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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
 27 Hazen Dr., Concord, NH 03301  
 Fax: 603-271-1516 TDD Access: 1-800-735-2964  
 www.nh.gov/doit

**Denis Goulet**  
 Commissioner

April 21, 2022

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Executive Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Information Technology to access statewide contract #8002727 for software reseller services with Zones LLC, of Auburn, WA, vendor #222860, for an amount not to exceed \$4,954,796.97 for CrowdStrike Cybersecurity Endpoint Detection and Response (EDR) software and Managed Detection and Response (MDR) services. Effective upon Governor and Council approval through July 31, 2023.

Funding is available 01-03-003-030010-26410000 Department of Information Technology, ARP Cyber Protection Program, Activity Code: 00FRF602PH0304A. Source of funds: 100% Federal Funds.

Class	Description	FY 2022
038-500177	TECHNOLOGY SOFTWARE	\$4,770,371.37
046-500465	CONSULTANTS	\$184,425.60
	<b>TOTAL EXPENSES</b>	<b>\$4,954,796.97</b>

**EXPLANATION**

The Department of Administrative Services and the Department of Information Technology utilized the three statewide contracts for software resellers to solicit quotes for CrowdStrike cybersecurity software. The Department of Administrative Services entered into three contracts effective August 1, 2020 with SHI International Corp., vendor #175141, Zones LLC, vendor #222860, and CDW-G, vendor #175507, awarded through competitive bid 2289-20. The contracts are effective through July 31, 2023. The state issues a Request for Quote (RFQ) for every purchase to all three contractors.

On April 6, 2022, a RFQ was issued to all three software resellers with responses due by close of business on April 13, 2022. Zones LLC responded with the lowest cost quote meeting specifications.

CrowdStrike software will be installed on all laptops, desktops and servers connected to the state's networks. The software continually monitors each endpoint for anomalies, and reports back on any unusual or inappropriate behavior.

Managed detection and response services (MDR) provide 7x24x365 security operations center (MSOC) support, which allow for rapid detection, analysis, investigation and active response through threat mitigation and containment.

In addition, an incident response retainer will be established to leverage cyber forensics technical skills to assist as needed to help address any potential threats.

The Department of Information Technology respectfully request approval of the software purchase and associated services with Zones LLC.

Respectfully submitted,



Denis Goulet  
Commissioner DOIT

DG/RA  
DoIT #2022-130  
RID: 69070



Division of Procurement Support Services  
Bureau of Purchase Property

Gary S. Lunetta  
Director  
(603) 271-2201

Bid Description	Cybersecurity Software	Agency:	DoIT
Bid #		Requisition: #	N/Z
Agent Name	Paul Rhodes	Bid Closing:	4/13/22 @ 5PM

Zones	CDW-G	SHI
\$4,954,796.97	\$4,982,259.00	\$5,161,557.00



Quote # 462022

Zones, LLC.  
1102 15th Street SW, Suite 102  
Auburn, WA 98001-6524

Date 4/11/2022  
Expires 5/12/2022

To Ken Dunn  
[kenneth.r.dunn@doit.nh.gov](mailto:kenneth.r.dunn@doit.nh.gov)

From Ehtisham Akhtar  
[publicsector@Zones.com](mailto:publicsector@Zones.com)  
(253) 545-7016

Shipping Method	Payment Terms
FOB Destination	Net 30 Days

SR#	Part #	DESCRIPTION	Qty	Unit Price	Ext Price
1	CS.FCSD.SOLN.T9	Falcon Complete w/Threat Graph Standard. 300+ 55 Month Term.	13940	\$201.88	\$2,814,207.20
2	CS.INSIGHTB.SOLN.T11	Insight - Tier 11 55 Month Term.	13940	\$0.00	\$0.00
3	CS.PREVENTB.SOLN.T11	Prevent - Tier 11 55 Month Term	13940	\$0.00	\$0.00
4	CS.DISCB.SOLN.T11	Discover - Tier 11 55 Month Term.	13940	\$0.00	\$0.00
5	CS.FALCOMPS.SVC	Falcon Complete Subscription 55 Month Term.	13940	\$0.00	\$0.00

