



SHI Response to Idaho Division of Financial Management

Cloud-Based Public Records Solution – GovQA

May 21, 2021



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Idaho Division of Financial Management
304 N 8th St, 3rd Floor
Boise, ID 83702

Dear Jason Urquhart:

SHI is pleased to provide the following proposal to Idaho Division of Financial Management in response to your request for proposal for Cloud-Based Public Records Solution – GovQA. The intent of our proposal is to illustrate why we are best qualified to meet the needs of the State, providing evidence of our ability to deliver the highest quality solutions at the best possible cost.

SHI has the requisite experience and vendor partnerships in place to bring phenomenal value to our customers. Since its creation in 1994, our Public Sector Division has been successfully supporting State Government, Local Government, K-12, Higher Ed, Public Healthcare, and Federal entities across the country and around the globe. Customers in the Public Sector Field are supported by both an Account Executive and a dedicated Inside Sales Team, with unrivaled contributions from our Government Affairs Team, our Grants Team, and our Professional Development experts, who augment every custom solution we provide.

In addition, SHI's Public Sector Inside Team (previously named Small/Medium SLED division) focuses on supporting the needs of smaller agencies and municipalities to ensure they receive personalized attention regardless of their size. These organizations often are overlooked by large resellers, yet they have the same technology needs as their larger counterparts to stay current and competitive. This team consists of ~170 Inside Account Executives (IAEs) who support customers' needs and who receive the same dedicated contributions from our Government Affairs Team.

As an added benefit to all our Public Sector customers, SHI has Contract Vehicles available in all 50 states, and we offer competitively sourced contracts for Cloud; Software; Hardware; and Solutions through State specific options and a variety of National Consortia, including NASPO, OMNIA Partners, and Sourcewell. SHI experts help you procure specific products either through your State's contract or through our entire Technology Catalog via a Consortium contract. No matter what technology you're needing, we can help you align with the right contract and ensure a streamlined and cost-effective process.

We are confident that we are uniquely positioned to help the State continue to focus on meeting their IT needs. Should you have any questions regarding our response, please contact me at Yazmina_Hernandez@SHI.com or 201-258-9360 or your SHI Account Executive, Gara McCutchen Aragon at Gara_Mccutchenaragon@SHI.com or (208) 866-3955.

Thank you for your consideration, and we look forward to working with State on this project!

Respectfully,


Yazmina Hernandez
Proposal Manager

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Key Requirements for Cloud-Based Public Records Solution

This is a brand name only specification. The brand name is GovQA. We will not accept any other solution.

Required Functionality for Cloud-Based Public Records Solution	
(In addition to marking that your solution (the cloud-based public records solution you are bidding) has the required functionality, under each required functionality we've entered a row. In those rows describe how your solution has the required functionality.)	
Required Functionality	Enter a mark if the solution you offer has this required functionality (from the Required Functionality column) (cells left blank in this right-hand column will identify that your solution does not have the functionality, and so your response will not be considered for award)
Intake and delivery process for submitting and managing public records requests (including a public portal for requestors to submit requests)	X
Functionality to create custom intake forms with required fields	X
Outputs: <ul style="list-style-type: none"> o Email: consolidate records, notice of action and allows data custodian to reply to the request by email o Mail/Onsite review: consolidates records, notice of action and allows data custodian to print materials for onsite review or mail out the information to the requestor 	X

Pause (put on hold), resume and cancel requests	X
Customize user permissions and views	X
Manage and track fees for estimates and invoices, including functionality to issue, process, log time and fees and to create an initial estimate and final invoice with actual time required to fulfill request	X
Route tasks among departments (Data custodian, IT Security, Internal review, legal, etc.)	X
Reassign tasks for escalation and exemptions	X
Functionality to make redactions, annotations, comments/add consultation notes, including functionality for auto-redaction of Personally Identifiable Information (PII) and for creating custom redaction types	X
Must be CJIS, HIPAA and FedRAMP compliant	X

**Additional Requirements Related to Cloud-Based Public Records
Solution**

(In addition to marking that you will meet the requirement, under each requirement we've entered a row. In those rows describe how you meet the requirement.)

