

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: 7/19/16

NOTICE OF CONTRACT

COMMODITY: COMPUTER SOFTWARE - RESELLER

CONTRACT NO.: 8002065

NIGP: 208-0000

VENDOR: SHI INTERNATIONAL CORP. VDR #:175141 P001
290 Davidson Ave
Somerset, NJ 08873

CONTACT PERSON(s): Nicholas Repp
PH: 800-477-6479 or 603-573-6187
E-MAIL: NewEnglandGov@shi.com or Nick_Repp@shi.com

EFFECTIVE FROM: August 1, 2016 **Through:** July 31, 2019

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

PAYMENT: Payments shall be made via ACH*. Use the following link to enroll with the State Treasury: <https://www.nh.gov/treasury>

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

DELIVERY TIME: Ten (10) business days

F.O.B.: Destination

ORDERING:
The Bureau of Purchase and Property shall issue purchase orders on behalf of the State agencies with a value over \$1,000.00.

Agencies may place orders with a total value of \$1,000.00 or less by using a State of New Hampshire purchasing card (P-card). All orders over \$1,000.00 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.

PRICING QUOTATIONS

The State expects to receive pricing quotations within one (1) business day. Quotes shall be honored for sixty (60) days unless there are special circumstances. These special exceptions shall be clearly noted as part of any quotation.

Eligible participants will utilize their own individually established ordering procedures.

MINIMUM ORDERS: There is no minimum order required under this contract. Delivery is to be accomplished within 10 working days from the date the order is placed.

INVOICING: 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. .

USAGE REPORTING:

The successful Vendor shall be required to submit a quarterly and annual usage report for analysis to determine contract compliance. At a minimum, the Report shall include:

Contract Number

- Utilizing Agency and Eligible Participant
- All Products Purchased (showing the manufacturer, item, part number, list price and the final cost after discount.)
- Total Cost of all Products Purchased

An example of the information required in the report is given below:

Sales Report:

Agency Name
Invoice Date, Invoice #, PO #, State Activity Code
Manufacturer, Part #, Product Description, Version
Quantity, Vendor Cost, Unit Price, Extended Price
Renewal periods, as appropriate
Monthly Total (for Agency), Yearly Total (for Agency)
Total of all sales for month (all Agencies)
Grand total of all sales for year (all Agencies)

CUSTOMER SUPPORT SERVICES

The successful 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, for resolving customer support problems.

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

- Delivery Information
- Product Return
- Invoice/Billing Issues
- Facilitate Resolution of Product Problems
- On-site Manufacturer Representation
- License Tracking
- Maintenance Tracking
- Renewal reminders

Other Services:

- 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.

QUESTIONS: Direct any questions to Paul Rhodes, 603-271-3350 or paul.rhodes@NH.Gov