Beaufort Public Schools

IFB # 20-008

Temporary Information Technology (IT) Professional Services



SHI International Corp.
290 Davidson Avenue, Somerset, NJ 08873 • 888-764-8888 • SHI.com

September 9, 2019

Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

Dear Kaylee Yinger

SHI is pleased to provide the following response to the Beaufort County School District recent request IFB # for Temporary Information Technology (IT) Professional Services. We have reviewed the requirements provided a complete and concise response.

Founded in 1989, SHI International Corp. is a global provider of technology products and services. Over the past 29 years, SHI has transformed itself from a $1 million "software-only" regional reseller into a leading global provider of technology services and solutions. We pride ourselves on our long-standing relationships with our customers, our technical expertise and dedicated staff. We treat every engagement as a joint venture; we share the commitment to success with our customers, and our teams go the extra mile to ensure programs and projects are delivered on time, on budget, and to our customers' ultimate delight.

SHI is ranked 10th among CRN's Solution Provider 500 list of North American IT solution providers. With over 3,600 employees worldwide, including an entire organization entirely dedicated to the specific needs of the public sector, SHI is the largest Minority and Woman Owned Business Enterprise (MWBE) in the U.S.

SHI offers custom IT solutions for every aspect of your environment from software and hardware procurement to deployment planning, configuration, data center optimization, and IT asset management. In addition, we provide a dedicated account team that specializes in the Public Sector. The Beaufort County School District account team is locally based with dedicated support from a team based in New Jersey.

With our continued focus on the changing needs of our customers and ability to adjust our business to help solve their evolving IT challenges, we believe we uniquely positioned to help our customers continue their focus on providing a broad range of services that help meet their evolving needs.

We look forward to working with the Beaufort Schools on this project. Should you have any questions regarding this response, please contact Meghan Flisakowski at Meghan_flisakowski@shi.com or 512-317-0799. Thank you in advance for your consideration and we look forward to hearing from you.

Respectfully,



Meghan Flisakowski
Program Manager – Public Sector

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REQUESTED BID FORM

Beaufort County School District

Solicitation Number:	20-008
Date Printed:	August 15, 2019
Date Issued:	August 15, 2019
Procurement Officer:	Kaylee Yinger
Phone:	843-322-2349
Email:	Kaylee.yinger@beaufort.k12.sc.us

Invitation for Bid

DESCRIPTION: **Temporary Information Technology (IT) Professional Services**
SUBMIT OFFER BY (Opening Date & Time): **September 6, 2019; 2:00 PM**
QUESTIONS MUST BE RECEIVED BY: **August 30, 2019**
NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original Signed Copy and One (1) Electronic Copy - Redacted**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:
Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

CONFERENCE TYPE: LOCATION:

DATE & TIME:

AWARDS & AMENDMENTS:
Award will be posted at the Physical Address stated above on or after September 6, 2019. The award, this solicitation, and any amendments will be posted at the following web address: http://beaufortschools.net.

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer) ENTITY TYPE:

SHI International Corp — Corporate

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Meghan Flisakowski — Public Program Manager

PRINTED NAME TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business):	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):
290 Davidson Ave Somerset, New Jersey 08873	290 Davidson Ave Somerset, New Jersey 08873 ATTN: South Carolina Public Sector Team

PHONE NUMBER: 843.737.1472 (Jay Orr - Dedicated Account Executive

EMAIL ADDRESS: Jay_orr@ shi.com or carolinateam@shi.com

PAYMENT ADDRESS (Address to which payments will be sent):	ORDER ADDRESS (Address to which all purchase orders will be sent):
SHI International Corp PO Box 952121 Dallas, TX 75395-2121	290 Davidson Ave Somerset, New Jersey 08873
☐ Payment Address Same as Home Office Address ☐ Payment Address Same as Home Notice Address (check one only)	☐ Payment Address Same as Home Office Address ☒ Payment Address Same as Notice Address (check one only)

ACKNOWLEDGEMENT OF AMENDMENTS:	Amendment Number	Amendment Issue Date
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	1 - 8/22/19 2 - 8/29/19 3 -9/4/19	

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes ☐ No ☒
If yes, please include a copy of your certification. SHI is national recognized but not certified within the State

SCOPE OF WORK

FIXED RATES FOR SERVICE CATEGORIES AND CATEGORY DESCRIPTIONS.

