



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

State of West Virginia  
 Centralized Request for Information  
 Info Technology

<b>Proc Folder:</b> 836421			<b>Reason for Modification:</b>
<b>Doc Description:</b> RFI for PDF Editing Software Standardization			
<b>Proc Type:</b> Request for Information			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2021-01-29	2021-03-02 13:30	CRFI 0210 ISC2100000001	1

<b>BID RECEIVING LOCATION</b>	
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US	

<b>VENDOR</b>		
<b>Vendor Customer Code:</b>		
<b>Vendor Name :</b>		
<b>Address :</b>		
<b>Street :</b>		
<b>City :</b>		
<b>State :</b>	<b>Country :</b>	<b>Zip :</b>
<b>Principal Contact :</b>		
<b>Vendor Contact Phone:</b>	<b>Extension:</b>	

**FOR INFORMATION CONTACT THE BUYER**  
 Mark A Atkins  
 (304) 558-2307  
 mark.a.atkins@wv.gov

Vendor Signature X FEIN# 22-3009648 DATE 3/1/2021

**ADDITIONAL INFORMATION****STANDARDIZATION DETERMINATION REQUEST**

## Request For Information (RFI)

The West Virginia Purchasing Division has been requested to approve the Standardization of PDF Editing Software by the West Virginia Office of Technology (WVOT). Pursuant to West Virginia Code 5A-3-61, the West Virginia Office of Technology is requesting the Standardization of PDF Editing Software that provides enhanced features such as combining files, page extraction, and other editing functionalities, per the attached documents.

NOTE: Online responses are prohibited with this solicitation.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	See Attached Request for Information Files	0.00000			

Comm Code	Manufacturer	Specification	Model #
43230000			

**Extended Description:**

Request for Information for PDF Editing Software for standardization

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Questions due by 10:00am EST:	2021-02-09

	Document Phase	Document Description	Page
ISC2100000001	Draft	RFI for PDF Editing Software Standardization	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



**SHI Response to West Virginia Office of Technology  
PDF Editing Software CRFI No. 0210 1SC2100000001**

**March 2, 2021**





March 2, 2021

West Virginia Office of Technology  
1900 Kanawha Blvd E  
Charleston WV 25305

Dear Mark A. Atkins:

SHI is pleased to provide the following proposal to West Virginia Office of Technology (WVOT) in response to your request for information for PDF Editing Software. The intent of our proposal is to illustrate why we are best qualified to meet the needs of WVOT, providing evidence of our ability to deliver the highest quality solutions.

SHI's Licensing Department is staffed with manufacturer-dedicated and certified experts who assist our Account Executives in recommending and supporting the volume license programs that most effectively suit your organizations' requirements. SHI completes an analysis of your existing environment and future desired state to present the licensing options available to you and the savings realized by executing the identified program.

With more than \$150 Million in annual Adobe sales, SHI is currently ranked the number 2 Adobe Licensing Partner. We provide a team of Adobe Licensing Specialists to support our customers' licensing and product questions. This team of Pre-Sales and Licensing Specialists complete the same training as the Adobe Sales Force, ensuring they fully understand the Adobe licensing programs and products. SHI is a Connect Silver Partner, an Adobe SAM Partner, and on the Adobe Partner Advisory Board.

With local Account Executives and with shared values of exceptional service and extraordinary technology solutions, SHI is confident that we are uniquely positioned to help the WVOT continue to meet your evolving IT needs.

As the largest privately-owned, M/WBE organization in the country, SHI prides itself on its customer-centric spirit and its ability to facilitate solutions, services, and hardware and software products for its national and global clients.

Should you have any questions regarding our response, please contact Summer Bailey at [Summer\\_Bailey@shi.com](mailto:Summer_Bailey@shi.com) or 304-541-4288. Thank you for your consideration, and know we look forward to our continued partnership with the State of West Virginia.

Respectfully,

A handwritten signature in blue ink that reads "Yazmina Hernandez".

