



SHI Response to

The County of Hawaii

HRS 103D-304

Department of Information Technology

DS.5) Computer Engineering (Hardware Installation,
Analysis & Maintenance)

March 9, 2026



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The County of Hawaii
Mr. Corey Stone
Director of Information Technology
County of Hawai'i
1990 Kino'ole Street, Suite 105
Hilo, Hawai'i 96720
DIT_Purchasing@hawaiicounty.gov, phone: 808-932-2964

Dear Mr. Stone:

The County of Hawaii (the County)'s ability to identify, implement, and use technology in today's ever-changing digital world is more critical than ever before. Supporting organizations of all sizes across the public sector for more than 30 years, SHI International Corp. (SHI) can provide customized IT solutions that meet the needs the County identified in this RFP at a high value for your purchase.

SHI provides access to a vast array of industry-leading hardware solutions. With top-tier authorizations and certifications, we have deep and strategic partnerships with every major hardware manufacturer, granting the County access to reliable hardware that can power your IT ecosystem. Our comprehensive portfolio ranges from cables, computers, and data storage to power management and server components. Our end-user compute and data center integration centers are designed to scale to meet demand, building an agile supply chain that accelerates deployment through custom configurations built to your specifications. SHI offers a comprehensive portfolio designed to improve the value of your IT investment by supporting product implementation, deployment, asset recovery, and managed services. By choosing SHI, the County will benefit from:

- Efficient hardware integration with custom-configured, ready-to-ship solutions tailored to your needs.
- Hardware deployments delivered on time and within budget through our specialized ISO 9001:2015 certified integration facilities.
- Improved return on investment with expert guidance on adoption strategies and lifecycle management to help bolster performance.

SHI offers a full spectrum of IT services that will allow the County to improve your technology investment. Whether support is needed with cloud, managed IT services, training and adoption services, supply chain and integration services, technology labs, financing, or staffing services, SHI can tailor services that reduce risk and accelerate your desired outcomes. Our internal resources will help select the right solution, deploy it as rapidly as possible with minimal risk, and assist with ongoing management.

We appreciate the opportunity to participate in this RFI for Hardware Installation, Analysis & Maintenance,. Our proposal illustrates why we are best qualified to meet the needs of The County, providing evidence of our ability to deliver the highest quality solutions at the best possible cost. Should you have any questions regarding our response, or if you require additional information, please contact your SHI Account Executive Matt Wong at Matt_Wong@SHI.com or 615-578-8778. Thank you for your consideration, and I look forward to sharing with you all SHI has to offer.

Respectfully,

A handwritten signature in black ink that reads "Daniel Rouette".

Daniel Rouette
Senior Director, Proposals

COMPANY INFORMATION

The name of the firm or person, contact information including email address, the principal place of business, and location of all its offices

SHI Response:

Account Executive: Matt Wong

Phone Number: (615) 578-8778

Email Address: Matt_Wong@SHI.com

Principal Place of Business: 290 Davidson Ave; Somerset, NJ 08873

Location of Offices: Please see the tables for the addresses of SHI's global office and integration center locations.

SHI HEADQUARTERS AND INTEGRATION CENTERS		
LOCATION NAME	STATE	ADDRESS
SHI Global Headquarters	New Jersey	290 Davidson Avenue Somerset, NJ 08873
SHI Executive Briefing Center	New Jersey	300 Davidson Avenue Somerset, NJ 08873
End User Compute Integration Center	New Jersey	10 Knox Drive Piscataway, NJ 08854
Data Center Factory at Ridge	New Jersey	400 Ridge Rd Piscataway, NJ 08854
SHI Austin Headquarters	Texas	3828 Pecana Trail Austin, TX 78749

SHI US OFFICE LOCATIONS		
LOCATION NAME	STATE	ADDRESS
SHI Bethlehem	Pennsylvania	1605 Valley Center Parkway Bethlehem, PA 18017
SHI Charlotte	North Carolina	101 N. Tryon Street, Suite 500 & 550, Charlotte, NC 28202
SHI Chicago	Illinois	550 West Van Buren, Suite 1400, Chicago, IL 60607
SHI Dallas	Texas	13155 Noel Road, Suite 250 Dallas TX, 7540
SHI Houston	Texas	2000 West Ham Houston Parkway South, Suite 800 Houston, TX 77042

