. SHI Account Executives meet regularly with the participating entities and individual contract users to review their business with SHI. During these review meetings, we discuss purchase history, as well as the customer's future plans. With open discussions, SHI can provide tremendous value in supporting future initiatives and will engage the support teams as needed to meet the customer's goals and objectives. If awarded, SHI will provide this level of service to the Commonwealth.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	Y	
8	Does your firm offer a web catalog that displays real time product availability?  If so, please provide details.	Y	<p>With thousands of manufacturers represented, your product catalog is fully customized to reflect contracted products and pricing available through SHI, as well as special pricing programs for which you are eligible, such as licensing programs or other volume programs. The catalog can be as broad or as narrow as you need to fit your needs. If awarded, VITA will benefit from having access to one of the most extensive IT product catalogs in the industry.</p> <p>SHI's current catalog contains thousands of OEM's products. As new OEM's and technologies emerge, SHI proactively seeks to make those offerings available to our customers. VITA will have access to purchase any products that are included in our current catalog. When VITA requests a quote we for a new technology that is not currently listed in VITA's catalog, SHI will return that quote to VITA and, upon approval, we will officially add that product to VITA's catalog.</p> <p>SHI currently provides the Commonwealth with an available catalog website for both academic and government agencies and will continue to offer the same capabilities. SHI catalogs also integrate with eVA and allow for punch out capabilities for easy</p>

	Requirements	A	B
			procurement. The SHI account team is happy to meet with the Commonwealth to review the current site and discuss future updates when applicable.
9	<p>Does your proposed solution include developing a catalog website that interfaces with eVA and also serve as a punch-out catalog? (Please see the "Load a Catalog" section of the following website for details):</p> <p><a href="https://eva.virginia.gov/i-sell-to-virginia.html">https://eva.virginia.gov/i-sell-to-virginia.html</a></p> <p>If so, please describe and provide screen shots.</p>	Y	SHI currently provides VITA with an available catalog website for both academic and government agencies and will continue to offer the same capabilities. SHI catalogs also integrate with eVA and allow for punch out capabilities for easy procurement. The SHI account team is happy to meet with the Commonwealth to review the current site and discuss future updates when applicable.
10	<p>Will your firm provide and maintain a URL which identifies a complete listing of all products and services included in the resulting contract? If so, URL should include the following:</p> <ul style="list-style-type: none"> <li>• Category</li> <li>• Product Description</li> <li>• Product Brand</li> <li>• List Price</li> <li>• Discounted Price</li> </ul>	Y	
11	<p>Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia?</p> <p>If so, please describe how this will be accomplished.</p> <p>If not, please describe limitations.</p>	Y	<p>SHI's Enterprise Solutions Group (ESG) has the experience and expertise to help design, build, educate, demonstrate, and deploy hardware and software solutions. ESG's goal is to help our customers execute their mission by getting the right technology, to the right people, at the right time. Following the SHI methodology of Address, Acquire, Adopt, we are able to gain an understanding of the complete project lifecycle. We address customer business needs, help them acquire the appropriate technology, and follow through to make sure that the technology we sold to our customers is adopted or consumed correctly and meets the initial business needs.</p> <p>With over 300 people on staff and over 3000 certifications, SHI is well positioned to help VITA envision, design and implement solutions. We can provide the resources necessary</p>

	Requirements	A	B
			for success at every phase of a project. From strategic planning and white boarding, to proof of concepts and evaluation units, all the way through deployment and support.
12	Does your firm have the resources necessary to delivery large quantities of equipment to multiple locations? If so, please describe your firms process including delivery time and scheduling procedures.	Y	<p>SHI is proud of our tremendous network of distributors and partners. We maintain relationships with our large IT Distributors (Ingram Micro, Tech Data, and Synnex), as well as smaller, local distributors, and the manufacturers directly. With each transaction, we source from the supplier with inventory in the closest proximity to the customer, and drop ship directly to their door. Most products are delivered within 3-5 business days via UPS Ground.</p> <p>While SHI does maintain a warehouse/integration center in Somerset, New Jersey, it is our relationships with our major distributors that allow us to provide for efficient product delivery across the United States. Our major distribution centers are located in 13 strategic cities and hubs allowing SHI to meet VITA's delivery schedules to multiple locations.</p>
13	Does your proposed solution include IT equipment disposal and recycling services? If so, please provide details and pricing for these services in Appendix C (Services/Warranty Tab).	Y	<p><b>Equipment Pick-up and Consolidation</b></p> <p>SHI employs a Logistics provider experienced in handling the pick-up and delivery of asset disposal items. SHI can pick-up equipment at various locations across the U.S, Canada and other international locations. Equipment is picked up from a centralized location in the office building. Equipment is palletized and shrink-wrapped to ensure secure shipment to closest partner processing facility. Padded pick-up service is also available.</p> <p><b>Asset Evaluation</b></p> <p>Once equipment is delivered to the SHI partner facility, the equipment will be received into the asset disposal management system. SHI will test each asset for functionality, capture information for reporting, assess for</p>

