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Wheeling, WV 26003

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

# Request for Quotation

RFQ NUMBER DRS070007

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ADDRESS CORRESPONDENCE TO ATTENTION OF: KRISTA FERRELL 304-558-2596

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Fort Henry Realty, Inc. dba Advanced Communications Co. 2744 Eoff Street PO Box 6650

DIV OF REHABILITATION SERVICES DISABILITY DETERMINATION SECT. 1206 QUARRIER ST, SUITE 200 2ND FLOOR MASON BLDG. CHARLESTON, WV

25301 304-558-5340

DATE PRINTED TERMS OF SALE SHIP VIA F.O.B FREIGHT TERMS 06/22/2006 BID OPENING DATE: 07/26/2006 BID OPENING TIME 01:30PM CAT LINE QUANTITY UOP. ITEM NUMBER UNIT PRICE AMOUNT 74,034.00 725-56 0001 LS ٦ TELEPHONE SYSTEMS (2-60 STATIONS)REQUEST FOR QUOTATION THE WEST VIRGINIA PURCHASING DIVISION ON BEHALF OF THE AGENCY, THE WEST VIRGINIA DIVISION OF REHABILITATION SERVICE'S DISABILITY DETERMINATION SECTION, IS SOLICITING BIDS TO PROVIDE EQUIPMENT, INSTALLATION, TRAINING, AND MAINTENANCE OF A NEW PHONE SYSTEM TO REPLACE THE EXISTING SYSTEM AT THE DISABILITY DETERMINATIONS SECTIONS'S LOCATION AT 500 QUARRIER STREET, SUITE 500, CHARLESTON, WV. A MANDATORY PRE-BID MEETING WILL BE HELD ON AT THE DISABILITY DETERMINATIN OFFICE AT 500 QUARRIER STREET IN CHARLESTON, WY ON JULY 10, 2006 AT 10:00 AM. IS A SECURE BUILDING. | PLEASE ALLOW TIME TO GO THRU SECURITY UPON YOUR ARRIVAL. ANY VENDOR FAILING TO ATTEND THE MANDATORY PRE-BID MEETING WILL BE DISQUALIFIED FROM BIDDING ON THIS PROJECT. SPECIFICATION PER THE ATTACHED PAGES. THE TERM FOR MAINTENANCE SHALL BE ESTABLISHED BY CHANGE ORDER UPON RECEIPT, INSTALLATION, AND ACCEPTANCE OF THE PHONE SYSTEM BY THE AGENCY. MAINTENANCE FOR YEARS 3, 4, AND 5 SHALL BE ADDED BY CHANGE ORDER ON THE ANNIVERSARY DATE ESTABLISHED FOR ACCEPTANCE. SEE REVERSE SIDE FOR TERMS AND CONDITIONS TELEPHONE DATE 304-233-3000 7/24/06 ADDRESS CHANGES TO BE NOTED ABOVE President 55-067-3459 WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

# GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid.
- 3. All quotations are governed by the West Virginia Code and the Legislative Rules of the Purchasing Division.
- 4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required registration fee. (Effective June 8, 2006, the fee will change from \$45.00 to \$125.00 pursuant to House Bill 4031.)
- 5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
- 6. Payment may only be made after the delivery and acceptance of goods or services.
- 7. Interest may be paid for late payment in accordance with the West Virginia Code.
- 8. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
- 12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 13. BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
- 14. HIPAA Business Associate Addendum The West Viginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

#### **INSTRUCTIONS TO BIDDERS**

- 1. Use the quotation forms provided by the Purchasing Division.
- 2. SPECIFICATIONS: Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
- 3. Complete all sections of the quotation form.
- 4. Unit prices shall prevail in cases of discrepancy.
- 5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
- 6. **DUPLICATE BIDS:** All quotations must be delivered by the bidder to the respective offices listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

#### **ORIGINAL SIGNED BID TO:**

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

#### **DUPLICATE BID TO:**

State Auditor's Office Bid Observer Building 1 Room W114 1900 Kanawha Boulevard, East Charleston, WV 25305-0230

NOTICE: Beginning June 8, 2006, there is no need to submit a duplicate bid to the State Auditor's Office pursuant to House Bill 4031.



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# CHARLESTON DISABILITY DETERMINATION SECTION TELECOMMUNICATIONS RFQ

# ALL TELECOMMUNICATIONS AND VOICE PROCESSING COMPONENTS MUST BE FROM A SINGLE MANUFACTURER.

#### Background/Location

To provide equipment, installation, training, and maintenance of a new phone system to replace the existing system for the Disability Determination Section located at 500 Quarrier Street, Suite 500, Charleston, WV.

