

STATE OF NEW HAMPSHIRE
Department of Administrative Services
Division of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: July 31, 2020

NOTICE OF CONTRACT

COMMODITY: Computer Software Reseller

CONTRACT NO.: 8002727 **NIGP:** 208-0000

VENDOR: Zones LLC **VDR#** 222860 P001
1102 15th Street SW. Suite 102
Auburn, WA 98001-6524

Contact Person: Khawar Abbasi
Telephone # 253-545-7348
Email: publicsector@zones.com

EFFECTIVE FROM: August 1, 2020 through July 31, 2023

PAYMENT & TERMS: Net 30 Days if using ACH*. If using Procurement Card (P-Card), card will be charged upon delivery/shipment.

Payments shall be made via Procurement Card (P-Card –Credit Card)
Orders charged upon delivery/shipment.

If the agency is enrolled in the P-Card program, payments shall be made via P-card.

INVOICING & PAYMENTS: All invoices must list Order Number, Unit and Extension Prices and discounts allowed. A separate invoice shall be submitted for each order. Unless otherwise noted on the invitation to bid or purchase order, payment will not be due until thirty (30) days after all services have been completed, or all items have been delivered, inspected and accepted or the invoice has been received at the agency business office, whichever is later.

Invoicing shall be done to the Agency Remit Account on the basis of each order completed, or other mutually agreed upon timeframe between Contractor and agency (example: monthly invoice). Invoices shall clearly indicate the quantity, description, packaging, date delivered, and contract price. Invoicing for eligible participants will be in accordance with their individual requirements.

DELIVERY TIME: Within 10 working days from placement of order. No minimum order requirements.

F.O.B.: F.O.B. Destination to any location within the State of New Hampshire

ORDERING:

The Bureau of Purchase and Property shall issue purchase orders on behalf of the State agencies with a value over \$500.00.

Agencies may place orders with a total value of \$500.00 or less by using a State of New Hampshire purchasing card (P-card). All orders over \$500.00 must have NH Department of Information Technology approval. At time of order placement, the agency shall indicate the payment method of P-Card.

Vendor shall be capable of accepting orders via telephone, web, E-mail and Fax.

Eligible participants will utilize their own individually established ordering procedures

DoIT software standards are updated on a monthly basis. The State will request pricing from all awarded vendors and agencies will be instructed to purchase from the low quote for each month. Pricing will be posted to the DoIT standards webpage:
<https://nhstaff.nh.gov/doi/intranet/toolbox/procurement/standardproducts.php>

MINIMUM ORDERS: There is no minimum order required under this contract.

PRICING QUOTATIONS: The State expects to receive pricing quotations within one (1) business day. Quotes shall be honored for thirty (30) calendar days unless there are special circumstances. These special exceptions shall be clearly noted as part of any quotation.

For the purchase of non – standard software, agencies shall get quotes from all three (3) software resellers / vendors.

CUSTOMER SUPPORT SERVICES:

Vendor shall provide both pre- and post-sales support for all software purchased against any awarded Contract. The Vendor shall have a central contact point, available during normal working hours (7:30 -4:30 EST Monday through Friday, for resolving customer support problems.

Pre-Sales Support shall include, but is not limited to:

- Product Quotes
 - Recommended bundle purchases i.e. new PC software
 - Monthly standard product quote
 - Product Research- Written advice in locating software packages to serve a specific need
 - Product Recommendation- Written advise on selecting the correct product from a product line
 - Product Specifications
- Written Analysis and advice with making decision between SaaS and premise-based software
- Advice on whether to buy “upgrade protection”
 - Assistance with true ups
 - Assistance with modeling – if we added 10 more license x, would that put us in a better discount tier?
 - Guide us to proper volume purchases based on knowledge of the available discount tiers.
 - Recommendation on item to purchase when multiple levels exist i.e. Standard SQL or Enterprise SQL
 - Assistance with co-terming services
 - Provide Total Cost of Ownership (TCO) analysis for a solution based on vendors roadmaps advising

when changes are in our best interest factoring in enterprise standards and volume licensing