Yazmina Hernandez  
Proposal Manager



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# ADOBE CAPABILITIES AND SUPPORT

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SHI is proposing Adobe Pro. Based the State's need for centralized management, mobility, and better security; we recommend the VIP program with Acrobat as a subscription, and purchase VIP Enterprise.

SHI was awarded the 2018 Worldwide Channel Adobe Partner of the Year and it is currently an Adobe Platinum Reseller which provides the highest discount level & provides deepest discount.

## Vendor Support

- SHI has direct access to 4 Adobe Channel Account Managers
- 13 Dedicated Pre-Sales Specialists, including 1 VIP Renewal Specialist for VIP renewal management
- 9 Licensing Operations Specialists for timely order processing and agreement management
- 2 Business Development Managers
- SHI is capable of supporting global agreements

## Trained Specialists

- SHI Specialists are trained in Acrobat, Creative Cloud, and Adobe Sign Licensing
- Pre-sales specialists go through the same training as Adobe sales team and in many cases know the product and licensing mechanics better than Adobe's representatives
- The team is well versed in these products and has access to external resources for other products

## Strong Executive Management Relationships

- Our management team has access to the EVP of Adobe and his team

## Partner Advisory Board

- SHI is on the Adobe Partner Advisory Board and has a loud voice within Adobe
- SHI helps create the direction for not only our partner program but also for Adobe products in the marketplace







Adobe Inc.

345 Park Avenue  
San Jose, CA 95110-2704

**Adobe**

July 20, 2020

SHI INTERNATIONAL CORP  
290 Davidson Ave.  
Somerset, NJ 08873

Re: Confirmation of Platinum Reseller status

Adobe sells its software licenses and products in North America through Adobe Authorized Resellers. Adobe confirms that as of the date of this letter, SHI INTERNATIONAL CORP is a Platinum partner of the Adobe Partner Connection Program with authorization to resell Adobe's TLP, CLP, and VIP programs to commercial, education, and government customers in North America (US and Canada).

A list of Adobe Authorized Resellers can be found on [Adobe.com](https://adobe.com) or by contacting your Adobe Channel Manager.

Sincerely,

**Arnab  
Kumar Bose**

Digitally signed by  
Arnab Kumar Bose  
Date: 2020.07.21  
00:58:22 +05'30'

Senior Program Manager – APC North America

Adobe Partner Connection Team, Channel Operations

# MEETING MINIMUM FUNCTIONALITIES

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4.1.1 The State desires to have an enterprise-level, transferrable licensing model, whereby a previously purchased license can be reassigned to another employee without requiring the State to purchase that license again. Please explain how your proposed product can meet this goal or describe in detail any other cost savings your proposed product offers.

## SHI Response:

Confirmed. SHI Adobe Pro can provide this functionality.

A user group is a collection of different users that have to be given a shared set of permissions. There are various permissions across different products that have to be assigned to many users in varying order. Managing permissions by user is not a sustainable model.

For example, say that you have a department and you want to assign a product to every member of the department. One way to do it would be to modify the individual permissions of every user in the department and assign the product to each of them. The more convenient method is to create a user group containing all the members of the department and then assign the product to that user group. This method allows the administrator to be decoupled from the management of every user. You could later add more users to that group or remove users from the group. The group permissions remain the same while the users within the group changes.

4.1.2 The State's network security is vitally important and products on the network must be secure and up to date. As such, the State desires a PDF editing software that ensures continued functionality, updates to fix bugs and patches to address security vulnerabilities. Please describe how your company and/or proposed solution addresses bugs, upgrades, patches, and fixes.

## SHI Response:

Adobe delivers updates, features, and new versions of apps as they become available. There are several options available, and you can choose one or more that best suits your requirements.

As part of the Adobe SPLC, Adobe conducts ongoing security training within development teams to enhance security knowledge throughout the company and improve the overall security of our products and services. Employees participating in the Adobe Software Security Certification Program attain different certification levels by completing security projects.