	Requirements	A	B
			<p>resale value or disposal pathway and appropriate processing based on condition for each asset. Other information recorded for each asset includes equipment class, model, and quantity. SHI will provide detailed reporting for each service request and the associated Assets, Serial Number, disposition status and other Customer required information within 30 days of service request receipt at reclamation facility. SHI will determine whether items have resale value or can be repaired/refurbished to resalable value and will attempt to sell those items through the wholesale channel. SHI will report on resale value when items are sold.</p> <p><b>Disposal</b></p> <p>If equipment received by SHI does not meet the specifications for resale, it is identified for recycling in a zero-landfill manner in accordance with applicable federal, state and local rules and regulations. A certificate of destruction is provided on all equipment recycled.</p> <p><b>Remarket</b></p> <p>If equipment has passed testing, SHI will resell the currently-owned equipment on the resale market. This includes properly refurbishing items so they are fit to sell on the open market. A majority percentage of the proceeds are paid to the client. SHI can apply an account credit towards future purchases/services or can cut a check payable to the client.</p> <p><b>Certificates of Destruction</b></p> <p>SHI will indemnify your company from any of the risks associated with the disposal by providing an EPA authorized Certificate of Destruction with a serialized report outlining all assets environmentally disposed of by SHI.</p> <p><b>Data Destruction</b></p>

	Requirements	A	B
			<p>All data from each hard drive will be scrubbed in accordance with U.S. DoD 5220.22-M and NIST SP 800-88 R1 guidelines designed to completely eliminate all data from a computer's hard drive. Hard drives that fail will be degaussed or shredded. Data destruction is typically performed in each processing facility, but on-site data destruction is also available.</p> <p>Pricing information is included in <b>Exhibit C</b>.</p>
14	Does your proposed solution include the ability for the end user to track shipments after departure from your warehouse? If so please describe and provide screen shots.	Y	SHI.com is available to customers with a user ID and password and provides order status information on demand. Please see the Additional Information Section of the Technical Response for more information.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	<p>At the time of quoting and again at order placement, the SHI sales team will inform the end user of the exact delivery timeframe expected. Should this change, we will notify the customer immediately upon learning of the delay. Updates will be provided at least every 24 hours, or on an agreed upon time frame, until the product is delivered.</p> <p>Any possible delays based on total quantity ordered or restrictions from the OEM will be communicated with the customer at the time of quote or order placement and SHI will keep the customer informed of estimated delivery.</p> <p>When there is a delay, SHI will provide any alternatives available. This may include an alternate distribution source, comparable products, cancelling the order, or potentially discounting to account for the delay.</p> <p>Assuming there are no delays, the tracking number will be uploaded to the website upon shipping if/when provided by our vendors.</p> <p>SHI commits to a SLA of 95% or more of orders shipped within 48 hours of order placement.</p>
16	Does your proposed solution allow the user to keep a failed hard drive while waiting for	Y	



	Requirements	A	B
	delivery of a new hard drive that is covered under warranty? If not, please provide details.		
17	Will your firm wipe data from a hard drive to VITA specifications or allow customer to keep hard drive when a unit is returned?	Y	<p><b>Certificates of Destruction</b></p> <p>SHI will indemnify your company from any of the risks associated with the disposal by providing an EPA authorized Certificate of Destruction with a serialized report outlining all assets environmentally disposed of by SHI.</p> <p><b>Data Destruction</b></p> <p>All data from each hard drive will be scrubbed in accordance with U.S. DoD 5220.22-M and NIST SP 800-88 R1 guidelines designed to completely eliminate all data from a computer's hard drive. Hard drives that fail will be degaussed or shredded. Data destruction is typically performed in each processing facility, but on-site data destruction is also available.</p>
18	<p>Does your solution offer a provision to "Trade-in and Upgrade"?</p> <p>If so, please provide trade-in/upgrade parameters.</p>	Y	<p>If equipment has passed testing and holds a fair market value, SHI will resell the currently-owned equipment on the resale market. This includes properly refurbishing items so they are fit to sell on the open market. A majority percentage of the proceeds are paid to the client. SHI can apply an account credit towards future purchases/services or can cut a check payable to the client.</p>