Hourly rates for each service category are given in Exhibit A and correspond to stated levels for each job description. BCSD and the provider determine which job description (level) is appropriate for the work being considered.

BCSD will not pay any extra costs for IT temporary professional services (i.e., benefits, insurance, room and board, and any other additional costs). BCSD will not pay travel costs to the designated workplace for the contracted IT temporary professionals.

SHI Response:

SHI acknowledges and will comply with this requirement.

PRICE ADJUSTMENT.

Fixed rates may be adjusted by the BCSD during the term of the contract to accommodate changing market conditions.

SHI Response:

SHI acknowledges and will comply with this requirement.

IT PROFESSIONAL SERVICE REQUEST.

The professional service requested by BCSD will include, at a minimum, the position description, the required skill(s) for the project, a complete statement of work with expected deliverables, and a specific time period for the service.

The contractor's offer or response must include, at a minimum, qualifications/resume of the available individual who meets the entity's requested requirements and an hourly bill rate for the services not to exceed the maximum rate for the position category and commensurate with the level of expertise, experience, and education within the job position description.

SHI Response:

SHI acknowledges this requirement and will comply with this requirement.

BCSD will make the final decision for each IT professional service request based on the qualifications of the individual submitted and the bill rate per hour.

If the supplier proposes to include off-shore work as part of the response to BCSD' s statement of work, the supplier must indicate that off-shore work is proposed. BCSD will determine if off-shore work is acceptable.

SHI Response:

SHI acknowledges and will comply with this requirement.

TIME REQUIREMENT.

If requested by BCSD, the vendor must process a request and have an IT professional available within 72 hours of making a professional services request. BCSD has the option to interview an applicant before making a selection.

SHI Response:

SHI acknowledges and will comply with this requirement.

ACTIVITY DURING EACH YEAR OF THE CONTRACT.

If a Contractor fails to respond to three (3) or more requests to submit a qualified candidate, at the discretion of BCSD, the Contractor may no longer be able to participate under this solicitation.

SHI Response:

SHI acknowledges and will comply with this requirement.

PERFORMANCE REPORTING.

BCSD may provide comments on the performance of the contractor. The contractor should be capable of accessing performance comments.

SHI Response:

SHI acknowledges and will comply with this requirement.

DOUBLE SUBMISSION.

Two or more contractors cannot submit the same candidate for a statement of work. It is the responsibility of the contractors to assure that the candidate they submit has not been submitted by another contractor. If two or more contractors offer the same candidate, both will be rejected and notified by BCSD.

SHI Response:

SHI acknowledges and will comply with this requirement.

HOURS OF OPERATION.

Work hours will be established by BCSD; however, normal work hour coverage is from 7:00 a.m. to 5:00 p.m., Monday through Friday (District holidays excluded). During the summer, the District works four (4) ten (10) hour days and is closed on Fridays. When a work statement is issued, the Contractor shall be put on notice as to whether unusual hours will be required.

SHI Response:

SHI acknowledges and will comply with this requirement.

BCSD will provide proper working facilities and consumable supplies commensurate with the task(s) to be performed. All work shall be performed at the physical locations within BCSD unless otherwise authorized by the BCSD.

SHI Response:

SHI acknowledges and will comply with this requirement.

SERVICE DESCRIPTIONS.

Service categories commonly used by BCSD are described below. BCSD reserves the right to add or delete positions as needed during the term of the contract.

SHI Response:

SHI acknowledges and will comply with this requirement.

BCSD may elect to permanently hire at no additional cost to BCSD, any individual provided by the supplier under this IT staffing contract after at least 240 hours of service by the individual.

SHI Response:

SHI acknowledges and will comply with this requirement.

QUALIFICATIONS

QUALIFICATIONS OF OFFEROR

To be eligible for award, you must have the capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance. We may also consider a documented commitment from a satisfactory source that will provide you with a capability. We may consider information from any source at any time prior to award. We may elect to consider:

(i) key personnel, any predecessor business, and any key personnel of any predecessor business, including any facts arising prior to the date a business was established, and/or

(ii) any subcontractor you identify.

b) You must promptly furnish satisfactory evidence of responsibility upon request. Unreasonable failure to supply requested information is grounds for rejection.

c) Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability; however, we may elect to consider any security, e.g., letter of credit, performance bond, parent-company corporate guaranty, that you offer to provide instructions and forms to help assure acceptability are posted on procurement.sc.gov, link to "Standard Clauses & Provisions."