- Provided P&P Monthly updates by 1st of the month on the SoNH standard software offerings
- Recommend changing standard version when appropriate to achieve the best TCO possible
- Provide industry trend analysis specific to software purchased by SoNH
- Assistance to State Agencies **in configuring systems that best meet their needs.**

Post-Sales Support shall, include but is not limited to:

- Thorough understanding SoNH portfolio and Quarterly onsite Business Reviews to discuss:
 - Standard Product Line to validate we are leveraging the best solutions and pricing
 - Past Quarter Purchases by spend, by category, by days to ship etc.
 - Service levels metrics
 - Licenses due to expire
 - Update on any licensing structure changes
 - True-up's due following quarter
 - Roadmap reviews for expiring versions, volume purchases etc.
 - Industry Trends
 - Recommended cost savings, product standardization
 - Review and recommendation on leveraging Software Assurance benefits
 - Review of SoNH monthly orders and overall portfolio to make certain we are purchasing correct items i.e. SQL Standard vs. SQL Enterprise
 - Delivery Information-delivery status including backorders
 - Product Return
 - Invoice/Billing Issues
 - Facilitate Resolution of Product Problems
 - On-site Manufacturer Representation
 - License Tracking
 - Maintenance Tracking
 - Archive reports – 6 years purchase history or as long as we are doing business with vendor
 - Renewal reminders-[3 months minimum in advance of expiration and monthly thereafter until an order is placed, unless otherwise advised.] Allow alerts to be configurable based on product

Other services:

- One-on-one training for any tool recommended by the vendor to track or report purchases.
- Batching of individual State Purchase Orders to meet manufacturer minimum quantities to achieve best pricing or to reach more advantageous discount levels
- Manage the placement of State Purchase Orders for license renewals so as to delay the expenditure of funds until as close to the renewal date as is reasonably possible
- Provide State of NH renewal information to new vendors as appropriate.
- Include maintenance commencement date and termination date on all invoices
- Responsible for thorough understanding of manufacture agreements, Enterprise Agreements, Select Agreements etc. and can completed the paperwork required. Vendor must also have the ability to administer said agreements on behalf of SoNH i.e. Volume License Agreements (VLA).

USAGE REPORTING:

Vendor shall be required to submit (at a minimum) a monthly, quarterly and annual usage report for analysis for each state agency or eligible participant. An agency contract distribution list will be provided to the vendor for distribution of reports. Vendor must have the ability to create custom or on demand reports, as requested by SoNH. Vendor must have the ability to stored adhoc reports for future use. Vendor must have the ability to globally modify agreed to fields and own the reasonability to make changes as needed i.e. incorrect agency name, change in agency name. Vendor must use a

consistent agency naming convention for reports, a master agency name list will be provided to the vendor. Reports are due no later than 30 days after each end of each calendar quarter Bureau of Procurement Services, Jennifer Jack and sent electronic to Jennifer.Jack@DAS.NH.GOV. At a minimum, the Report shall include:

- Contract Number
- Purchase Order Number – P-Card Payment Transaction Number
- Invoice Number and Invoice Date
- Utilizing Agency and Eligible Participant with consistent agency naming convention. The SoNH will provide master agency name list to vendor
- All Products Purchased showing the manufacturer, item description, manufacturer part number, Quantity, Unit Price, Extended Price and Total Cost of all Products Purchased
- Order date
- Ship date
- Bill to and Ship to Information
- Total Cost of all Products Purchased. Ability to sort by agency/eligible participant.
- Ability to add categories for sorting purposes as requested by SoNH Preferred in Excel and online real-time formats
- License expiration date reminders
- Order shipment status
- Multi-year license procurement roadmap
- Monthly Customer Service Metrics
- For all enterprise agreements where a variety of agencies are purchasing under one agreement a report must be provided that clearly shows, per enterprise agreement, which agency the purchase was made, the PO number, unit/total cost and the licensing type. In addition to the renewal date for each agreement.

QUESTIONS:

Direct any questions to Jennifer Jack, 603-271- 3146 or
Jennifer.jack@DAS.NH.Gov