6	CS.OWB.SVC.T11	Overwatch - Tier 11 55 Month Term.	13940	\$0.00	\$0.00
7	CS.FALCONX.SOLN.T11	con X Application-Band 11 55 Month Term.	13940	\$17.93	\$249,944.20
8	CS.TGB.STD	Threat Graph Standard 55 Month Term	13940	\$0.00	\$0.00
9	CS.FALCOMPONBC.SOLN	Falcon Complete: Complimentary CID 55 Month Term.	1	\$0.00	\$0.00
10	RR.PSO.ENT.NCAP	University LMS Subscription New Customer Access Pass 55 Month Term.	20	\$0.00	\$0.00
11	CS.FCSD.HPS.SOLN.T7	Falcon Complete with HPS Threat Graph Standard +300 Band 7 55 Month Term.	2560	\$264.14	\$676,198.40
12	CS.INSIGHTB.SOLN.T11	Insight - Tier 11 55 Month Term.	2560	\$0.00	\$0.00
13	CS.PREVENTB.SOLN.T11	Prevent - Tier 11 55 Month Term.	2560	\$0.00	\$0.00
14	CS.DISCB.SOLN.T11	Discover - Tier 11 55 Month Term.	2560	\$0.00	\$0.00
15	CS.FALCOMPS.SVC	Falcon Complete Subscription 55 Month Term.	2560	\$0.00	\$0.00
16	CS.OWB.SVC.T11	Overwatch - Tier 11 55 Month Term.	2560	\$0.00	\$0.00

17	CS.FALCONX.SOLN.T11	Falcon X Application-Band 11 55 Month Term	2560	\$17.93	\$45,900.80
18	CS.TGB.STD.HPS	Server Threat Graph Standard 55 Month Term.	2560	\$0.00	\$0.00
19	CS.DEVICE.SOLN.T11	Falcon Device Control - Band 11 55 Month Term.	16500	\$5.48	\$90,420.00
20	CS.SPOTLT.SOLN.T11	Falcon Spotlight - Band 11 55 Month Term.	16500	\$18.21	\$300,465.00
21	RR.HOS.ENT.ESTL	Essential Support 55 Month Term.	1	\$436,818.97	\$436,818.97
22	CS.FALCOMPONBM.SOLN	Falcon Complete Complimentary CID 55 Month Term.	3	\$48,288.30	\$144,864.90
23	NR.PSO.ENT.IRET	IR Retainer 12 Month Term. NOTE: Services retainer year 2	160	\$384.22	\$61,475.20
24	NR.PSO.ENT.IRET	IR Retainer 12 Month Term. NOTE: Service retainer year 3	160	\$384.22	\$61,475.20
25	NR.PSO.ENT.IRET	IR Retainer 12 Month Term. NOTE Training and Vouchers	160	\$384.22	\$61,475.20
26	NR.PSO.ENT.CRE	CrowdStrike University Training Credit 55 Month Term.	20	\$452.03	\$9,040.60
27	NR.PSO.ENT.CPEV	CrowdStrike Falcon Certification Program Exam Voucher 55 Month Term.	10	\$251.13	\$2,511.30
<b>SUBTOTAL</b>					<b>\$4,954,796.97</b>
<b>TOTAL</b>					<b>\$4,954,796.97</b>

Please note:

For CS.FALCONX.SOLN.T11.55M please refer to line 7 and line 17

This quote is exclusive of tax

Delivery: 4-5 working days ARO

THANK YOU FOR YOUR BUSINESS!

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**Denis Goulet**  
*Commissioner*

July 28, 2020

Charles M. Arlinghaus  
Commissioner  
Department of Administrative Services  
State of New Hampshire  
25 Capitol Street  
Concord, NH 03301

Dear Commissioner Arlinghaus:


This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into three (3) computer software reseller contracts 8002720, 8002727 and 8002728 with the vendors Software House International (SHI), Zones, and CDWG as described below and referenced as DoIT No. 2021-018.

This is a request for approval of three (3) computer software reseller contracts: Software House International (SHI), Zones, and CDWG. These statewide contracts will provide state agencies the opportunity to purchase software through multiple vendors and distribution partners at a competitive price.

These contracts shall become effective upon execution by Commissioner Arlinghaus through July 31, 2023.

A copy of this letter should accompany the Department of Administrative Services' contract documentation through the approval process.

Sincerely,

 for  
Denis Goulet

DG/ik/ck  
DoIT #2021-018

cc: Jennifer Jack, DAS





**State of New Hampshire  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
BUREAU OF PROCUREMENT AND SUPPORT SERVICES**

State House Annex - Room 102  
25 Capital Street  
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS  
(603) 271-3201

July 16, 2020

Denis Goulet  
Commissioner  
27 Hazen Drive  
Concord, NH 03301

**REQUESTED ACTION**

The Department of Administrative Services is requesting the approval of three (3) computer software reseller contracts 8002720, 8002727 and 8002728 with the vendors Software House International (VDR #175141), Zones (VDR#222860), and CDWG (VDR#269442). These contracts will have a three (3) year term, from August 1, 2020 through July 31, 2023 and will allow agencies the ability to purchase Department of Information Technology (DoIT) approved software.