SHI India North America	Illinois	2272 95th Street Naperville, IL 60564
SHI Manhattan	New York	One Penn Plaza, Suite 1020 New York, NY 10119
SHI Nashville	Tennessee	6 Cadillac Drive, Suite 120 Brentwood, TN 37027
SHI Raleigh	North Carolina	4819 Emperor Boulevard, Suite 210 Durham, NC 27703

SHI GLOBAL OFFICE LOCATIONS		
LOCATION NAME	COUNTRY	ADDRESS
SHI Canada ULC	Canada	181 Bay Street, Unit 1800, Toronto, Ontario, M5J2T9, Canada
SHI International B.V.	Netherlands	Herengracht 124 NL-1015 BT, Netherlands
SHI International Corp Australia Pty. Ltd	Australia	Level 45, 680 George Street, Sydney, New South Wales 2000, Australia
SHI International SAS	France	9-15 Rue Maurice Mallet, 92130 Issy Les Moulineaux, France
SHI International Corp Hong Kong Limited	Hong Kong	29/F, Tower 5, The Gateway, 15 Canton Road, Harbour City, Tsim Sha Tsui, Kowloon, Hong Kong SAR, China
SHI Global IT Solutions Ireland Limited	Ireland	Pembroke House, 28 - 32 Pembroke Street Upper, Dublin, D02 EK84, Ireland
SHI Singapore Solutions Pte. Ltd.	Singapore	1, North Bridge Road #19-04/05 High Street Centre Singapore -- 179094
SHI Singapore Solutions Pte. Ltd.	South Korea	Spaces Gran Seoul 7F, Tower1 Gran Seoul, 33 Jong-ro, Jongnogu, Seoul, 03159, South Korea
SHI Corporation UK Limited (HQ)	United Kingdom	401 Grafton Gate, Ground Floor, Milton Keynes, Buckinghamshire, England MK9 1AQ
SHI Corporation London Headquarters	United Kingdom	91-93 Farringdon Road, 2nd & 5th floor, London EC1 3LN
SHI Solutions India Pvt. Ltd.	India	8th Floor, North Wing, Krishe Sapphire Building, Madhapur Hyderabad – 500081
SHI Bangalore	India	3rd Floor, Bldg #6 B, 80 ft Road, 7th Block (Adj to Sapna Book Store) Koramangala, Bangalore – 560 095 Karnataka, India.

SHI Chennai	India	c/o. Trend India Business Centre Pvt Ltd KOCHAR BLISS 4 TH FLOOR, Office No:405 A8 & A9 THIRU VI KA INDUSTRIAL ESTATE, CHENNAI -- 600032
SHI Delhi	India	#603, 6th Floor, DLF Building, Tower-B, Jasola Dist Centre, New Delhi – 110025
SHI Mumbai	India	# 401 & 402, A Wing, Kailas Business Park, Vikhroli West, Mumbai – 400079
SHI Pune	India	7 th Floor, Office NO. 703, Sterling Towers, B Wing Pan Card Clubs Road, Baner, Pune – 411045 Maharashtra, India

SHI GLOBAL INTEGRATION CENTERS		
LOCATION NAME	COUNTRY	ADDRESS
Nexus	United Kingdom	Unit 17 Nexus Capitol Court Dodworth, Barnsley S75 3UD
Central Park	France	9-15 rue Maurice Mallet, 92 130 Issy les Moulineaux
Tiel	Netherlands	Tiel, Netherlands, COLO, TechData c/o PDSI, De Geer 2, Tiel 4004 LT, Netherlands
Tampines	Singapore	Tampines, Singapore, COLO, Tech Data AS Pte Ltd, Tampines Industrial Crescent, #06-04/#06-05, Singapore 528605

The age of the firm and its average number of employees over the past five years

SHI Response:

SHI has been in business for 36 years and continues to lead the industry as a trusted IT advisor to our customers. SHI's most important asset is the diverse employees who make up our SHI community. The employee experience remains at the forefront of SHI's transformative investments as we seek to achieve operational excellence while valuing, developing, and retaining talent. SHI has 7,000 employees worldwide, with plans to continue hiring to expand our coverage areas and enhance our service capabilities. Below are our historical employment numbers over the past five years:

- 2026: 6,920
- 2024: 5,950
- 2023: 6,011
- 2022: 6,044
- 2021: 5,099

TRAINING INFORMATION

The education, training, and qualifications of the individual, or if a firm, its key employees in accordance with HRS 103D-304 and/or the professional and scientific occupation series contained in the United States Office of Personnel Management Qualifications and Standards Handbook (<https://www.opm.gov/policy-data-oversight/classification>)

SHI Response:

At SHI, we prioritize technical excellence and continuous learning to ensure our technicians are equipped with the most current knowledge and skills required to support the County effectively. All SHI technicians are required to hold CompTIA A+ certification and must be certified by the original equipment manufacturers for the devices designated as standard by the County. This ensures that our team is fully qualified to perform repairs and support across all approved hardware platforms.

Our technicians have an average tenure of more than eight years, reflecting both their deep experience and long-term commitment to the profession. To maintain and enhance their expertise, SHI allocates dedicated time for non-field activities, allowing technicians to participate in ongoing professional development. This includes training in emerging areas such as cybersecurity, customer service best practices, and compliance with the Health Insurance Portability and Accountability Act (HIPAA), enabling them to deliver comprehensive and secure support.

In addition to general technical training, SHI provides customer-specific onboarding and education to ensure technicians are familiar with the County's unique environment, policies, and expectations.

This multi-layered approach to training and support ensures that SHI technicians consistently deliver high-quality service aligned with both industry standards and the County's specific needs.

CUSTOMER REFERENCES

A list of recent projects and the names of up to five clients who may be contacted, including at least two for whom services were rendered during the preceding year

SHI Response

SHI will be happy to provide the requested references as part of future conversations and discussion. SHI respects and protects our customers privacy and will do the same for you as our valued customer. In the interim, we invite you to view related case studies, which can be found at <https://www.shi.com/case-studies>.

ADDITIONAL INFORMATION

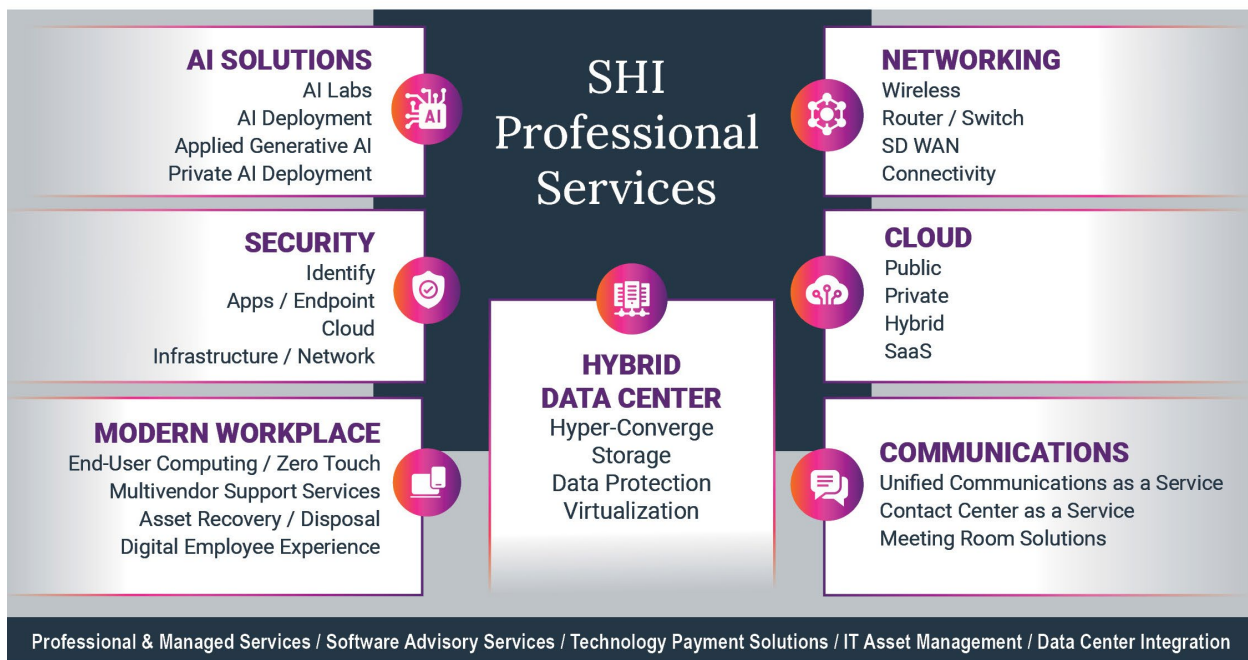
Any promotional or descriptive literature which the individual or firm desires to submit