Requirement	Enter a mark if you will meet the requirement (from the Requirement column) (cells in this right-hand column left blank will identify that you will not meet the requirement, and so your response will not be considered for award)
Ongoing Training/Support Available (this is tied to the hourly rate for TRAINING under "Other tables" in the document with the heading "State of Idaho Division of Purchasing, Data Tracking Software Cloud Purchase")	X
Fast Turn-around on customer service issues (acknowledgment of requests to Contractor's customer service within one (1) business day)	X
Evidence of Security and Business Continuity Documents	X



PRICE SCHEDULE AND SHI QUOTE



State of Idaho Division of Purchasing
Cloud-Based Public Records Solution

Issued May 14, 2021

(The previous mini bid for a cloud-based public records solution has been cancelled.)

Purpose: The state of Idaho, through the Idaho Division of Purchasing (“the State”) is seeking to enter into a Participating Addendum (PA) with a vendor who has been awarded a master agreement under the NASPO ValuePoint portfolio for cloud services, led by the state of Utah. The State is specifically seeking to establish one statewide contract for the cloud-based public records solution as detailed below. The purpose of this “mini bid” is to determine: 1) which vendors that have been awarded master agreements under the NASPO ValuePoint portfolio for cloud services, led by the state of Utah, can offer the required cloud-based public records solution; and 2) of those vendors, which can offer the State the best overall value.

Specifications: See the document with the heading “Key Requirements for Cloud-Based Public Records Solution”. The full suite of GovQA’s public records products must be made available under any Participating Addendum awarded from this mini bid. Provide your full price list including discounts under the Master Agreement for the full suite of GovQA’s public records products attached to your response to this mini bid.

This is a brand name only specification. The brand name is GovQA. We will not accept any other solution.

Acceptance: The cloud-based public records solution must be fully implemented no later than ninety (90) calendar days after award of the PA. The Contractor must notify the agency (Information Technology Services, or ITS) when the cloud-based public records solution has been fully implemented. Whether or not the cloud-based public records solution is considered to be fully implemented will be based upon written acceptance of the cloud-based public records solution by the agency. Notification from the agency as to whether or not the agency accepts the cloud-based public records solution will occur no later than fourteen (14) calendar days after the Contractor notifies the agency that the cloud-based public records solution has been fully implemented. At this time the point of contact for the agency is Janice Packard (japackar@idoc.idaho.gov).

Vendor Submitted Agreement Documents: For any vendors that request that vendor-generated documents be considered, such as end-user license agreements, those vendors must submit with their response to the mini bid a pre-edited version of any such agreement. The pre-edited version must factor that the State will not consider terms and conditions that:

- (1) Waive the sovereign immunity of the state of Idaho;**
- (2) Subject the state of Idaho or its agencies to the jurisdiction of the courts of other states;**
- (3) Limit the time in which the state of Idaho or its agencies may bring a legal claim to a period shorter than that provided in Idaho law;**
- (4) Impose a payment obligation, including a rate of interest for late payments, less favorable than the obligations set forth in Section 67-2302, Idaho Code;**
- (5) Require the state of Idaho or its agencies to accept arbitration or to waive right to a jury trial;**

(6) Require the state of Idaho or its agencies to waive punitive damages;

(7) Require indemnification not specifically authorized by the Idaho legislature or subject to appropriation pursuant to Section 67-9215, Idaho Code, and Section 59-1016, Idaho Code;

(8) Give a higher order of precedence to the agreement document submitted by the vendor than the State of Utah Cooperative Contract (Master Agreement) or the contract awarded from this mini bid; or,

(9) Hold individual employees or officers of the state of Idaho personally liable.

If the State finds that the vendor has not pre-edited any such agreement that it submits with its response to the mini bid, the State reserves the right to not consider that vendor for award of contract.

If the vendor later submits an agreement document that it had not submitted with its response to the mini bid, whether pre-edited or not, the State reserves the right to not consider that vendor for award of contract, or, if the State has already awarded a contract to that vendor, to terminate the contract.

Additionally, if an employee or officer of the state of Idaho or of a political subdivision of the state of Idaho clicks-through acceptance of any terms and conditions associated with any website or portal provided by the Contractor (or a third-party), that click-through does not indicate that the employee or officer has accepted any clicked-through terms and conditions.

Further, if any website or portal provided by the Contractor belongs to any third party, the requirements of this Vendor Submitted Agreement Documents still stand.

Process: Vendors who are interested in providing the required cloud-based public records solution to the State through a PA must complete this form and the attached document with the heading “Key Requirements for Cloud-Based Public Records Solution” and submit it via email to the following contact **by Friday, May 21, 2021 at 5:00 p.m. Mountain time:** Jason Urquhart, Purchasing Officer; Jason.urquhart@adm.idaho.gov; 208-332-1608.

Alternate responses are not allowed.

