

SHI International Corp.

Response to

State of West Virginia

Bomgar B200 Appliance and Software

RFQ # ISCK0089



Erik Schroeder | 732-564-8217 | Erik\_Schroeder@shi.com

March 04, 2010

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URCHASING DIVISION STATE OF WV



March 04, 2010

Ms. Krista Ferrell
State of West Virginia
Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Dear Ms. Krista Ferrell,

Thank you for your interest in SHI and for the opportunity to participate in the State of West Virginia's Request for Quote for Bomgar B200 Appliance and Software, RFQ # ISCK0089. SHI looks forward to strengthening the relationship that currently exists between the State and SHI. SHI values your business and we are committed to continuing the level of service and support that the State has come to know and expect from SHI.

SHI provides the highest level of customer support and service to all of our customers. Under our Quality Management System, the State is assured that our solution delivers the services that you need when you need them and our metrics reporting and customer satisfaction surveys provide objective proof that SHI does deliver high quality services. We have a wide array of solutions to offer the State and we look forward to building a managed program that integrates your organizational requirements.

SHI has a proven record of success with customers of similar size and nature to the State. SHI is uniquely qualified to support all requirements contained in this RFP and offer a "one stop shop" for your IT Procurement, affording a streamlined and efficient managed program which we expect will help the State to realize efficiencies and ultimately cost savings.

I appreciate the opportunity to participate in this evaluation. I encourage you to contact our customers and/or visit our headquarters in Piscataway, New Jersey or our web site at <a href="www.shi.com">www.shi.com</a>. If you require additional information or have any additional questions, please contact me at 732-564-8217 or via Email at Erik\_Schroeder@shi.com. Thank you in advance for your consideration and I look forward to hearing from you.

Sincerely,

Erik Schroeder

**Account Executive** 



VENDOR

\*121145148

PISCATAWAY NJ

SHI INTERNATIONAL CORP

33 KNIGHTSBRIDGE RD

State of West Virginia Department of Administration Quotation Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

732-564-8217

08854-3925

# Request for

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ADDRESS CORRESPONDENCE TO ATTENTION OF

KRISTA FERRELL 304-558-2596

DEPARTMENT OF ADMINISTRATION IS&C - COMMUNICATIONS I DAVIS SQUARE

CHARLESTON, WV

25301 304-558-5472 DATE PRINTED TERMS OF SALE SHIP VIA F.O.B. FREIGHT TERMS Net 02/03/2010 30 BID OPENING DATE: BID OPENING TIME 03/04/2010 01:30PM LINE QUANTITY. UOP ITEM NUMBER UNIT PRICE AMOUNT 0001 LS 920-45 \$25, 514.81 BOMGAR B200 APPLIANCE ANNUAL SUPPORT, ETC. OR EQUAL REQUEST FOR QUOTATION (RFQ) THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH REMOTE SUPPORT SOFTWARE, BOMGAR B200 APPLIANCE OR EQUAL PER THE ATTACHED SPECIFICATIONS. TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELLƏWV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 02/16/2010 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ANSWERED BY ADDENDUM AFTER THE DEADLINE HAS LAPSED. QUESTIONS CONCERNING THE ACTUAL PROCESS FOR SUBMITTING A BID TO THE STATE OF WV ARE NOT CONSIDERED TO BE TECHNICAL QUESTIONS AND MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID OPENING AND IN ANY FORMAT.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE CSch

EXHIBIT 10

722-564-821° 3-2-10

ADDRESS CHANGES TO BE NOTED ABOVE

22-309648 Arcount Executive WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

REQUISITION NO.: .



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State of West Virginia Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

# Request for Quotation

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DEPARTMENT OF ADMINISTRATION IS&C - COMMUNICATIONS 1 DAVIS SQUARE

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CHARLESTON, WV 25301

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## Request for Quotation

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Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130 Charleston, WV 25305-0130

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KRISTA FERRELL 304-558-2596

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#### BOMGAR

The solution will provide a secure platform for enterprise remote support allowing service desk technicians to be more effective by letting them control remote computers and mobile devices. Both the customer and the service desk technician connect to the appliance via the internet. Service desk technicians can then see the customer's screen, control the mouse and work as if they were physically present. The goal is to limit the number of trips that need to be made to a client's physical site and to increase the number of incidents resolved on initial contact.