When you choose SHI as your IT solutions and services provider, you receive access to a vast array of industry-leading products and services from our ecosystem of technology partners. With top-tier authorizations and certifications, SHI has deep and strategic partnerships with emerging and established vendors and every major OEM. We collaborate with your procurement team to engage vendors, even if we do not currently have a business relationship with them. Our vendor-neutral approach gives you options to find the right technology for the specific requirements of your IT environment. SHI's current catalog includes tens of thousands of hardware, software, and other IT products.

SHI's account teams, backed by a team of licensing experts and product specialists, help customers define hardware and software requirements, select vendors, manage contracts, and deploy solutions. We help navigate complicated licensing options, so customers purchase software through the best volume programs available.

SHI provides a large support team for pre-sales technical support, advanced licensing solutions, and service engagements. We offer a comprehensive range of value-added services—many of which are available at no cost—designed to maximize the value of customers' IT investments at every stage of the technology lifecycle. For customers who wish to take advantage of enhanced service capabilities, we also offer fee-based services.

SHI's professional services teams provide professional IT services and design and deliver solutions to meet our customers' requirements using experienced project managers, architects, engineers, and consultants.



The County wants to have confidence in the experience and resources of the partner you choose. SHI has been successfully supporting government customers since the creation of our Public Sector

organization in 1999, and we proudly partner with 5,800 local government and state agencies across the US. We offer practical, real-world solutions to empower citizens and advance government experience. Dedicated to the state and local government space, we focus on four key areas to provide comprehensive IT solutions that protect your citizens, agency data, and critical infrastructure.

- **Cybersecurity:** Our cybersecurity architectural and framework experts assess your security posture, offering insights into your compliance with government and industry standards like the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), Center for Internet Security Controls (CIS Controls), and zero-trust architecture.
- **Regulatory Compliance:** SHI's regulatory compliance specialists guide you through the evolving regulatory landscape, including Criminal Justice Information Services Security Policy (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and Federal Risk and Authorization Management Program (FedRAMP).
- **IT Budgeting:** The County's dedicated SHI account team in coordination with our pricing analysts and product specialists, help you leverage our buying power through established state and cooperative contract vehicles, and our OEM partnership to secure competitive pricing. We work within your budget to develop multi-year procurement strategies that maximize your IT investments.
- **Modernizing Infrastructure:** SHI's technical experts deliver solutions, including generative artificial intelligence, machine learning, and robotic process automation, next-generation infrastructure for backup and networking, and modern workplace tools like device lifecycle management as well as printing and imaging. We also provide comprehensive cybersecurity across endpoints and networks, along with IT cost optimization through FinOps, software advisory, and asset management.

Through these areas of focus, SHI helps government customers protect their data, simplify IT acquisition, and select, deploy, and manage efficient, secure, and cost-effective IT solutions. Support for our state and local government customers is enhanced and backed by value-added resources that focus on empowering your dedicated SHI account team to deliver exceptional value to your organization.