SHI Response:

SHI acknowledges and will comply with this requirement.

SHI is able to provide our customers with full IT solutions, from commodity software and hardware to full end to end datacenter solutions. SHI offers a wealth of products, services, and resources which are all specifically in line with the requirements of this contract. This is, at our core, what we do – and the reason we will excel in the fulfillment of this contract more than other organizations who might have diverted focus. Beaufort County School District will benefit from SHI's laser focus on being the best at delivering the products and services you need, while continuing to keep our costs aggressive with our low overhead. A dedicated approach to the Public Sector business for the last twenty years has helped us to create solutions that are specific to the unique needs of State, Local, and Education customers across the country. We understand your business and personnel, and we endeavor to understand your unique, evolving challenges in a constantly changing environment.

We provide a vendor neutral approach, but use our experience and breadth of knowledge to assist in finding the right technology to meet the specific requirements of your environment. We help our customers to design, implement, and optimize their IT Infrastructure. Being privately held allows us to be agile and to stay true to our "customer first" mentality. Throughout our 29 year history, we have continually challenged ourselves to do more to meet the unique requirements of each of our customers. This approach has resulted in the strongest customer retention rate in the industry (99%). Today, we continue to fine-tune our capabilities to meet the needs of our customers and the ever changing technology land scape. Our offerings continue to grow and change in response to these demands.

While this is by no means a comprehensive list of all that we do for our customers, some services that we commonly provide today include:

Software Procurement

- COTS
- Software Volume License procurement/management
- Contract negotiation and optimization assistance

End User Computing

- Mobility
- Laptops
- Tablets
- Phones
- Desktops
- Systems Management
- Unified Communications

Datacenter

- Servers
- Storage
- Networking Equipment
- Converged Infrastructure
- Cloud
- Colocation

Security

- Assessments
- HIPPA Security
- Vulnerability
- Security Posture Review (SPR)
- Penetration Testing
- Social Engineering
- Policy Creation
- Data Protection Solutions and Services
- Firewall/UTM/NGFW Implementation
- DLP/Encryption Implementation
- Video Surveillance

Lifecycle Services

- Acquisition
- Deployment
- Installation
- Data Migration
- OS Upgrades
- Support
- Recovery
- Integration Services
- Rack and Stack
- Advanced Configurations
- Mobile Device Configurations
- Asset Tagging
- Image Deployment
- Laser Etching
- Activations
- Kitting
- Integrated Add-on Components
- Custom Label and Packing
- Inventory Management

Connectivity Services

- Voice
- POTS
- Mobility
- UC Hosted PBX
- SDN
- PTP
- MPLS
- Cable/DSL

- SIP/PRI
- Network and Data
- Ethernet/Fiber
- Wireless
- Specialized
- Telecom Expense Management
- Service Provider Assessment

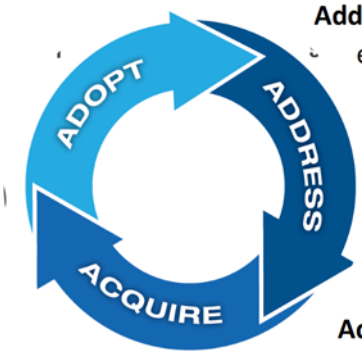
Microsoft Services

- O365
- Active Directory
- SCCM
- Skype
- Exchange
- SharePoint
- Windows

Other Services

- Project Management
- Auxiliary Services
- Partner Delivered

SHI's approach goes well above and beyond that of a standard transactional contract reseller. Our methodology is based on an **Address, Acquire, Adopt** philosophy:



Address – SHI will identify where your organization is today, what your existing requirements are, and where you want to be tomorrow and into the future. Our industry position and top status with all the leading manufacturers enables us to do this with a vendor agnostic viewpoint.

Acquire – SHI will assist you with procuring the necessary technology and services required to meet your goals, at the most aggressive price, and in the most efficient manner.

Adopt – After acquiring a solution, SHI will assist you with vendor certified engineers and consultants to make sure the implementation meets the original expectations. Our goal is not to make the sale and move, but to ensure that you are using the technology you have acquired to your best advantage as well has getting the support and services needed.