# General Requirements:

The vendor is responsible for the complete system installation and training of the agency personnel on the system. All services are to be provided at the customer site. The vendor must bid new equipment, no exceptions. The quote shall include all labor required to install and/or configure, program, test for operation of the equipment provided, and provide for training as specified. The purchase price of the telephone system must include installation, training, and a full two year maintenance warranty. The response time for a service call from the agency must be with a call back within 30 minutes of a major outage (central answering position out or more than 25% of stations out). Technician will be on site within three (3) hours for a major outage; response time of eight (8) hours to minor failure (stations other than answering positions).

# **System Requirements:**

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The system shall be installed to handle two (2) PRI circuits, one hundred forty-four (144) digital station ports and fourteen (14) analog ports for fax/modems. The system shall be expandable to 600 universal ports. Caller ID is required for all stations that receive incoming, internal, transferred or forwarded calls.

The proposed system shall be controlled by one central CPU. The networking of systems together is not an option. The system must support smart media/compact flash storage with stored program control design. The system programming must be able to be accessed remotely with access to the phone system, call accounting and voice processing system through dial-up modern.

The telephone system must support simultaneous voice and data transmission over the same IP network. This includes VoIP trunk applications and IP telephone remote user applications that support employees working off-site or at home with the same feature/function capabilities as if they were locally connected extensions in the telephone system. This technology must be fully integrated into the installed system. A third party add on unit is not acceptable.

In addition to the above requirements, the system shall include the following: 6 party Conferencing, a minimum of 30 station and 800 system Speed Dial, 16 Group Paging through phones, External Paging, Account Codes for toll calling, Multiple Directory Numbers, Auto Off-Hook Selection, Ringing Line Preference, Digital PAD, Multiple MOH Interfaces, Two Color LEDs, Full Feature Prompting Soft-Key Integration with system and voice-mail, Enhanced 911 capabilities, Ring Down, Auto Night Service Activation, system-wide and station Call Forward External/ Internal.

#### **Station Requirements:**

One (1) digital station shall be a Central Answering Position with 20 programmable keys and DSS/BLF for all other extensions. Twenty (20) digital stations shall have a minimum of 20 programmable keys. One hundred fifteen (115) digital stations shall have a minimum of 10 programmable keys. Several stations may be wall mounted. Nine (9) stations will require headsets. Ten (10) additional headsets are needed as a supply for future use.

All digital stations shall consist of the following features: programmable buttons for Intercom, Multiple Directory Numbers, BLF's, lines and features. Fixed buttons for Hold, Message Light, Conference/Transfer, Speed Dial, Redial, Volume Control for handset, ringer and speaker. The stations shall also have speakerphone and the ability to disable the speakerphone function. (Most of the stations will need the speakerphone function disabled). LCD display (day date, time, call duration) minimum of 2 lines 24 characters with Multiple Level Feature Menus.

Five (5) Cordless phones shall have 900 MHZ digital spread spectrum technology and be capable of using the same port as a digital station, mimicking the extension number or in a standalone scenario. Four programmable buttons are required for features and multiple line access.

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Hold, Message LED, Conference/Transfer, a LCD, and caller ID are required. The phone must be headset compatible with three ring modes including a vibration mode.

Three (3) Conference phones shall be full duplex stations with the ability to add external microphones and have Caller ID. Two (2) of the conference phones must have external microphones.

### Voice Processing/Call Coverage

The system shall include an integrated Microsoft Windows based voice processing system with Automated Attendant and Voice Mail. System integration must support Call Recording and Voice Mail Soft keys on the station LCD. The Automated Attendant shall allow a caller to input a first or last name to be connected to an extension. The Voice Mail shall include the ability for guest mailboxes, time and date stamp on receipt of messages, outcall notification, interface to light the message waiting lamp on the telephone sets, and a minimum of 7 personal greetings. The Voice Processing System shall be upgradeable to the following capabilities: Fax Server, Unified Messaging, Text-to-Speech, and Interactive Voice response. The Voice Processing System shall be installed with minimum of 16 ports and 300 hours of storage. It must be expandable to a maximum of 32 ports.

#### Call Accounting System:

Vendors must include a Call Accounting System that fully integrates with the quoted system. This system must allow various customizable reports that include, but not limited to, time, date, extension making call, duration and cost. System must allow monitoring calls per day by extension or department and provide trunk analysis. The Call Accounting System shall be Microsoft Windows based software and will reside on a PC supplied by the vendor (The PC will also be used for phone system administration). A printer must also be supplied by the vendor that will be used for reports, etc.