The State will evaluate the responses and pursue a PA with the vendor who can provide the required cloud-based public records solution at the best value to the State, in accordance with Idaho’s State Procurement Act. By submitting a response, the vendor agrees to negotiate a Participating Addendum and any vendor submitted agreement documents (see the section with the heading “Vendor Submitted Agreement Documents” above) in good faith with the State if selected for award of a PA.

Discussions/BAFOs: Discussions with vendors that provide responses (including the utilization of one or more rounds of Best and Final Offer (BAFO) and/or Negotiations) may be conducted in accordance with IDAPA 38.05.01.083 and .084, as determined by the state of Idaho to be in its best interest. NOTE: Vendors should submit their best responses initially, as there is no guarantee that the state of Idaho will conduct any discussions.

Initial Purchase and On-Going Purchases: The Price Schedule below reflects a purchase that the Idaho Department of Correction intends to make. The state of Idaho requires that the full suite of GovQA’s

public records products be made available for purchase by state agencies and other public agencies (see the Public Agency Clause below) under the PA resulting from this mini bid.

Public Agency Clause: Prices offered in response to this mini bid must be made available to other “Public Agencies”, including agencies of the state of Idaho, and as defined in Section 67-2327 of the Idaho Code, which reads: "Public agency" means any city or political subdivision of this state, including, but not limited to counties; school districts; highway districts; and port authorities; instrumentalities of counties, cities or any political subdivision created under the laws of the state of Idaho; any agency of the state government; and any city or political subdivision of another state.” It will be the responsibility of the “Public Agency” to independently contract with the Contractor and/or comply with any other applicable provisions of Idaho Code governing public contracts.

Title and Version of the Software You Are Offering in Your Response	
Title of the Cloud-Based Public Records Solution	GovQA Exchange Platform for Public Records
Version of the Cloud-Based Public Records Solution	21.1

Price Schedule	
These prices will be used in the evaluation. Prices requested below this table will not be factored in the evaluation.	
Item	Prices
1. Firm and fixed total cost for IMPLEMENTATION of the Cloud-Based Public Records Solution.	Included in Yearly Cost
2. Firm and fixed total cost for TRAINING of staff (This will be a train-the-trainer model, and the Contractor must provide a manual to the agency as well.)	Included in Yearly Cost
3. Price for one full year (Year 1; the initial term) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE.	\$22,934.78
4. Price for one full year (Year 2; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE.	\$24,081.52
5. Price for one full year (Year 3; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE.	\$25,285.87
6. Price for one full year (Year 4; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE.	\$26,548.91
7. Price for one full year (Year 5; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE.	\$27,876.09
Grand Total, Items 1 through 7:	\$126,727.17

This solicitation response is aligned with the pricing methodology for the NASPO Master Valuepoint Cloud Solutions Contract #AR2488. SHI will give at least a 1% discount off GovQA's MSRP for all entities as per agreement.

SHI & GovQA will agree to honor this pricing for these specific products for any future purchases made by the State of Idaho and other participating entities (i.e. cities, counties; school districts; highway districts, port authorities, etc.) through the end of the NASPO master agreement in Sep 15, 2026.

Other tables:

Item	Prices
8. Hourly rate for TRAINING in addition to the TRAINING at Item 2 above. (Describe how the TRAINING will be provided in the row directly below.)	\$194.12
9. Hourly rate for customization. (Nothing in the document with the heading "Key Requirements for Cloud-Based Public Records Solution" is to be considered as customization.)	\$194.12

Item	
10. Include descriptions for things such as additional features not required within the document with the heading "Key Requirements for Cloud-Based Public Records Solution" that upon request by either agency would be added at no additional cost.	N/A

Company: SHI International Corp.

Utah Master Agreement Number: AR2488

Name: Yazmina Hernandez, Sr. Proposal Specialist

Signature: 

Email: Yazmina_Hernandez@SHI.com



Pricing Proposal
 Quotation #: 20498760
 Reference #: 5/21/21
 Created On: 5/19/2021
 Valid Until: 5/31/2021