Traditionally, cost savings is thought of only at the transactional level. Rather than just processing PO's, SHI strives to understand the goals of each entity as well as their current processes, so that we can help to identify and unlock additional opportunities for savings and other benefits. We talk regularly about the everyday challenges customers are facing and proactively offer solutions to resolve these challenges. We constantly look for ways to improve on processes. We engage our customers in conversations at the earliest points in a project – during the vision and solution design phases. We use this information to map the right technology to help meet those goals. In doing so, we are able to achieve greater cost savings for our customers by showing value to the partner community and leveraging those partner relationships on our customers' behalf.

SHI can assist with technical evaluation of products as well. This may include full proof of concepts or simply obtaining evaluation units. In this way, we will enable the customer to make the best choices and scope each project appropriately. Beyond just offering competitive pricing for products covered

under this contract, SHI will strive to help the State to avoid costs associated with selecting the wrong technology, or with project delays due to incorrect scope. In addition, we will review buying programs and do price modeling to ensure that the technology you choose is being procured in the best way possible and at the most aggressive price.

SUBCONTRACTOR INDENTIFICATION

If you intend to subcontract, at any tier level, with another business for any portion of the work and that portion either (1) exceeds 10% of your cost, (2) involves access to any "government information," as defined in the clause entitled "Information Security – Definitions," if included, or (3) otherwise involves services critical to your performance of the work (err on the side of inclusion), your offer must identify that business and the work that they are to perform. Identify potential subcontractors by providing the business name, address, phone, taxpayer identification number, and point of contact. In determining your responsibility, the BCSD may contact and evaluate your proposed subcontractors.

SHI Response:

SHI is pleased to be working with our partner, CTG.

Computer Task Group, Incorporated (CTG)

Address: 800 Delaware Avenue, Buffalo, NY 14209

Phone: 716-882-8000

Taxpayer identification number: 16-0912632

Point of contact: Mike Vohrer, Account Executive

BIDDING SCHEDULE / PRICE BUSINESS PROPOSAL:

Enclosed in Exhibit C is the official Bid Form to be used in submitting your bid. Only this Bid Form is to be used; no other bid form is acceptable. Please indicate your firm's name on each page of the Bid Form and have each page signed and dated by a person authorized to do so. Please return all pages of the Bid Form. A cover letter on your corporate stationery should include any information you deem pertinent in the evaluation of your bid. Do not change the Bid Form or insert a different unit of measure or unit of pricing. Bidders or proposers that alter the Bid Form are qualifying their response and are subject to disqualification.

All notations on the Bid Form should be printed in ink or typewritten, errors should be crossed out, corrections entered and initialed by the person signing the bid. Erasures or use of typewriter correction fluid may be cause for rejection. No bid shall be altered or amended after the specified time for opening.

Award(s) will be made to the responsive and responsible bidders offering to perform the services based upon the terms of this solicitation. Award(s) will be made to the vendor(s) whose bid is determined to be the most advantageous to the Beaufort County School District, taking into consideration adherence to the bid specifications

It is the general intent to award this contract as one lot to all responsive and responsible bidder(s).

If you indicate that the price bid for any one item is contingent upon receiving an order for additional items, your bid will not be considered. The District will not be bound by such conditions.

All services and/or materials shall be FOB Destination with all freight charges Prepaid and Allowed. No hidden or undisclosed charges will be allowed.

This solicitation does not commit the District to award a contract, to pay any costs incurred in the preparation of the response to this solicitation or to procure any goods or services.

The Beaufort County School District reserves the right to reject any or all bids or portions of bids and to waive any informalities and technicalities in the bid process so as to purchase for the best interest of the District.

SHI Response:

SHI acknowledges this requirement and has included Exhibit C later in this response.

MWBE PARTICIPATION

SHI International Corp is a 100% minority owned company and a Corporate Plus member of the National Minority Supplier Development Council (NMSDC). SHI is certified by the New York & New Jersey Minority Supplier Development Council of the NMSDC and recognized by the 24 other regional affiliates of the NMSDC including the Canadian Aboriginal and Minority Supplier Council (CAMSC). SHI is also a woman owned business and certified with the Women's Business Enterprise National Council (WBENC) and certified as a MWBE with California Public Utilities Commission (CPUC).