Adobe conducts server-side logging of Adobe Creative Cloud customer activity to diagnose service outages, specific customer problems, and reported bugs. The logs only store Adobe IDs to help diagnose specific customer issues and do not contain username/password combinations. Only authorized Adobe technical support personnel, key engineers, and select developers can access the logs to diagnose specific issues that may arise.

## Adobe Software Security Certification Program

The program has four levels, each designated by a colored "belt": white, green, brown, and black. The white and green levels are achieved by completing computer-based training. The higher brown and black belt levels require completion of months- or year-long hands-on security projects. Employees attaining brown and black belts become security champions and experts within their product teams. Adobe updates training on a regular basis to reflect new threats and mitigations, as well as new controls and software languages.



4.1.3 The State desires a PDF editing software that can be used with both Microsoft Office products and Google's Workplace suite. In particular, the State desires the ability to have a PDF editor that can convert documents, spreadsheets, and other productivity tools into PDFs, as well as the ability to convert PDFs into editable documents.

**SHI Response:**

Confirmed. Adobe Pro can meet this requirement.

4.1.4 The State is seeing an increased reliance on mobile devices, such as smartphones and tablets. The State desires a PDF editing software that is compatible with both iOS and Android devices. Please describe your product's compatibility with mobile devices, different operating systems, and the licensing model to do so. Specifically, is there an additional license or fee associated with this mobile requirement, or is it built into the cost of the license.

**SHI Response:**

Confirmed. Adobe Acrobat enables users to get their work done from any device including smartphones, tablets and laptops.

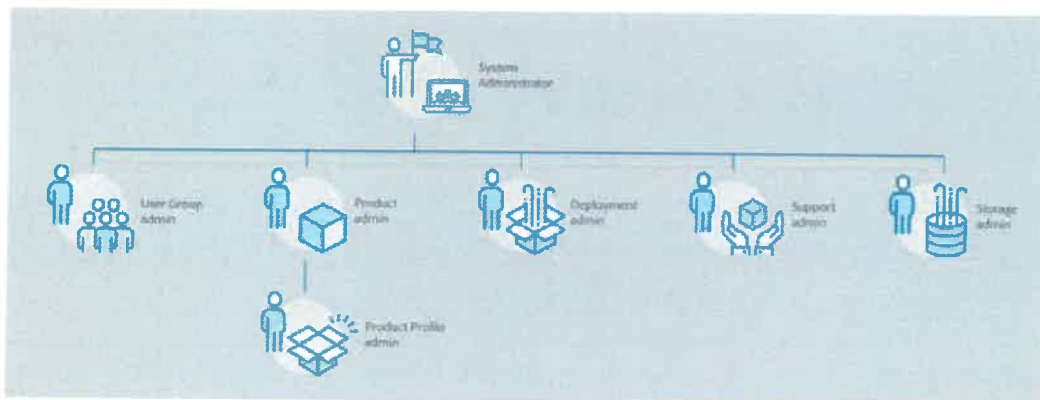
4.1.5 As a centralized IT organization, the State desires the ability to administer the licenses from an administrator portal. The portal, which will have multiple administrators, would provide the capability to install and assign, reassign, and remove licenses from users' devices or accounts. Please describe your product's centralized administration offering, including the functionalities an administrator has.

**SHI Response:**

Confirmed. By using the Adobe Admin Console, organizations can define a flexible administrative hierarchy that enables fine-grained management of Adobe product access and usage. One or more System admins, provisioned during the enterprise onboarding process, sit at the top of the hierarchy. These System admins can delegate responsibilities to other admins, while still retaining overall control.

- Administrative Roles provide the following key benefits to enterprises:
- Controlled decentralization of administrative responsibilities
- Quick view of product assignments – by user and by product
- Functionality to assign quotas to Product admins

The administrative hierarchy can be used to suit the unique requirements of your enterprise. For example, an enterprise can appoint different admins to manage entitlements to Adobe Creative Cloud and Adobe Marketing Cloud offerings. Alternatively, an enterprise can have different admins to manage entitlements of users belonging to different business units.