## D. REPORTS

	Requirements	A	B
1.	Does your proposed solution offer quarterly reports to Authorized Users detailing products that have been placed in any of their locations? If so, please provide details and examples.	Y	SHI provides online order status and reporting for all orders placed with SHI, whether the orders are submitted online or directly to the Account Team. Access to the order information is controlled by the permissions assigned to each individual user name. The order data is tied to a specific customer account and the individual accounts are then grouped together to accommodate reporting groups that

			<p>match the customer's organizational hierarchy. We have created our databases to remain flexible enough to be able to incorporate any organizational structure and to provide reports on any level within the organization. We begin with the most granular reporting level, this can be by department or local government entity and then SHI groups the ordering units to the Commonwealth-wide level.</p> <p>In addition, we capture the contract number, allowing us to run a report across all purchases made under the contract. SHI has the capability to collect customized data fields, which can be established at the Commonwealth or Executive Level, the Agency/Department Level, and /or per individual customer. SHI makes it simple for all contract users to access the reporting information that they need. Whether the reporting requirement is for a single agency looking for the history of their purchases only, or if the Commonwealth wants to understand purchasing trends, the process to access the report is fast and intuitive. Please see the Additional Information section of our Technical Response for sample reports.</p>
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Through SHI's CompleteCare program, SHI does offer an electronic services portal for Authorized Users. This portal can be customized to Virginia Information Technology Agency's requirements.
3.	Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Y	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. We have created our databases to remain flexible enough to be able to incorporate any organizational structure and to provide reports on any level within the organization.

			Please see the Additional Information section of our Technical Response for complete overview of our reporting capabilities.
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## E. ACCOUNT MANAGEMENT

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	
2.	Does your solution include provisioning of personnel to market and promote the resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.	Y	SHI has provided a complete marketing plan in the Additional Information portion of our Technical Response.

## ADDITIONAL INFORMATION

**5.A.14** *Does your proposed solution include the ability for the end user to track shipments after departure from your warehouse? If so please describe and provide screen shots.*

### SHI Response:

Yes. SHI.COM, SHI's web-based procurement platform, provides the latest in functionality and the greatest in user-friendly interface. Taking advantage of leading edge search, navigation, and merchandising capabilities, SHI.COM also offers functionality designed specifically for business-to-business functionality. This includes innovative Custom Catalog capabilities, which dynamically filter product offerings to provide SHI clients with personalized views of product information. SHI clients can easily find and compare SHI's products, and SHI can deliver a differentiated customer experience that simplifies purchasing, encourages repeat business, and boasts key metrics like frequently viewed products and contract or standard items. We provide tremendous customization and seamless workflow that meets your unique needs.

SHI's ecommerce site was developed in house. As such, it is one of the most flexible tools in the industry. In addition, we offer approval routing that allows for one user to create and send a quote to another user for approval. Also, quotes that are requested via email, fax, or phone can be published by the Inside Account Managers to the ecommerce site for visibility and future reference.

The SHI Ecommerce Specialists are available to provide training to those employees authorized to access contract pricing and information at SHI.COM. SHI can schedule trainings based on the customer's level of access to the site. Upon award of contract, your Account Executive will work with VITA to determine the program and schedule that would work best for them.

### Order Status

Obtain order status information and tracking details for the orders that you process with SHI.

SHI.com provides a wide range of search options to quickly and easily locate the order in which you are interested.

[Quick Order Search](#)

Search for: Open and Recently Shipped Orders Placed By: [User Name]

Open and Recently Shipped Orders  
 Open and Recently Shipped Orders  
 Orders Placed in last 5 months  
**Order Number**  
 Date Range  
 PO Number  
 Serial Number  
 Invoice Number

Order Number	Ship To Name	Total	Status	Items

The following screen shot shows the order search results.

Order #	Date Ordered	PO Number	Ship To Name	Total	Status	Items
<a href="#">GS00103592</a>	1/29/2014	15943	SHI-GS PART #	1130.00	Invoiced	<ul style="list-style-type: none"> <li>36A Black Cartridge For laserjet P1005 Dual Pack</li> </ul>
<a href="#">GS00102473</a>	1/22/2014	15835	SHI-GS PART #	1130.00	Invoiced	<ul style="list-style-type: none"> <li>HP - Toner cartridge - 1 x yellow - 8000 pages</li> <li>HP - Toner cartridge - 1 x magenta - 8000</li> </ul>

The following demonstrates the tracking details available.