PC Specifications: Minimum Pentium 4 processor or equivalent. minimum 1 GB RAM, minimum 80 GB hard drive, CD/DVD RW combo drive, minimum 3.0 GHz/1MB 12 cache. Monitor will be flat panel color with a minimum screen size of 19 inches.

Printer specifications: The printer will be monochrome laser with a minimum of 25 ppm,

a minimum 300 mhz processor, minimum 32 MB RAM, and a minimum paper handling of 250 pages. The printer must be supported by a Microsoft Windows operating system.

# **UPS/Battery Back Up**

The system shall include a power failure backup that will run the telephone system for a minimum of 4 hours in the event of a commercial power failure.

# **Surge Protection**

The system must be installed with adequate protection for power spikes including lightening. All system electrical failures must be covered in the warranty or maintenance.

# Qualifications:

The vendor shall have sold, serviced, and maintained the quoted product line for five years. Three vendor technicians must be certified on the proposed system. The vendor must provide three references of installations comparable in size of the quoted system. One must be a state agency. List agency or company name, contact information, system size and install date.

Vendors should include proof of five year's product line sales, service and maintenance and required references in their bid submission.

# Training:

Training shall be provided by the successful vendor in a classroom setting with live stations for demonstration and hands-on learning. User guides are required for all quoted stations and features. The successful vendor shall have a representative on site for the first two week days after the cut over to assist in training and programming issues.

The successful vendor shall also include the training of a systems administrator which will include training on voice mail administration and the administration of the telephone system including adding features to extensions and moving extensions from one location to another active location.

#### System Installation / Cutover / Post Cutover Support

The vendor must provide a minimum of two certified technicians to perform the cutover over a weekend. The vendor must also be supported by manufacturer technical support during the cutover.

#### Warranty/Maintenance:

Standard warranty shall be a minimum of two (2) years on parts and labor inclusive of surge protection as specified above. Warranty shall become effective upon installation and acceptance of the system by the agency. The agency will add the actual effective dates to the Purchase Order when known via an approved Change Order to the Purchase Order.

Post warranty maintenance for years 3, 4, and 5 must be quoted separately and shall cover parts and labor inclusive of surge protection as specified above. The agency reserves the right to add the additional years' maintenance at the quoted price any time during the life of the contract.

#### Award

Award shall be based on the lowest bid vendor meeting specifications for the system as specified, inclusive of 2 year warranty, and additional 3 years maintenance.

Telephone system inclusive of 2 year warranty

(Vendors shall not quote the 2 year warranty as a separate item.)

Additional Maintenance Year 3

Year 4

Year 5

GRAND TOTAL FOR EVALUATION

\$ 1285.00 1580.00 (a \$ 1285.00 1580.00 (au \$ 1285.00 1580.00 (au \$ 66,119.00 83,774.00

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# AFFIDAVIT

#### West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

#### **DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

#### **EXCEPTION:**

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

#### LICENSING:

Revised 02/08/06

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

#### **CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name:	Fort	Henry	Realty,	Inc.	dba	Advanced	Communications	Co.
Authorized Signa	ture:	<b>\$_</b>				Date	e: 7/24/06	
No Debt Affidavit								

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

WV PURCHASING ACA SECT Fax 304-558-4115 Jul 13 2 **REQUEST TOT** Quotation

DRS070007

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Jul 13 2006 10:14am P001/003

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- 1. The growth requirements of the telephone system is amended to be expandable to 450 universal ports. The State is willing to buy telephone sets, cards, licenses and expansion cabinets as growth is needed but will not accept a new main cabinet/processor or any "forklift" upgrade.
- 2. The system shall be equipped to handle eight (8) analog central office lines in addition to the two (2) PRI's.
- 3. The requirement for Digital PAD is removed from the specifications of this RFQ. This will be handled through the network.
- 4. Vendors may quote IP telephone sets in place of digital sets provided that they install new cabling to the affected stations as well as new switches, routers and any other network equipment that could affect the performance of the telephone(s) and/or phone system.
- 5. The requirement for one reference to be a state agency is amended. One of the three references must be a government agency. This agency could be federal, state, county, city or municipality.
- 6. The required headsets could be corded or cordless.
- 7. The UPS quoted by vendors shall be enough to run all components of the telephone system except the conference phones for a minimum of four (4) hours. The conference phones shall remain operable for a minimum of one (1) hour in the event of a power outage. The four-hour requirement pertains to the computers that run the consoles, call accounting and voice mail systems as well as all headsets and other components.
- 8. The voice processing system must be capable of providing a minimum of 1000 user mailboxes.
- 9. The requirements for system administrator training shall also include factory or manufacturer based classroom training for up to 3 state employees on administering and maintaining the telephone system.
  - 10. The requirements for Text-to-Speech and Interactive Voice Response are deleted from the voice processing system requirements. The Unified Messaging feature is something that the agency may request in the future. The system bid by vendors shall work with the Novell Groupwise and Microsoft Exchange email platforms.