Role	Description
System Admin	Super user for the organization; allowed to perform all administrative tasks in the Admin Console. Also, has permissions to delegate the following administrative functionality to other users: Product admin, Product Profile admin, User Group admin, Deployment admin, and Support admin.
Product Admin	Administers the products assigned to that admin and all associated administrative functions, which include: <ul style="list-style-type: none"> <li>• Create product profiles</li> <li>• Add users and user groups to the organization but not remove these</li> <li>• Add or remove users and user groups from product profiles</li> <li>• Add or remove Product Profile admins from product profiles</li> <li>• Add or remove other product admins from the product</li> <li>• Add or remove Group admins from groups</li> </ul>
Product Profile Admin	Administers the Product Profile descriptions assigned to that admin and all associated administrative functions, which include: <ul style="list-style-type: none"> <li>• Add users and user groups to the organization but not remove these</li> <li>• Add or remove users and user groups from product profiles</li> <li>• Assign or revoke product permissions to users and user groups from product profiles</li> <li>• Manage product roles of users and user groups for product profiles</li> </ul>
User Group Admin	Administers the user group descriptions assigned to that admin and all associated administrative functions, which include: <ul style="list-style-type: none"> <li>• Add or remove users from groups</li> <li>• Add or remove User Group admins from groups</li> </ul>
Deployment Admin	Creates, manages, and deploys software packages and updates to end users.
Support Admin	Non-administrative role that has access to support-related information, such as customer-reported issue reports.
Storage Admin	Manages the storage administration of the organization. The administrator can view storage consumption of both active and inactive users, delete inactive user-folders and transfer contents to other recipients.

4.1.6 The State desires a robust set of editing functionalities, including, at a minimum:

4.1.6.1 Locking the PDF so no other user may make changes

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.2 Creating a fillable form, whereby users can only type in the designated areas of the form

**SHI Response:**

Confirmed. Adobe Pro provides this capability.



4.1.6.3 *Editing the PDF by being able to insert pictures or text*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.4 *Combining multiple files into one file*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.5 *Extracting pages from one file into separate files*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.6 *Deleting pages from a PDF document*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.7 *Rotating pages in the PDF*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.8 *Organizing pages in the PDF*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.9 *Ability to apply e-signature and request e-signature from another party*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.10 *Ability to search within the PDF for particular words or phrases*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.11 *Ability to compare two documents*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.12 *Ability to redact information from the document and ensure those redactions cannot be undone by another user in another medium*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.13 *Capability to compress files and allow for size optimization when desirable*

**SHI Response:**



Confirmed. Adobe Pro provides this capability.

4.1.6.14 *Capability for optical **character** recognition and **ability to** edit text*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.1.6.15 *Converting Microsoft and **Google** documents and **spreadsheets** into PDF*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.



# MANDATORY REQUIREMENTS

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Any vendor's commodity that fails to comply with a mandatory requirement will be removed from further consideration for standardization. Those mandatory requirements are listed below.

4.4.1 Must be compatible with latest versions of both Windows and Mac Operating Systems.

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.2 Must offer Enterprise Licensing Solution for the State.

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.3 Must provide software patches and updates to keep software secure and functional.

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.4 Must be compatible with Microsoft Office Suite and Google Workplace.

4.4.5 Must be compatible with, at a minimum, Google Chrome 86.0.4240 and newer, Microsoft Edge 86.0.564 and newer, and Apple Safari 14 and newer.

4.4.6 Must be compatible with mobile devices, including smartphones.

**SHI Response:**

Confirmed. Adobe Pro is compatible with the above listed systems. Please note that Many recent browser versions include their own, native PDF plug-ins that automatically replace the Acrobat and Reader plug-in from Adobe. Installing Firefox 19 or later, for instance, can result in your Adobe plug-in being disabled and replaced. Browser plug-ins typically do not support all PDF capabilities or offer comparable features. If you experience the following problems, you may need to revert to the Adobe plug-in:

- Parts of a PDF don't display
- Poor performance or image quality
- Large files sizes when printing to PDF
- 3D models don't render
- Embedded SWF files don't play

4.4.7 Must provide centralized administration.

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.8 Must provide functionalities for editing PDF files.