Order #: GS00103592  
Order Date: 1/29/2014

Order Status: Invoiced  
Customer PO: 15943  
Total: 1130.00  
SHI-GS Contact: [Your Account Team](#)  
User Name: [Name]

Ship To: [Address]  
Bill To: [Address]

Invoices

Invoice #	Invoice Date	Total
<a href="#">GB00101597</a>	1/30/2014	1130.00

Line Item Status

SHI-GS Part	Item	Unit Price	Qty Ordered	Qty Remaining	Extended Price
22801098	36A Black Cartridge For laserjet P1005 Dual Pack Mfr Part #: CB436D	113.00	10	0	1130.00

Shipping Status of Your Items

Shipment 1

SHI-GS Part	Mfr Part #	Description	Qty Remaining	Qty Shipped	Tracking #
					<a href="#">038055797250421</a> 1/29/2014

Shipment Tracking Info

Tracking #: [038055797250421](#) Location: -- Service Type: FEDEX\_GROUND  
 Status: Delivered Shipped On: 1/29/2014 Weight: 22.0 LB  
 Delivered On: 1/31/2014 Delivered To: CLUTE, TX Reference: --  
 Estimated Delivery Date: -- Signed By: STEVE

Date And Time	Status	Location	Comments
1/31/2014 2:05 PM	Delivered (DL)	CLUTE, TX US	
1/31/2014 6:47 AM	On FedEx vehicle for delivery (OD)	HOUSTON, TX US	
1/31/2014 6:35 AM	At local FedEx facility (AR)	HOUSTON, TX US	
1/30/2014 10:21 AM	Departed FedEx location (DP)	MEMPHIS, TN US	
1/30/2014 12:48 AM	Arrived at FedEx location (AR)	MEMPHIS, TN US	
1/29/2014 9:17 PM	Picked up (PU)	MEMPHIS, TN US	
1/29/2014 7:43 PM	Shipment information sent to FedEx (OC)		

[View Proof of Delivery](#)

[Close](#)

Order details with tracking data per shipment

Within VITA's dedicated page, authorized users can:

- Save/retrieve a price quotation using a state agency supplied unique quotation identifier(s). The agency should be able to save the price quotation as a .pdf document



- Modify a previously saved price quotation, including adding additional products, changing product quantity, removing or deleting products, and “refreshing” product prices
- Re-save price quotation following modifications
- Print price quotation
- View quotes that were originally requested via email, fax, or phone and created by the Inside Account Team.

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

The following lists the standard fields that are available within a standard, detailed report today via the VITA’s ecommerce site today:

Customer Name	Manufacturer Name	Manufacturer Part Number
Product Description	Version	Operating System
Media	Language	Product Type
License Program	License Pool	License Level
License Point Value	Maintenance Term	Maintenance Time Remaining
UNSPSC Number	UNSPSC Segment	UNSPSC Family
UNSPSC Class	UNSPSC Commodity	Order Date
SHI Order Number	Invoice Number	Ship Date
SHI Part Number	Quantity	Unit Price
Extended Price	Customer PO	Ship to Company
Ship to Address	Ship to State	Ship to State
Ship to Zip Code		

In addition to the data fields above, SHI will create customized data fields for any customer who wishes to capture additional information, and the customer would then have access to reporting based upon those additional fields. This custom capability is helpful for tracking purchases, expenditures, and chargebacks. SHI works with each individual account to understand reporting requirements and to ensure we continue to meet and exceed those requirements.

VITA can identify Procurement Officers or others that can be granted a higher level of access, allowing them to run reports and view activity across authorized users.

The SHI eCommerce Specialists are available to provide training to those employees authorized to access contract pricing and information at SHI.com. SHI can schedule trainings based on the customer’s



level of access to the site. Upon award of contract, the SHI Account Team will work with VITA to determine the program and schedule that would work best for the Commonwealth.

**5.D.3 Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.**

**SHI Response:**

Yes. We are pleased to offer both standard and customized reports to VITA. All reports can be set up on a subscription basis and will be delivered automatically daily, weekly, quarterly etc. In addition, VITA will have a dedicated account team that will be able to review and discuss purchases and reporting whenever there is a need.

SHI's reports are available as both subscription/scheduled reports and on an ad hoc basis. Customers can request reports through your Account Team and authorized users can run reports on-line at SHI.COM. The user's ability to run reports via Report Factory is based on permissions assigned to the user names, so only authorized users within the Commonwealth will be permitted to run reports.

These standard reports provide an overview of your purchases from SHI. Our system allows for the tracking of Customer Specific Fields, therefore we are able to generate these reports in many ways. SHI will provide these reports in any time frame that you require, and in one of three formats: *detail* of all transactions, *summary* by part number, or *summary* by manufacturer name.

