

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

Date: January 20, 2017

NOTICE OF CONTRACT

COMMODITY: Personal Computer & Peripheral Hardware (Reseller)

CONTRACT #: 8002030

CONTRACTOR: Shi International Corp VENDOR #: 175141 P001  
290 Davidson Ave.  
Somerset, NJ 08873

CONTACT: Nicholas Repp  
Tel. No.: 603- 573-6187  
Fax No.: 508-799-5633  
E-Mail: [Nick\\_Repp@shi.com](mailto:Nick_Repp@shi.com)

CONTRACT PERIOD: July 1, 2016 through June 30, 2019

NIGP CODE: 204-0000

TERMS: Net 30 Days

DELIVERY TIME: Ten (10) working days

ORDERING: See attached pages for complete ordering and delivery information.

PRICING QUOTATIONS:

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

Contractor shall utilize a system of alphanumeric identification of their quotations so that they may be referred to by that I.D. number for purposes of ordering or other means of communication.

If there is a price decrease between the time of the quote and the time of receipt of the Purchase Order the Vendor is required to invoice at the new lower price.

QUESTIONS: Matt Johnson at [Matthew.Johnson@NH.Gov](mailto:Matthew.Johnson@NH.Gov) or call 603-271-3146

**ORDERING PROCEDURE:**

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 issuing a State Field Purchase Order directly to the vendor. All orders over \$500.00 must have NH Department of Information Technology approval.

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

Cities, Counties, Towns, Political sub-divisions and authorized non-profit organizations shall utilize their own individually established ordering procedures.

**DELIVERY:**

The Contractor shall be responsible for delivery of the ordered equipment, within fifteen (15) Business days of receipt of a Purchase Order, in its entirety and in proper working condition to the destination specified on the purchase order. If the Contractor cannot fulfill the order within this time in its entirety, they must immediately inform the agency of this with a revised delivery date. The agency then has the option to cancel the order, or granting the Contractor a waiver, through a change order issued by the Bureau of Purchase and Property.

Delivery is to be made FOB destination for all order.

Material received damaged or "Dead on Arrival" shall be replaced within four (4) business days of notification by the State. If this is not possible, the State reserves the right to cancel the order or may require loaner equipment, of at least equal functionality, to be provided until delivery can be made.

Shipments shall be properly packaged/tied; etc. to meet accepted commercial standards without any charge to the State of New Hampshire.

**RETURNS:**

Return authorizations and credits shall be provided without a restocking fee or other penalty for all items, unless noted on the original quote provided by the Contractor and agreed to by the purchasing agency, for up to thirty (30) days after receipt of shipment. All return shipping charges shall be the responsibility of the vendor.

**INVOICING:**

Invoicing shall be done on the basis of each order completed. Invoices shall clearly indicate the PO#, quantity, description, date of delivery, as well as the net price to the State of New Hampshire. The invoice may reflect any additional discount offered by the Vendor (i.e., earlier payment, quantity/case lot discount).

**CUSTOMER SUPPORT SERVICES:**

The Contractor shall provide both pre- and post-sales support for the hardware, software, and peripheral equipment specified in the contract. The Contractor shall have a central contact point, available during normal working hours, for resolving customer support problems. The contact point should be someone with authority to get more difficult problems resolved.

Pre-Sales Support must include but is not limited to:

- Product Quotes
- Product Research

- Product Recommendation
- Product Specifications
- Assistance to State Agencies in configuring systems that best meet their needs.

Post-Sales Support must include but is not limited to:

- Delivery Information
- Product Return
- Invoice/Billing Issues
- Facilitate Resolution of Product Problems

#### **OPTIONAL INSTALLATION & ACCEPTANCE:**

Orders for equipment may specify installation services and technical support. The Contractor shall then be responsible for assembling the system components either at the vendor's warehouse, factory, assembly plant or retail outlet, or, with prior approval, they may be assembled on-site at the State Agency location.

Installation shall consist of unpacking, removal of cartons, placing the components and related peripherals in a suitable work area (that will be provided by the State Agency), installing the system software and testing the system for proper operation within its environment. Installation may also include configuration and/or installation of application software, when applicable.

The complete system and related peripherals shall be accepted by the State Agency upon successful completion of the system installation, which shall take place within five (5) working days of delivery unless waived by the agency. If installation is not timely, the State reserves the right to cancel the order and purchase outside the contract.

#### **OPTIONAL EXTENDED WARRANTY:**

Contractor shall make available an extended manufacturer's warranty. This optional warranty period shall be at least one (1) year from expiration of the manufacturer's warranty. Replacement parts shall be from the original equipment manufacturer. Replacement components used to fulfill a warranty claim may be used or refurbished but must be warranted as new equipment.

#### **BALANCE OF PRODUCT LINE ITEMS:**

During the term of contract, the State may purchase other items in relation to computer hardware from the Contractor's Balance of Product Line. All items ordered will include all shipping/charges.