HARDWARE EXPERIENCE

As a leading value-added reseller, SHI provides access to a vast array of industry-leading products and services from our ecosystem of technology partners. With top-tier authorizations and certifications, SHI has deep and strategic partnerships with every major OEM as well as emerging and established vendors. Our vendor-neutral approach gives customers options to find the right technology for the specific requirements of their IT environment. With a comprehensive portfolio ranging from cables, computers, and data storage to power management and server components, SHI ensures our customers have access to reliable hardware to power their IT ecosystem.

Over the past decade, the requirements for effective IT have transformed. There has been a significant increase in the demand for a single strategic supplier to manage multiple contracts on their customers' behalf. Uncomplicating the design, deployment, and management of modern IT infrastructures is what we do best. Through technical pre-sales, solutions architects and engineers, as well as technical evaluation and proofing through our Customer Innovation Center, SHI streamlines procurement by helping you select the right hardware from our comprehensive portfolio. From core infrastructure to equip complete, end-to-end data center solutions to cutting-edge networking solutions to end user devices to equip a hybrid workforce, all products are chosen for quality and performance. Our flexible financial models offer predictable payments and simplified forecasting tailored to each of your needs.

Hardware Expertise

End User Compute 	Data Center 	Networking 	Peripherals and Accessories 
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Top 10 OEMs













Technical Pre-Sales | Solution Architecture | EUC and Data Center Integration | Professional Services

Helping customers rapidly deploy equipment, SHI provides scalable, customized, and effective integration solutions at every step of the way and for every size of deployment. Our end user compute and data center integration centers scale to meet demand and build an agile supply chain that can speed up deployment through custom configurations built to your specifications. Supporting product implementation, managed services, asset retirement, and a host of other services, SHI offers a comprehensive portfolio of services designed to maximize the value of your IT investment at every stage of the technology lifecycle.

End User Compute

To deliver genuinely remarkable employee experiences, you need a device strategy built with all your users in mind. With SHI's broad expertise and long-standing vendor relationships, we provide vendor-neutral guidance to choose the products, management tools, and flexible financing best suited for your needs. Whether you want to capitalize on new innovations, refresh your device fleet, or sustainably retire or extend the life of current devices, SHI's got you covered.

We work with your team to understand your environment, applying our proven technology expertise to enable you to monitor and manage all your endpoints with a single, modern solution. We help you choose the proper devices to meet your users' evolving needs and identify the best management strategy for your distributed devices.

Data Center

SHI understands the challenges of deploying and maintaining the infrastructure needed in a highly responsive and efficient data center. With choices of top compute, storage, power, and virtualization solutions, we help you forge a data center strategy that fits your evolving needs—one that's responsive, resilient, and secure. Our data center practice helps you identify data center requirements, acquire the right solution, and drive technology adoption. Our certified teams of experts can guide you through every phase of your data center project, ensuring you maximize the return on investment.

Servers and server management, networking and security, data storage, power management, infrastructure support (cooling, backup power)—our comprehensive selection ensures you find exactly what you need.

Networking

For over three decades, SHI has provided cutting-edge networking solutions, connecting data, workloads, and apps. As network architecture complexities grow, managing and securing them becomes more time-consuming. SHI can help design and implement customized networking solutions to meet your security, bandwidth, and speed requirements. Converging your networking and security creates a streamlined enterprise network that covers essential services like switching, routing, firewalling, and more that enable end-to-end automation and eliminate operational silos. We work with your teams to minimize security risks throughout your global network using perimeter and internal firewalls. We also help you develop remediation strategies, ensuring your business departments and workgroups stay connected and productive.

Transforming your business with network modernization can support efforts to expand wireless capabilities, strengthen your networking infrastructure, and deliver secure, reliable connectivity for your users and applications. Our experts can help you identify the right mix of networking solutions to support your organization's workflow, production processes, consumer demand, and logistics—all with seamless connectivity across hybrid and multi-cloud networks.

SHI helps you optimize configurations, minimize costs, and keep employees connected. Trusted partnerships with industry-leading technology brands and our dedicated team of certified experts empower us to offer the perfect blend of vendor-neutral options to support a solid foundation for your next-generation IT infrastructure.