- *Spend by Manufacturer* – summary of total dollars spent in period with one specific manufacturer, all manufacturers, or a sub-set thereof.
- *Spend by Product* – summary of total dollars spent in period for one specific product, all products, or sub-set thereof.
- *Spend by Product Type* – summary of total dollars spent in period for shrink-wrap versus licensing or by UNSPSC.
- *Spend by Organization, Enterprise, Conglomerate* – again, each of the above reports can be pulled based on a specific organization, enterprise or conglomerate

The following lists the standard fields that are available within a standard, detailed report today via the Commonwealth's ecommerce site today:

In addition to the data fields above, SHI will create customized data fields for any customer who wishes to capture additional information, and the customer would then have access to reporting based upon

those additional fields. This custom capability is helpful for tracking purchases, expenditures, and chargebacks. SHI works with each individual account to understand reporting requirements and to ensure we continue to meet and exceed those requirements.

## Reporting Samples

Immediately following are sample reports for reports that SHI currently provides the Commonwealth. The samples include:

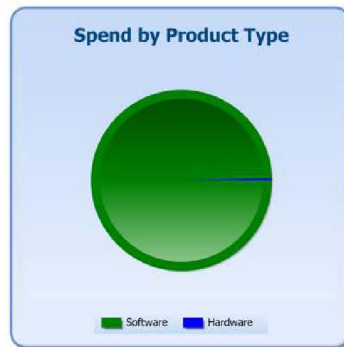
- Customer Purchase History both ad hoc and scheduled
- OEM specific purchase detail
- Customer Business Review
- Customer Invoice detail
- Customer Quote report

Note that these reports have some information redacted and we have included copies on the reproducible, portable data storage device (RPSD) for ease of review as **Attachment 2** and **3**.

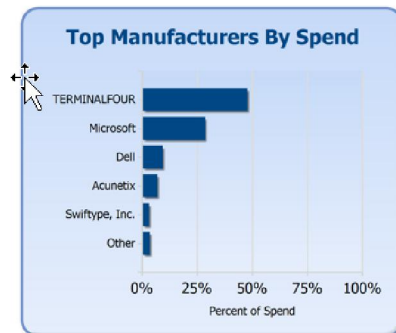
### *Customer Business Review for Powerpoint*



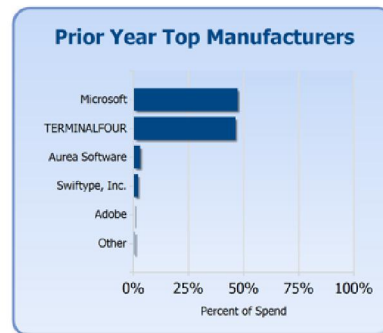
Summary	
# of Customer PO's Invoiced in Period	24
# of Orders Invoiced in Period	24
# of Invoices in Period	24
# of Manufacturers in Period	15
Total Spend:	374,182



Product Type	Revenue	% Spend
Software	372,570.13	99.56%
Hardware	1,611.84	0.43%

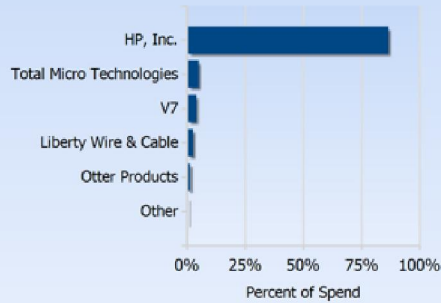


Manufacturer	Revenue	% Spend
TERMINALFOUR	178,856.92	47.79%
Microsoft	107,084.27	28.61%
Dell	35,714.29	9.54%
Acunetix	26,365.67	7.04%
Swifttype, Inc.	12,685.71	3.39%
Other	13,475.11	3.63%



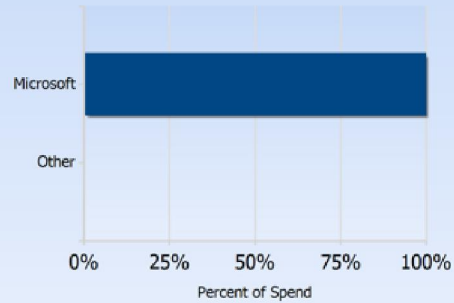
Manufacturer	Revenue	% Spend
Microsoft	249,787.97	47.36%
TERMINALFOUR	244,566.50	46.37%
Aurea Software	16,494.85	3.12%
Swifttype, Inc.	11,988.00	2.27%
Adobe	1,544.95	0.29%
Other	3,037.72	0.59%