#### The system should also:

- 1) Provide an audit trail of every session and identify the service desk technician that handled the session
- 2) Provide reporting by service desk technician and session
- 3) Provide support for PCs and Blackberry devices
- 4) Allow for the creation of up to 300 named accounts (technicians that would be allowed to use the system)
- 5) Allow for the creation and usage of scripts
- 6) Must prompt the customer to allow the remote connection (customer must respond back)
- 7) Allow for the transfer of a session to another technician
- 8) Allow for the addition of another technician to a session (multiple technician on one session)
- 9) Ability to reboot a pc remotely in safe mode and still maintain the network connection
- 10) Ability to push web links, documents and file transfers

Part #	Product or equal	# of licenses	Description	Total
8200	Bomgar B200 Appliance or equal	1	The appliance is a standalone box that handles the encrypted communication link between the technician and the customer)	\$1,932.94
B200 AMR	Bomgar B200 Appliance Annual Support Description or equal	1	(this is for the maintenance for the appliance	\$386.59
SDPIO	Bomgar Standard Edition License of remote support software or equal	10	Concurrent licenses	\$19,329,40
SDPIOAMR	Bomgar Standard Edition License of remote support software. Annual Support Subscription or equal	10	Maintenance for the concurrent licenses	\$ 3,865.88
Grand Total				\$25,514.81

## GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid.
- 3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
- 4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
- 5. Payment may only be made after the delivery and acceptance of goods or services.
- 6. Interest may be paid for late payment in accordance with the West Virginia Code.
- 7. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- 8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
- 11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 12. BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
- 13. HIPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at <a href="https://www.state.wv.us/admin/purchase/vrc/hipaa.htm">www.state.wv.us/admin/purchase/vrc/hipaa.htm</a> and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
- 14. CONFIDENTIALITY: The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.
- 15. LICENSING: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
- 16. ANTITRUST: In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

#### INSTRUCTIONS TO BIDDERS

- 1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
- 2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
- 3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
- 4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
- 5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

### BOMGAR CORPORATION END USER LICENSE AGREEMENT ACKNOWLEDGEMENT FORM

By signing below, I agree to be bound by the terms and conditions of the Bomgar Corporation End User License Agreement which is located at the following URL: http://www.bomgar.com/eula.htm, and is incorporated herein by reference (the "EULA"). The terms of the EULA may only be modified as provided therein.

I further represent and warrant that if I am signing this acknowledgement form on behalf of a corporation or other legal entity that I personally represent that I am duly authorized to agree to the EULA on behalf of such entity and that the EULA is binding upon such entity.

Date:	<del></del> -
[Corporation Name]	
Ву:	
Title:	

If awarded, this End User License agreement will need to be signed between WV and Bomgar Rev. 09/08

## State of West Virginia

## VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

	l. —	Application is made for 2.5% resident vendor preference for the reason checked.  Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preced-
-	<del></del>	ing the date of this certification; <b>or</b> , Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately
-	<del></del>	preceding the date of this certification; <b>or</b> , Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; <b>or</b> ,
	2.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
	3.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
	4.	Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
	5.	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
-	6. ——	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
	require agains	understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the ments for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency acted from any unpaid balance on the contract or purchase order.
	authori the req deeme	mission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and zes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid uired business taxes, provided that such information does not contain the amounts of taxes paid nor any other information d by the Tax Commissioner to be confidential.
	*	penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true curate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate es during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.
	Bidder	SHI International Corp.  Signed: X CSCM—  Title: Account Executive
•	Date:_	3-2-10 Title: Account Executive
		any combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ No. ISCK0089

### STATE OF WEST VIRGINIA **Purchasing Division**

## PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

#### **DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions, "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE SHI International Corp. Vendor's Name: Authorized Signature: County of MiddleSex Taken, subscribed, and sworn to before me this 2 nd day of March My Commission expires 12/16/2012 **NOTARY PUBLIC** AFFIX SEAL HERE JANET B. ESTENES **NOTARY PUBLIC** STATE OF NEW JERSEY MY COMMISSION EXPIRES 12/16/2012

ID NO. 26510

Purchasing Affidavit (Revised 12/15/09)