SHI holds current **S**tate Government Certifications in Delaware, Massachusetts, Missouri, New Jersey, Wisconsin North Carolina, Tennessee and Virginia

As both a minority owned (MBE) and woman-owned (WBE) enterprise, SHI is the county's largest privately owned M/WBE provider of information technology products and services. Recognizing that customer satisfaction is the most important part of our business, SHI has developed strong business relationships which have resulted in numerous awards and achievements. These most recent awards and achievements reinforce SHI's dedication to our customers and commitment to set the highest standards as an organization.

- Thai Lee, SHI President and CEO, named to CRN's Women of the Channel Power 50 Solution Providers
- Blue Cross Blue Shield of Michigan LifeSecure Diverse Supplier Achievement Award
- AT&T Mega Deal Supplier Diversity Award 2017
- McAfee Partner of the Year
- Cisco Commercial Partner of the Year 2017
- NJBIZ's #1 Top Minority-Owned Business
- NJBIZ's #1 Top Women-Owned Business
- NJBIZ's #3 Top Privately Held Company
- Ranked 12th on CRN's Solution Provider 500

Diversity Program Initiative

In 2004, SHI launched an executive initiative to increase SHI International Corp presence in the minority business community and established a diversity business development program. An executive-level position was created to better meet the expectations of our customers for SHI's participation in their M/WBE development and 2nd Tier programs. SHI is the only M/WBE that maintains a fully staffed team dedicated to supplier diversity matters for our clients and vendor partners. Our team manages and distributes just over 150+ diversity spend reports to our clients today. SHI continues to increase the number of diverse suppliers in SHI's Managed Partner Network which our internal operational requirements alongside accommodating our clients to meet their specific governmental, educational and corporate diversity goals. In addition, SHI annually sponsors and supports on average a little over 50 supplier diversity related events annually which includes corporate client sponsored events that value diversity spend opportunities across the country. SHI is a Corporate Plus member and a sustaining annual contributor to the Business Consortium Fund of the NMSDC.

Diversity Spend Client Reporting

SHI tracks and reports 1st and 2nd tier spend with minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses and makes these reports available to all customers that track such spend. As a $10 billion dollar company, SHI reports these results to over 150+ of our customers on a quarterly basis.

2018 per Quarter Percentage of Diverse Spend

Diversity Category	2013	2014	2015	2016	2017	2018
MBE	$16,535,522	$14,289,705	$10,237,427	$49,811,302	$73,011,324	$56,107,838
WBE	$5,789,227	$6,165,105	$6,129,614	$19,965,990	$26,162,755	$11,307,665
ODD	$296,829	$277,863	$693,808	$34,524,753	$40,656,659	$12,152,670
SHI's Total Diverse Expenditures	$22,621,577	$20,732,673	$17,060,849	$104,302,045	$139,830,738	$156,030,534

MBE Partner Network and Initiative

SHI has an active program to recruit minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses as “Go To” partners for both SHI internal services and Client Services requests. The success of this program is coupled with an executed Partner Teaming Agreement with several minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses and we actively mentor several seeking to promote them not only internally, but also to other SHI customers. To date, these businesses have gained entrée into several of SHI customers as a direct result of SHI’s referral. Our diversity team engages our Director of Partner Network to attended supplier diversity events with the sole purpose to recruit additional “Go To” minority-owned businesses.

Tier II Program

The growth, development and the mentoring minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses is a commitment SHI regards as crucial to our major clients continued success. Capturing and retaining the loyalty of our clients that value diversity spend is an integral part of our professional services strategy and one which has mutual benefit. As a Large M/WBE, we continue to grow an effective Tier II program by accessing our Services Partner database utilizing qualified certified minority, women, veteran and disabled/small disadvantaged/HUB Zone owned businesses where it complements our major clients overall supplier diversity program today.

SHI plays a key role as a Primary vendor or Tier I supplier to a vast number of our major business segment clients today. Not only do we provide Tier I quarterly reports to 100+ clients today, by customer request we also provide Tier 2 reporting where the totals reflect a direct link to our customer procuring professional services through subcontract arrangement that is directly tied to the performed service for the client.

SHI understands there is value along with a continued commitment on your organization's part to help increase your Tier 2 spend with minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses. In support of this commitment, SHI International is in partnership with these diversity businesses as our sub service providers to furnish your company when they meet your quality, service and price standards.