**Prior Related Actions**

The State awarded contract #8002065 to Software House International via RFB 1885-17 with a 3 year contract term August 1, 2016 through July 31, 2019. This contract allowed for two (2) one year extensions. Extension one was implemented August 1, 2019 ending January 31, 2020. Extension two, the current contract, was implemented February 1, 2020 and is expiring July 31, 2020. No extensions remain on this contract.

**Alternatives and Benefits**

RFB 2289-20 for the Computer Software reseller contract closed on 5/1/2020. After reviewing the bid responses a potential \$1,450,043.60 cost savings over the 3 year term has been identified. This savings has been identified through the additional resellers Zones and CDWG in conjunction with SHI offering lower price points for our current standard software. Vendors were required to be a Microsoft Government Large Account reseller (LAR) and must be able to manage volume-licensing agreements with several other software publishers as well as provide software pre sales assistance, documentation, and volume license agreement administration at no additional cost to the State.

Based on the bid results the Department of Administrative services would like to move forward with awarding this contract to the three resellers SHI, Zones, and CDW. This would allow the vendors to bid against each other to assure that we have a competitive advantage and provide the potential to source software through multiple vendors and distribution partners.

- Agencies get multiple quotes (from the awarded resellers) for non-standard software items.
- Pricing for standard software would be updated monthly and posted to the DoIT standards webpage.

**Impact on Other State Agencies and Municipalities**

These contracts shall provide agencies, and any eligible participants, multiple sources for the purchase of various software licenses.

Supporting Documentation

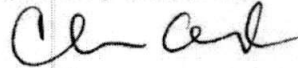
For your review, I have attached the draft notice of contract for each vendor as well as the award spreadsheet for RFB 2289-20.

**CONTACT PERSON:** Jennifer Jack  
Purchasing Agent  
25 Capitol Street, RM 102  
Concord, NH 03301  
Telephone: (603) 271-3146  
Email: [Jennifer.Jack@das.nh.Gov](mailto:Jennifer.Jack@das.nh.Gov)

**CERTIFICATION**

The undersigned hereby certify that the information provided in this document and any attachments is complete and accurate and that alternatives to the solution defined in this document have been appropriately considered.

Respectfully Submitted,



Charles M. Arlinghaus  
Commissioner

Division of Procurement and Support Services  
Bureau of Purchase and Property  
25 Capitol Street, Room 102, State House Annex  
Concord, NH 03301-6398

Date: 1/31/2020

Bid No.: 2289-20

Date of Bid Closing: 2/28/2020

Time of Bid Closing: 10:30 AM (EST)

PLEASE DIRECT ANY QUESTIONS REGARDING THIS BID TO JENNIFER JACK: E-mail [JENNIFER.JACK@DAS.NH.Gov](mailto:JENNIFER.JACK@DAS.NH.Gov)  
EMAIL YOU'RE BID TO: [NH.Purchasing@DAS.NH.Gov](mailto:NH.Purchasing@DAS.NH.Gov)

**BID INVITATION FOR CONTRACT: COMPUTER SOFTWARE RESELLER**


[Insert name of signor] \_\_\_\_\_ Jon Bailey \_\_\_\_\_, on behalf of \_\_\_\_\_ Zones, \_\_\_\_\_ [insert name of entity  
submitting bid LLC

(collectively referred to as "Vendor") hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to BID 2289-20 at the price(s) quoted herein in complete accordance with the bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Bid Closing date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21-1:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
  - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
  - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
  - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
  - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
  - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
  - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
  - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
  - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
  - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
  - j. Has been placed on the debarred parties list described in RSA 21-1:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature  \_\_\_\_\_ Authorized Signor's Title Vice President, Business and Legal Affairs

**NOTARY PUBLIC/JUSTICE OF THE PEACE**

COUNTY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

On the \_\_\_ day of \_\_\_\_\_, 2020, personally appeared before me, the above named \_\_\_\_\_, in his/her capacity as authorized representative of \_\_\_\_\_, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.

\_\_\_\_\_ (Notary  
Public/Justice of the Peace)

My commission expires: \_\_\_\_\_ (Date)