### Top HW Manufacturers By Spend



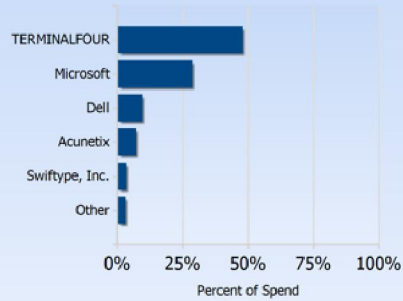
Manufacturer	Revenue	% Spend
HP, Inc.	1,397.77	86.71%
Total Micro Technologies	79.87	4.95%
V7	66.71	4.13%
Liberty Wire & Cable	43.82	2.71%
Otter Products	23.67	1.46%
Other	0.00	0.04%

### Prior Year Top HW Manufacturers



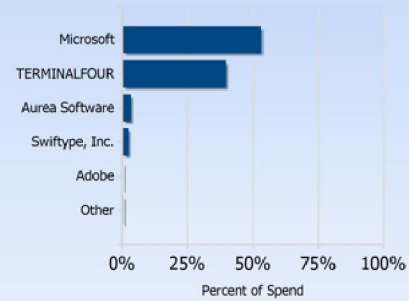
Manufacturer	Revenue	% Spend
Microsoft	342.92	100.00%
Other	0.00	0.00%

### Top SW Publishers By Spend



Manufacturer	Revenue	% Spend
TERMINALFOUR	178,856.92	48.00%
Microsoft	107,084.27	28.74%
Dell	35,714.29	9.58%
Acunetix	26,365.67	7.07%
Swiftype, Inc.	12,685.71	3.40%
Other	11,863.27	3.21%

### Prior Year Top SW Publishers



Manufacturer	Revenue	% Spend
Microsoft	249,445.05	53.28%
TERMINALFOUR	186,209.60	39.77%
Aurea Software	16,494.85	3.52%
Swiftype, Inc.	11,988.00	2.56%
Adobe	1,544.95	0.33%
Other	2,481.30	0.54%



## Customer Invoice Detail

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Account Name	Manufacturer	Order Date	Invoice Date	Cust PO #	Invoice Number	Mfg Part #	Customer Unit	Customer Price	Extended Price	Qty	Ship Name	Ship Address1	Ship Address2	Ship Address3	Ship City	Ship State	Ship Postal Code	Ship Country	Bill Name	Bill Address1	Bill Address2
1 VA-INFORMATION TECHNOLOGIES AG	TERPINAL FOUR	9/30/2018	9/4/2018	EP200575	00750507N	E-HCL01				1	VITA - CESC	11751 Meadowville Lane	Ann Debbie S. Conell		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
2 VA-INFORMATION TECHNOLOGIES AG	TERPINAL FOUR	9/30/2018	9/4/2018	EP200575	00750507N	E-1438TE4				1	VITA - CESC	11751 Meadowville Lane	Ann Debbie S. Conell		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
3 VA-INFORMATION TECHNOLOGIES AG	Adobe	9/18/2018	9/18/2018	PC02186712	007616225	6526037HAC02N0				1	VA-Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Joseph Panercon@va.virginia.gov		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
4 VA-INFORMATION TECHNOLOGIES AG	V7	10/23/2017	9/16/2018	PC02186717	007630363	QK043AA-EV7				1	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Kristin Seynford		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
5 VA-INFORMATION TECHNOLOGIES AG	HP, Inc.	9/26/2018	9/30/2018	PC02194160	007700365	IFH5A0#ABA				4	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Kristin Seynford		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
6 VA-INFORMATION TECHNOLOGIES AG	HP, Inc.	2/9/2018	2/13/2018	PC02207823	007770038	631043-001				1	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE			Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
7 VA-INFORMATION TECHNOLOGIES AG	Acumatica	2/10/2018	2/16/2018	EP2176880	007623650	VVSF05GP				1	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann David Jones		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
8 VA-INFORMATION TECHNOLOGIES AG	Acumatica	2/10/2018	2/16/2018	EP2176880	007623650	VVSF05GP				1	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann David Jones		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
9 VA-INFORMATION TECHNOLOGIES AG	VarDyke Software	2/27/2018	2/28/2018	PC0221030	007050460	V3HM-Vw-Vx-0050-0002				2	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Kristin Seynford		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
10 VA-INFORMATION TECHNOLOGIES AG	Liberty Wire & Cable	3/6/2018	3/6/2018	PC02214000	007080275	E-HVGAAWH-M-25				1	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE			Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
11 VA-INFORMATION TECHNOLOGIES AG	HP, Inc.	3/15/2018	3/16/2018	PC02220071	007939650	78175-001				1	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Mary Jones		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
12 VA-INFORMATION TECHNOLOGIES AG	HP, Inc.	3/22/2018	3/22/2018	PC02224003	007968170	J2X04A#ABA				4	Virginia Information Technologies Agency - CESC	11751 Meadowville Lane	Ann Kristin Seynford		Chesler	VA	23036	US	VA-INFORMATION TECHNOLOGIES AG	11751 MEADOWVILLE LANE	ATTN: ACC PAYABLE
Sell Thru Detail		Report Parameters				J2X04A#ABA															