ID STATE DEPT OF CORRECTION

Inside Account Manager

Janice Packard

1299 N Orchard St
 Ste 110
 Boise, ID 83706
 United States
 Phone:
 Fax:
 Email: japackar@idoc.idaho.gov

Kristin Blackburn

290 Davidson Ave
 Somerset, NJ, 08873
 Phone: 732-537-7232
 Fax:
 Email: Kristin_Blackburn@SHI.com

All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Firm and fixed total cost for IMPLEMENTATION of the Cloud-Based Public Records Solution. GovQA - Part#: 1. Contract Name: NASPO Cloud Solutions Contract #: AR2488 Note: Included in yearly cost	1	\$0.00	\$0.00
2 Firm and fixed total cost for TRAINING of staff (This will be a train-the-trainer model, and the Contractor must provide a manual to the agency as well.) GovQA - Part#: 2. Contract Name: NASPO Cloud Solutions Contract #: AR2488 Note: Included in yearly cost	1	\$0.00	\$0.00
3 Price for one full year (Year 1; the initial term) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE. GovQA - Part#: 3. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$22,934.78	\$22,934.78
4 Price for one full year (Year 2; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE. GovQA - Part#: 4. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$24,081.52	\$24,081.52
5 Price for one full year (Year 3; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE. GovQA - Part#: 5. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$25,285.87	\$25,285.87
6 Price for one full year (Year 4; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE. GovQA - Part#: 6. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$26,548.91	\$26,548.91

7	Price for one full year (Year 5; a renewal period) of Cloud-Based Public Records Solution OPERATION & MAINTENANCE. GovQA - Part#: 7. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$27,876.09	\$27,876.09
8	Hourly rate for TRAINING in addition to the TRAINING at Item 2 above. (Describe how the TRAINING will be provided in the row directly below.) \$194.12 GovQA - Part#: 8. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$194.12	\$194.12
9	Hourly rate for customization. (Nothing in the document with the heading "Key Requirements for Cloud-Based Public Records Solution" is to be considered as customization.) Everest Technology Group - Part#: 9. Contract Name: NASPO Cloud Solutions Contract #: AR2488	1	\$194.12	\$194.12
			Shipping	\$0.00
			Total	\$127,115.41

Additional Comments

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.



STATE OF IDAHO NASPO CLOUD PARTICIPATING ADDENDUM

Immediately following is the NASPO Cloud PA for the State of Idaho.





Master Agreement #: AR2488

Contractor: SHI INTERNATIONAL CORP.

Participating Entity: IDAHO DIVISION OF FINANCIAL MANAGEMENT

The following products or services are included in this contract portfolio:

- GovQA Products and Services.

The following products or services are not included in this agreement:

Master Agreement Terms and Conditions:

1. Scope: This addendum covers **Cloud Solutions** led by the State of Utah for use by state agencies and other entities located in the Participating IDAHO DIVISION OF FINANCIAL MANAGEMENT authorized by that State's statutes to utilize State contracts with the prior approval of the State's Chief Procurement Official.

[Removable Instruction: Participating States should ensure that paragraph 2 properly defines the scope of participation. The model language in paragraph enables participation by all political subdivisions, institutions of higher education, and other entities included in the state's statewide contract program.]

2. Participation: This NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher institution, political subdivisions and other entities authorized to use statewide contracts in the State of Idaho. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.
3. Access to Cloud Solutions Services Requires State CIO Approval: Unless otherwise stipulated in this Participating Addendum, specific services accessed through the NASPO ValuePoint cooperative Master Agreements for Cloud Solutions by state executive branch agencies are subject to the authority and prior approval of the State Chief Information Officer's Office. The State Chief Information Officer means the individual designated by the state Governor within the Executive Branch with enterprise-wide responsibilities for leadership and management of information technology resources of a state.
4. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	Andrea Keno
Address:	290 Davidson Avenue, Somerset, NJ 08873
Telephone:	(425) 457-2462
Fax:	(888) 764-8889
Email:	Andrea_keno@shi.com



Participating Entity

Name:	
Address:	
Telephone:	
Fax:	
Email:	

5. PARTICIPATING ENTITY MODIFICATIONS OR ADDITIONS TO THE MASTER AGREEMENT

These modifications or additions apply only to actions and relationships within the Participating Entity.

Participating Entity must check one of the boxes below.

No changes to the terms and conditions of the Master Agreement are required.

The following changes are modifying or supplementing the Master Agreement terms and conditions.

Governing Law and Venue : This PA shall be governed and construed in accordance with the laws of the State of Idaho.

6. Subcontractors: All contactors, dealers, and resellers authorized in the State of Idaho, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.

7. Orders: Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.



IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity:	Contractor:
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

[Additional signatures may be added if required by the Participating Entity]

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator:	Shannon Berry
Telephone:	775-720-3404
Email:	sberry@naspovaluepoint.org

***Please email fully executed PDF copy of this document
to
PA@naspovaluepoint.org
to support documentation of participation and posting
in appropriate data bases.***