Whether SHI is positioned as a prime supplier or minority or woman-owned supplier, SHI International Corp provides the same level of outstanding products, services and first class support. SHI, without being required to do so, has successfully launched its own diversity business development initiative pairing with our Partner Network team to engage minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses. SHI International Corp is committed to growing its program and providing mentoring and support to fellow minority, women, veteran and disabled/small disadvantaged/HUB zone owned businesses.

Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.

SHI Response:

As a MWBE SHI understands and values the utilization of the MWBE business community. At this time, SHI does not have a MWBE partner identified. We will look to include MWBE partner where possible on this contract and inform Beaufort County School District of updates to our MWBE commitment.

Signature

Date

Name: ____Meghan Flisakowski_____

Title: ___Public Program Manager_____

Project: ____ IFB # 20-008 _____

REFERENCES

At SHI we value our customers' privacy and will do the same for BCSD if awarded. At this time we are not providing specific customer information; however we are including case studies for BCSD's consideration.

Paterson Public Schools

- Customer from: 2010
- Project Size: ~$115,000 plus other engagements

Paterson Public School District, located in one of New Jersey's most diverse areas, enrolls approximately 28,500 students and boasts over 40 languages spoken in its various K12 classrooms. The District, one of four that is state-operated, names "Educating Paterson's Youth" as its primary function, and SHI has partnered with the District to make that goal realized – and with the help of an SHI Security Posture Review, Office365 Migration, and other IT engagements, Paterson is improving not only within the classroom, but also virtually.

Although Paterson's IT staff had been repeatedly cut due to budget reductions through the years, their dedicated SHI team – including a local Senior Account Executive, a Solutions Architect, Senior Security Solutions Architect, and a Solutions Specialist – worked in close partnership with them to assess needs, to determine solutions, and to execute the identified initiatives with great success and financial sensitivity. Most recently, the SHI team facilitated a much-needed Office 365 Migration for Paterson – during the summer months, of course, to ensure minimal disruption to students, teachers, and administrators.

Paterson has been so pleased with the successful engagements with their SHI team, they've already moved forward on their next initiatives together!

Major Projects and Success

- SHI facilitated the reduction of 13 Exchange (2010) Servers down to only one Exchange 2016 Hybrid Server, with little to no impact to end users during the migration process.
- Approximately 8,900 mailboxes – over 15 TB of data! – has been migrated to Exchange Online.
- Both Microsoft Teams and OneDrive for Business are now available to all Paterson users.
- All features of A1 and A3 licenses are available for all Paterson users.
- Downtime has gone from several outages a week before O365 Migration to zero.
- Finally, as an added bonus, Paterson users are able to retire their on-premises Lync servers and use Skype for Business with minimum transition!

Rutgers – Institution for Health, Health Care Policy & Aging Research (IFH)

- Customer from: May 2016
- Project size: $820K in contract spend over a 21 month period

Rutgers University engaged SHI to assist with the design and implementation of a multi-phase Data Center Project. Phase 1 of that project involved Server/San consolidation. Rutgers IFH was running a Hyper-V production environment that consisted of roughly 12 (aging) physical servers and an SAN that

was nearing capacity, running only 15 virtual workloads. Implementing a hyper-converged, software-defined, storage solution allowed them to drastically consolidate their physical environment with the ability to scale virtually. By implementing VMware's VSAN solution, Rutgers was able to reduce their physical environment from 12 physical servers with an SAN down to 5 physical servers with no SAN. As a research institution that will need to adhere to regulatory compliance, VMware's NSX solution will also provide Rutgers with the ability to further secure workloads via micro-segmentation. Phase 2 of the Project comprised a Production Environment Expansion. Rutgers IFH was tasked with building out a secondary "Dark Site." This environment needed to be a traditional - tier architecture VMware environment consisting of a 3 host cluster, SAN, and ToR switches. Both environments are being backed up by Veeam backup/replication software.

Major Projects and Success

- With a strong and expert local presence within the State of New Jersey, SHI is an exceptional partner. Teaming with Dell as OEM, we supplied Rutger's IFH datacenter with servers, storage, networking, SHI ESG pro services and security assessments, and VM and Veeam software. Our local presence remains imperative, as many SHI team members are proud Rutger's alumni.
- Using a neutral approach to OEM selection and partnership, SHI helped IFH design a High Security isolated environment with data protection.
- Because we expertly understand the complexity and challenges involved in managing Rutger's IT Infrastructure, we are employing SHI's Security and Risk Management practice to assist with Phase 3: a HPPA GAP assessment during HIPPA compliancy auditing, conducted by the State of New Jersey.