## Customer Quote report

Account Name	Quote #	Description	Contact	Quote Phone	Status	Line Item	Manufacturer	Mfg Part	Part Description	Ship Date	Customer Price	Quantity	Customer Extended	MSRP	Maintenance Date	Maintenance Cost	Note Public	Expires On
1 VA-INFORMATION TECHNOLOGIES AG	M300244	2 HP Laptop batteries			Pending	1	HP Inc.	710755-001	HP Battery pack (Primary) - 6-cell lithium-ion (Lion), 2.55Ah, 55Wh			2						3/30/2018
2 VA-INFORMATION TECHNOLOGIES AG	M300246	HP CA66 SPARE 710755-001 Laptop Battery			Won	1	HP Inc.	710755-001	HP Battery pack (Primary) - 6-cell lithium-ion (Lion), 2.55Ah, 55Wh			1						3/30/2018
3 VA-INFORMATION TECHNOLOGIES AG	M300242	Autonix Fort			Auto-Closed	1	Fortishop.com	NPW-FORT5-A5TOR	Autonix Complete Family			1						2/28/2018
4 VA-INFORMATION TECHNOLOGIES AG	M304004	25 ft AV Cable			Won	1	Liberty AV Solutions	E-HVGAAWH-M-25	25 ft Mono VGA and 3.5mm Audio with Ethernet Single Cable Solution			1					6/3 in stock	2/28/2018
5 VA-INFORMATION TECHNOLOGIES AG	M712632	PSA			Auto-Closed	1	PSA Security	SEED MEDIA	SEED MEDIA			1						9/29/2018
6 VA-INFORMATION TECHNOLOGIES AG	M824353	HP Battery			Won	1	HP Inc.	631043-001	HP Battery pack (Primary) - 9-cell lithium-ion (Li-ion), 3.0Ah, 100Wh			1					***For HP Probook 6460B***	2/28/2018
7 VA-INFORMATION TECHNOLOGIES AG	M826039	Auxes Renewal			Pending	1	Auxes Software	AUXLACTORIAL	Auxes Renewal Basic Support			1			6/10/2018	5/31/2018		3/30/2018
8 VA-INFORMATION TECHNOLOGIES AG	M857287	Acumatica New License + Renewal			Won	1	Acumatica	VVSF05GP	Acumatica Enterprise 5 Engine Unlimited Users - Perpetual (1 year) (MS Included)			1						2/28/2018
9 VA-INFORMATION TECHNOLOGIES AG	M857287	Acumatica New License + Renewal			Won	2	Acumatica	VVSF05GP	Acumatica Enterprise - Standard 2 Concurrent Users - Perpetual (1 year)			1			6/10/2018	6/10/2018		2/28/2018
10 VA-INFORMATION TECHNOLOGIES AG	M044428	Threat Intelligence			Won	1	SecureWorks, Inc.	TI-A1-BIT	Threat Intelligence Enterprise			1			6/4/2018	6/3/2018		3/30/2018
11 VA-INFORMATION TECHNOLOGIES AG	M044344	HP Replacement Battery			Won	1	HP Inc.	628870-001	Replacement laptop battery for an HP Probook 6470b			1						3/30/2018
12 VA-INFORMATION TECHNOLOGIES AG	M079563	Onebox Defender phone case for Samsung Galaxy S7			Pending	1	OneBox	77-92547	Onebox Defender phone case for Samsung Galaxy S7 (Midnight Blue - Shell) (Stare Grey - Slipcover)			1						3/30/2018
13 VA-INFORMATION TECHNOLOGIES AG	M083016	HP Hard Drive Memory			Pending	1	Hewlett Packard Enterprise	596186-B21	HP DualPort Enterprise - Hard drive - 8TB 5B - hot-swap - 3.5" - SAS 6Gb/s - 15000 rpm			8						4/30/2018
14 VA-INFORMATION TECHNOLOGIES AG	M083016	HP Hard Drive Memory			Pending	2	Avant	AVP720P85C23	Avant 8GB DDR3 Memory			8						4/30/2018

**5.E.2 Does your solution include provisioning of personnel to market and promote the resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.**

### SHI Response:

Yes. The Commonwealth is supported by a team of twelve dedicated account representatives that focus on the Public Sector and the Small/Medium SLED business. This dedication includes the full marketing and promotion of the VITA contract.