**SHI Response:**

Confirmed. Adobe Pro provides this capability.



4.4.9 *Must provide accessibility for individuals with disabilities, including both visually impaired and hearing-impaired individuals.*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.10 *Must integrate with Enterprise Applications, including Microsoft SharePoint and Google Sites.*

**SHI Response:**

Confirmed. Adobe Pro provides this capability.

4.4.11 *A Vendor wishing to have its product evaluated must provide the State with three (3) free licenses and/or three (3) free temporary licenses of its proposed product.*

**SHI Response:**

Confirmed. SHI can provide the demo licensing as requested.

4.4.11.1 *The State will contact each of the Vendors who have submitted a response to the RFI in order to obtain a license and/or license key.*

**SHI Response:**

Confirmed. SHI agrees with the above statement.

4.4.11.2 *The Vendor must provide the license and/or license key within five (5) calendar days of the request.*

**SHI Response:**

Confirmed. SHI can meet this requirement.





# LICENSING MODELS

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Ultimately, the number of licenses and how the State plans to manage the software for the individual agencies will have a factor on which option the State should select moving forward. Please refer to the licensing models SHI is proposing below. The State will need to select one of these options:

➤ **VIP LGA**

- Enterprise licensing
- Initial purchase of 100+ seats under a VIP agreement
- Allows for a linked membership to be setup across the stated
  - LM will allow each individual agency to have their own VIP agreement and admin console (management portal)
  - All agencies will receive same discount level
- Discount levels 6-9
  - Cumulative discount level based on total number of licenses for **ALL** agencies tied to the linked membership

➤ **VIP Enterprise Std**

- Enterprise licensing
- State can decide to have 1 VIP agreement to manage all agencies. Or, they can have each individual agency have their own VIP agreement and admin console (management portal)
- Discount levels 1-4
  - Pricing can be subject to level of VIP agreement (if each agency has their own VIP)



# TRAINING

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From advanced technical training and custom end-user solutions to forward-thinking professional development, SHI creates effective training services that maximize your investment and deliver success.

SHI Adobe Training Classes are taught using Adobe's authorized curriculum and instructors to ensure the highest level of professionalism in training.

Training can be delivered live-online (virtually) for individuals or customized private classes for groups for any of the following:

- Adobe Acrobat
- Adobe After Effects
- Adobe Animate CC
- Adobe Audition
- Adobe Captivate
- Adobe ColdFusion
- Desktop Publishing Master Class
- Adobe Dreamweaver
- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop
- Adobe Premiere Pro



# EXHIBITS

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**Exhibit A – SHI eLearning Highlights**

**Exhibit B – LGA Adobe Buying Programs Datasheet**





**THE END-USER FRIENDLY, ALWAYS UP-TO-DATE, COMPREHENSIVE LEARNING SOLUTION!**



## The expert by your side!

Watch with confidence knowing all lessons have been created by Microsoft MVPs and industry experts. Task-based, to-the-point video lessons help deliver knowledge fast and refresh that knowledge instantly.



## Dynamic courses keep you up to date!

Keep pace with Microsoft's update cadence by pairing content additions with Microsoft's Solution and Feature Roadmap. In addition to Microsoft Roadmap pairing, courses are reviewed monthly, bi-monthly and bi-annually for new and replacement lessons.



## Test and improve your skills to save time and money!

Quizzes and exams improve retention, identify areas of need, and earn students a Certificate of Achievement. Improving your team's skills means boosted productivity, lower support costs, and ensuring max return for your software investments.