SHI AND YOUR GROWTH

The IT marketplace offers the State of Hawaii numerous options for transactional business of IT products and solutions. SHI delivers value-added services with product procurement and endeavors to become a trusted solutions provider and enhance your operational efficiency. We distinguish ourselves through sustained focus and investments in people, innovative technology mastery, and infrastructure.

Privately held with no long-term bank debt and under the guidance of our current ownership since 1989, SHI is well positioned to transition quickly to provide agile and adaptive business management. Our financial strength and stability are predicated on our staunch affiliations within our communities—our relationships with customers, partners, and SHI colleagues.

SHI stands out for the stability and tenure of our executive leaders and team members, many of whom have been dedicated to SHI since its inception. We proactively reinvest in expanded solution-based resources and technical capabilities to meet our customers' evolving needs. Our dedicated account teams engage with customers to understand their organizational challenges and short and long-term vision and strategy. Based on the products and solutions targeted, account teams leverage SHI's internal network of technical expertise, support resources, and our vast OEM partner network to advise and support each of our customer's projects. SHI technology experts regularly attend industry and partner events while our emerging partners team constantly reviews new technologies and OEMs. As we learn about new products, improved services, or any insight applicable to your success, your account executive shares that information immediately to keep you well-informed and prepared when making decisions.

To remain at the forefront of technology and innovation, SHI technologists enhance existing and develop new technology solutions. SHI's research teams examine trends and technologies based on their business value and relevant developments in the marketplace. Through internally developed solutions such as our Project MindSpark productivity platform along with integrating technology from acquisitions in Vector0, Moot, Inc. into Stratascale's cybersecurity portfolio, SHI continuously seeks to expand and enhance our technology capabilities to meet the evolving technology needs of our customers. This is further evidence by our recent acquisition of Indian cybersecurity and digital transformation service company, Locuz Enterprise Solutions, which will help our customers around the world achieve their objectives surrounding artificial intelligence, cybersecurity, data center, and modern workplace solutions.

SHI offers a technical evaluation of products to empower you to make the best choices and scope each project appropriately. Before committing to an investment, you can test and compare IT solutions in our Customer Innovation Center. The Customer Innovation Center is staffed with trained team members and technical professionals who are experts on products and solutions. As technology advances and changes, the SHI Customer Innovation Center technologies follow, ensuring we always have the products and relevant technologies our customers are interested in evaluating. Furthermore, artificial intelligence cited as a top priority for chief information officers, to better support our customers on their AI journey, SHI has opened a state-of-the-art AI and Cyber Labs within our Data Center Factory at Ridge to give our customers the ability to explore artificial intelligence applications confidently, mitigating risks and reducing costs associated with artificial intelligence implementation.

SHI recently reinvested \$100 million into infrastructure updates, facility upgrades, and business automation initiatives to help customers achieve their digital transformation goals. Using hybrid methodologies and industry best practices, we enhanced our end-to-end project management services. We upgraded our Data Center Factory at Ridge and our End User Compute Integration Center, reducing cycle time and increasing efficiency. Empowering customers to seamlessly select, deploy, and manage

technology solutions, SHI continues to make enhancements to our SHI One digital platform. Tracking over 1,000 SHI Services projects, tracking 1,500 weekly technical support requests, and helping customers manage more than \$30 million in cloud spend, SHI One now offers a robust catalog of 100 on-demand labs to evaluate technology as well as self-service reporting ensuring continuous visibility and insights into your IT environment.

Every decision made at every level within SHI is based on one crucial consideration—the impact on our customers. SHI is proud of our reputation as an organization uniquely capable of understanding and addressing the specific needs and concerns of the IT community. As SHI's President and Chief Executive Officer, Thai Lee stated, "We don't 'target' customers; we talk to them. We understand where they are and where they need to go." At SHI, we believe in creating a personalized customer experience and customizing technology solutions to meet each customer's needs.



We Are SHI

**We bring together
IT and Procurement
like never before**