State of Texas - Texas Health and Human Services Commission

- Customer from: 2010 - Present
- Project Size: $80 Million over 4-6 year term

As the IT Seat Management/Outsourcing service provider to the State of Texas Health and Human Services Enterprise, SHI provides full lifecycle management of all hardware assets – including procurement and acquisition services, deployment services, ongoing warranty break-fix support, and end-of-life disposal services. The Seat Management contract originally began with services on 36,000 assets spanning three agencies: Texas Department of Health and Human Services Commission (HHSC), the Texas Department of State Health Services (DSHS) and the Texas Department of Assistive and Rehabilitative Services (DARS). The contract has since evolved to the full HHS Enterprise consisting of approximately 62,000 seats and five agencies.

SHI assigned a dedicated team to support the HHS Enterprise including: Director of Lifecycle Services; an Onsite Contract Program Manager; two Onsite Project Managers; and 20 geographically disbursed Field Service Technicians, who are strategically located to provide the most efficient response and return to service times. During special projects or periods of high deployment volume, SHI uses an Elite Partner to augment our staff in order to meet SLAs. All Field Service Technicians carry extensive experience in the IT industry and are required to maintain a minimum of the A+ certification and all supported manufacturer certifications.

Major Projects and Success

- Currently supporting five agencies: the Texas Department of Health and Human Services Commission (HHSC); the Texas Department of State Health Services (DSHS); the Texas Department of Assistive and Rehabilitative Services (DARS); the Texas Department of Aging and Disability Services (DADS); and the Texas Department of Family and Protective Services (DFPS).
- Contracted with Texas HHSC, DFPS, and DSHS for up to 6 years to cover in total approximately 62,000 desktop and laptop seats, with services including full Lifecycle management and DaaS.
- Exceed all SLAs by providing cost savings, expedited ordering, on-time delivery, exceptional services, and program management – and by developing a network of Elite Partners to augment our capabilities and personnel.
- Completed successful deployment and video card/monitor retrofit for HHSC TIERS readiness and compliance.
- Helped raise two new HHSC Customer Care Centers, bringing the new Customer Care Center count to six active centers. Services include deployment of 5,672 new assets and break-fix accessibility.
- Accomplished Windows 7 migration on 10,481 assets within a three-month special project duration. The project included 173 technicians spanning 205 locations and was completed on time and within budget.

___SHI International Corp _____

Firm's Name Date

__290 Davidon Ave Somerset, New Jersey 00873_____

Mailing Address

_____/_____

Phone

Authorized Signature: _____

Printed Name: __Meghan Flisakowski_____

EXHIBIT C

BID FORM TEMPORARY IT PROFESSIONAL SERVICES

Indicate the categories of service that your company can supply by checking the appropriate line items below. By checking the appropriate category, the supplier affirms that their company has at least one qualified individual in the checked category who can provide on-site services to BCSD.

Note: Labor rate on Exhibit A must include all travel and additional costs.

Percentage discount from established pre-set maximum Fixed Price, (if offered): _0%

CATEGORY	Level	Bidding	Not Bidding	Hourly Rate
IT Laborer	Entry		X	$15.00
	Intermediate		X	$20.00
	Advanced		X	$25.00
AV/IWB Installer	Entry		X	$15.00
	Intermediate		X	$45.00
Desktop Technician	Entry		X	$25.00
	Intermediate		X	$45.00
	Advanced		X	$65.00
Systems Administrator	Entry		X	$50.00
	Intermediate		X	$75.00
	Advanced		X	$100.00
Systems Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Network Administrator	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00
Network Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Database Administrator	Entry	X		$100.00
	Intermediate	X		$175.00
	Advanced	X		$250.00
IT Security Engineer	Entry	X		$100.00
	Intermediate	X		$200.00
	Advanced	X		$275.00

Technical Writer	Entry	X		$75.00
	Intermediate	X		$100.00
	Advanced	X		$125.00
Business Analyst	Entry	X		$100.00
	Intermediate	X		$150.00
	Advanced	X	X	$200.00
Training Specialist	Entry		X	$75.00
	Intermediate		X	$100.00
	Advanced		X	$125.00
Telecommunications Administrator / Engineer	Entry	X		$125.00
	Intermediate	X		$165.00
	Advanced	X		$200.00
Web Developer	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00