

SHI COLLABORATIVE AGREEMENT

The SHI Collaborative Agreement was the result of a partnership effort between the CSU and UC systems which combined system spend dollars and requirements to achieve maximum savings, favorable terms and conditions, and increased negotiation leverage for Software purchasing.

The discussion for the collaborative effort began in late 2012, as each system’s Software Volume License Agreements reached expiration dates in late 2013 and early 2014. Each system’s requirements were similar in volume license needs, scope of product coverage and team.

A RFP was originally issued in May 2013 in conjunction with the University of Nebraska–Lincoln, the UC system, and Education & Institution, but the RFP was cancelled in June 2013 due to pricing proposal uncertainties. A revised RFP was issued in August 2013 in collaboration with only the UC. Biweekly teleconferences were necessary as the timeline to bid and implement was in a matter of months. Implementation would take a minimum of four weeks and with the holidays, implementation days were lost.

Proposals were received from SHI International, CDW Government, and Dell. Dell was disqualified and proposals from SHI and CDWG were evaluated, with SHI the successful bidder based on the evaluation criteria. An award was made to SHI in November 2013 for a comprehensive contract agreement covering all software in SHI’s portfolio.

Implementation occurred immediately following the award, which included customized campus ordering sites, accessibility 508 VPAT links on the SHI CSU ordering home page, implementation of Kivuto site for employee ordering for home use of Microsoft and Adobe, and single sign-on. Additional successful implementations during the contract period have been monthly Campus License Coordinator calls to discuss new products, services and to promote communication among campuses; successful negotiation of the CSU systemwide Microsoft multi-year agreement; and new systemwide enterprise agreement offerings (Symantec and Survey Monkey).

The CSU and UC continue to meet biannually with SHI to discuss performance/services, concerns, sales reports and potential bi-system opportunities. SHI Account Executives for the CSU System and the UC System have a weekly cadence of calls with their shared inside teams. This time is dedicated to discussions about the agreement progress, including how to share best practices, vendor programs, and the needs of both systems, which allows for synergy, alleviates redundant processes, and moves us toward creating the best possible experience for both systems.

OPPORTUNITIES AND SOLUTIONS

This project was the first collaborative effort between CSU and UC resulting in an agreement used by all their campuses and proves it can be done. Close coordination, alignment and cooperation were required when working on this type of venture to ensure success.

MILESTONES

- SHI AE attends ISO meeting to share about the EA created by CSU Security leaders, SHI and WinMagic for hard disk encryption.
 - Software Licensing Coordinator meeting reached an all-time high of 99 participants across all of the CSUs.
 - Continuation of Campus License Coordinator meetings.
 - CO, SHI and Redhat resolve long-term concerns around the increase in cost of Redhat by coming up with an Infrastructure Site Subscription for unlimited use where their costs stay consistent.
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- Implementation of Kivuto.
 - Single sign-on and Accessibility 508 link on SHI CSU ordering home page.
 - First CSU/UC/SHI business meeting.
 - First campus license coordinator meeting.
 - Successful assessment and negotiation of CSU systemwide Microsoft agreement.
 - Symantec Enterprise Agreement.
 - Survey Monkey Enterprise Agreement.
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- CSU/SHI agreement awarded.
 - CSI campus implementation completed and SHI, CSU ordering site active.

2015

2014

2013

QUANTIFICATION AND RESULTS

Microsoft Volume Licensing Enrollment for Education Solution for Desktop Education, Microsoft Core CAL and Desktop Optimization Pack.

With SHI's experience, the CSU was able to fully evaluate CSU requirements, eliminate unused products covered in previous EES agreement and right-size requirements with resulted in a savings of \$41,012/year.

Kivuto – a third-party service assists in the handling of financial transactions through credit card transactions, managing users and providing easy-to-order website for employees' at-home use for Microsoft and Adobe products at \$9.95 for electronic downloads.

IMPACT AND BENEFIT

The UC and CSU campuses are engaged in the agreement, know what is offered, and understand their input is valued. The systemwide communication is strong, supported by monthly License Coordinator campus meetings started by the CO purchasing team and SHI; and personal visits have been made to all of the campuses by the SHI representative.

LESSONS LEARNED

- 1 Expanding the coverage to include consulting and installation services, appliances and equipment. Many software programs require applicants that are unique to their product and expert installation services. There are several vendors providing the expanded product and services, and these could be easily bid out when the current agreement expires.
- 2 Comprehensive software, services and equipment coverage—including additional services and equipment—would eliminate the need for separate agreements for computer peripherals and services. There could be one systemwide agreement that would ordinarily be covered by a minimum of three agreements.
- 3 Keeping the number of partners to a manageable number in any large collaborative effort lessens the opportunity for confusion and the focus can be on decision-making efforts.
- 4 Partnering with other public universities, rather than creating a consortium, brings validation and a high level of ethics to the project. Consortiums, although nonprofit, can often be profit-driven for their own organizations.

PROJECT TEAM

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