SHI continues to sponsor and participate in many events around the Commonwealth of Virginia. In addition to maintaining close relationships with our customers and keeping everyone up to date on SHI capabilities, these events allow us the greatest opportunity to market VITA contracts to end users and procurement professionals. Our participation ranges from booth presence and meal sponsorships to top level Platinum sponsorships and CIO roundtable events to name but a few. In addition to these sponsorships, SHI has supported silent auctions and charity efforts as well as donated door prizes at these events. Here is a list of events that we have sponsored, continue to sponsor or will work to sponsor moving forward.

**COVITS** - Commonwealth of Virginia Innovative Technology Symposium – SHI has partnered with leading manufacturers to attend and now sponsor COVITS at the CIO roundtable level and continues to deliver timely and relevant information to IT directors and C-Level customers at this Richmond based event. In addition to our booth presence, we have lead the CIO breakfast roundtable last year and are doing it this year as well bringing our leadership and Government relationship team to encourage discussion on Government topics.

**VAGP** – Virginia Association of Governmental Purchasing - SHI has sponsored the Spring and Fall events for VAGP for many years at multiple levels including Platinum level, hospitality suite and others. Virginia AE Erik Schroeder is a constant familiar face at these events and works closely with VAGP Chapter Officers to ensure that we return each year and support the Virginia procurement community.

**DGS Forum** – Department of General Services Procurement Forum – SHI has sponsored and attended this event now for many years. Each year we bring our field Sales executives and partners out to support the procurement community and showcase SHI capabilities at this annual event.

**CAPA** – Capital Area Purchasing Association – SHI has sponsored CAPA events such as luncheons in downtown Richmond in support of the local procurement community and was presented an award in 2018 for our long term support of the organization.

**VACO** – Virginia Association of Counties – SHI has sponsored and attended the VACO conference to showcase our contracts and abilities in Information Technology and is looking at returning to this venue in the coming year.

**SWAMFEST** – As a registered SWAM minority vendor with the Division of Small Business and Supplier Diversity, SHI has sponsored and attended SWAMFEST to showcase our contracts and abilities in Information Technology. In fact, SHI has been voted Diversity Supplier of the Year by UVA.

**VSTE** - Virginia Society for Technology in Education - SHI has sponsored and attended VSTE to showcase our contracts and abilities in Information Technology.

**ACCS** – Association of Collegiate Computing Services - SHI has sponsored and attended ACCS to showcase our contracts and abilities in Information Technology.

**Local Shows and Events** – SHI has sponsored and attended countless local vendor days and shows with State agencies, universities, K-12 schools, Cities and Counties and will continue to pursue these partnership opportunities. The net outcome of all of our marketing efforts is that VITA contracts are showcased at each and every show and given center stage by our account executives.

In addition to the specific events described above, SHI currently provides seminars and workshops to our public-sector customers across the country. We would be pleased to do the same for agencies and

schools within the Commonwealth. In all cases, we would work with you to determine the right topics, venue, timing, and participants. Some examples include:

**Manufacturer Table Show** – held annually, SHI will bring in manufacturers that currently do business with Commonwealth as well as emerging partners for a day of education and demonstration.

**Technology Roundtables** – this event brings together Public Sector IT Professionals and leading manufacturers to discuss current and future technology and how it can be used to solve problems or innovate solutions for the future.

**Webinars** – SHI frequently holds webinars for our customers. Topics range from Software Volume licensing (Microsoft EA, VMWare ELA), specific product features, and more broad solution areas.

**Workshops** – typically done in a half day, a workshop is meant to educate customers on all the aspects of a particular solution. One recent example is SHI's Video Surveillance Workshop. We have presented this workshop in 13 cities across the country and have discussed challenges, technology, policy, and future considerations.

**Summits** - SHI holds technology summits at our corporate headquarters in Somerset, NJ. Current summits include mobility and software asset management (held bi-annually). VITA is welcome to attend these at no additional charge.

**Custom Events** - SHI will help Commonwealth coordinate any event that they believe will be beneficial to the participating entities.

In addition, SHI regularly publishes a widely read blog - <http://blog.shi.com/>. Recent posts include information on audits, E-Rate, VMWare VSphere Licensing Changes, and Microsoft O365 Productivity.