## Learning Platform

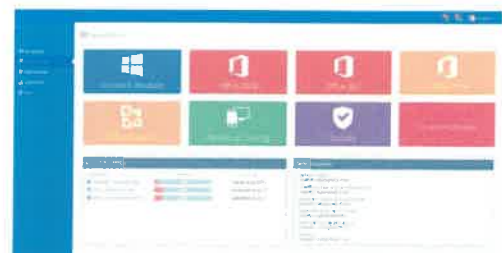
*Strong enough for an admin, designed for an end-user.*



## Course Library



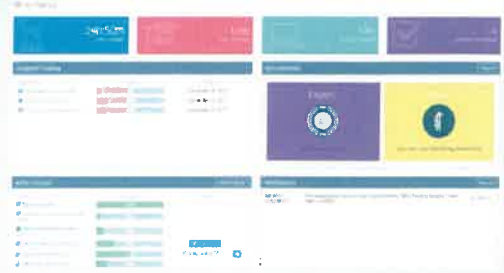
**Empowering end users with an inviting, friendly, and intuitive design!** Unlike typical platforms that bore, overwhelm, and stifle learning, the Learning Platform is a modern launching pad for all skill levels. Training is easy to find and easier to consume. Get ready to jump start your team's productivity!



## My Training Dashboard



**Learners have tools to guide their success.** On the My Training Dashboard, users get a clear picture of the benefits they've gained already and are guided to continue their progress. Watch as they aim for new achievements and improve their skills.



## Administrator Dashboard



**Enhanced reporting, simplified controls, and powerful features** make the admin functionality a game-changer. Visualize your team's activity through return on investment, skill increase and time savings.



### Gamification | Achievements

Built-in gamification motivates proactive learners and recognizes their effort to improve their skills with awards, digi-medals and special badges.



### Share Lessons

Share lessons outside of the platform easily by generating a link with just a click! The recipient can watch the lesson without needing to login.



### App Intros

Short videos to build awareness and excitement for Office 365 Apps. A perfect way to introduce new users to all the powerful tools available.

## Assigned Training



**Guide your team's learning experience by creating customized assignments!** Develop your own focused learning paths by choosing passing requirements, saving selections and tracking progress to ensure maximum user productivity.



Fully Responsive  
Mobile-Friendly Design



Enhanced Video Player  
With HTML5 Playback



Modernized  
Look and Feel



Lightning  
Fast!

To learn more, contact your SHI Account Executive today.











## Adobe Buying Programs

# LGA—Large Government Agencies

LGA is designed for high-volume transactions by large government entities in the United States. This program offers enterprise licensing, support, and capabilities, along with the flexibility of Adobe's Value Incentive Plan (VIP).

### Large Government Agencies (LGA) A sub-program under VIP

<b>Customer profile</b>	US government agencies that require at least 100 licenses
<b>License type</b>	Subscription named-user licenses and feature-restricted licenses (FRL) available
<b>Subscription term</b>	1 year (licenses added during the subscription term are prorated to the anniversary date)
<b>Pricing</b>	Initial discount tier determined by initial order, available LGA levels 6–9
<b>Eligibility</b>	U.S. government agency and initial purchase of 100 licenses or more*
<b>Products</b>	<ul style="list-style-type: none"> <li> Adobe Creative Cloud for enterprise (<i>including Single App and All Apps plans</i>)</li> <li> Adobe Creative Cloud for enterprise (<i>no services, no storage</i>)</li> <li> Adobe Acrobat DC for enterprise (<i>including Acrobat Pro DC and Acrobat Standard DC</i>)</li> <li> Adobe Presenter for enterprise</li> <li> Adobe Captivate for enterprise</li> <li> Adobe Technical Communication Suite for enterprise</li> <li> Adobe FrameMaker for enterprise</li> <li> Adobe RoboHelp for enterprise</li> </ul> <p><i>Stock for teams is available under LGA. Other teams products are not available.</i></p>
<b>Terms and conditions</b>	Standard LGA terms and conditions are tailored for government entities
<b>Optional features</b>	Linked membership may be available, this is an optional feature that allows affiliated organizations to aggregate purchases across linked members in order to achieve a higher discount level

\*Adobe Stock does not count toward the 100-license minimum.