Jul 13 2006 10:15am P003/003 Addendum #1 RFQ# DRS070007 Page 3

- 11. The post-warranty maintenance costs that are quoted in response to this RFQ shall be held firm for the full five-year life of the system only if the state accepts the maintenance contract sometime during the first 12 months after the system warranty expires. After 12 months, the agency must obtain a new cost quote for a post-warranty maintenance contract.
- 12. The system must support, at a minimum, smart media or compact flash type backup data storage.
- 13. Vendors shall meet the external paging requirement by re-utilizing the existing Valcom paging system at DDS or by including the cost of a replacement 6-zone external paging system as part of your bid price.
- 14. The conference phones required in this RFQ shall be Polycom or equal conference phones with 2 extended microphones each. These conference phones shall be extensions off of the phone system.
- 15. Add-on modules are an acceptable way to achieve the number of programmable buttons required for any station on the system.

CORPORATE HEADQUARTERS 2744 Eoff Street P.O. Box 6650 Wheeling WV 26003 Phone:(304) 233-3000 Fax: (304) 233-9666

Internet:www.acccentral.com

E-Mail:acccentral@aol.com



Complete Communication Systems for your Business

WV Lic # WV013681

BRANCH OFFICES: Beckley, WV Clarksburg, WV Charleston, WV Huntington, WV Parkersburg, WV

Greensburg, PA Pittsburgh, PA

JULY 24, 2006

PAGE 1 OF 2

#### TELEPHONE SYSTEM PROPOSAL

PROPOSAL SUBMITTED TO:

DIVISION OF REHABILITATION SERVICES DISABILITY DETERMINATION SECT.

1206 Quarrier St. Suite 200 2<sup>nd</sup> Floor Mason Bldg.

Charleston, WV 25601

**INSTALL EQUIPMENT AT:** 

Same

#### NEC ASPIRE DIGITAL TELEPHONE SYSTEM:

- (2) 890000 Key Service Units
- (1) 891038 512 Port CPU
- (4) 891000 Power Supplies
- (7) 808920 Installation Cables
- (2) 891009 T1/PRI Cards
- (2) 859450 CSU
- (5) 891058 32-Port Digital Station Cards
- (1) 891017 8-Port Analog Station Card
- (1) 891018 8-Port Analog Station Daughtercard
- (1) 891027 Page Card
- (1) 858620 Modem
- (21) 890045 34-Button Display Telephones
- (1) 890051 DSS/BLF Console
- (115) 890043 22-Button Display Telephones
- (1) 891019 16-Channel Voip Media Gateway
- (1) 892007 Wall Mount Plate
- (5) 730087 Cordless Lite II
- (1) TPW01 Call Accounting
- (3) 2200-16200-001 Polycoms
- (6) 2200-16155-001 Microphones
- (19) H141N Headset w/ Polaris Cord
- (15) III-TIN II CAUSEL W/ I OTALIS CO
- (1) 891004 8-Port CO Line Card
- (1) 891061 PCMCIA Adapter w/ Compact Flash
- (1) 1770007 NVM Server XL 12-Port
- (1) 1770012 12-Port Expansion Voicemail
- (1) Surge & Lightning Protection
- (1) PC w/ Printer
- (136) 893401 Multi-button Quick Reference Guide
- (19) 893408 Cordless Lite II Quick Reference Guide
- (1) SU2200XLNET Battery Backup
- (2) UXBP48 Battery Packs

TOTAL COST FOR THE ABOVE: \$79,034.00 \*

**DIVISION OF REHABILITATION SERVICES** DISABILITY DETERMINATION SECT. **JULY 24, 2006** PAGE 2 OF 2

\* Regarding disabling the speakerphone, ACC assumes this means the ability to disable voice announce. Our system will allow you to change the incoming call announce from Voice Announce to Privacy Mode to Ring Mode. If the bid is asking for Non-Speakerphones, ACC will switch out the phones to non-speaker without a cost change.

#### Price Above Includes The Following:

▶ 2-Year Limited Warranty on Parts & Labor

► Post Warranty: **Year 3** \$1,580.00 **Year 4** \$1,580.00

Year 5 \$1,580.00

CORPORATE HEADQUARTERS 2744 Eoff Street P.O. Box 6650 Wheeling WV 26003 Phone:(304) 233-3000 Fax: (304) 233-9666

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Greensburg, PA Pittsburgh, PA

### NEC ASPIRE REFERENCE LIST:

#1 Hancock County School Contact: Lou Casini 104 North Court St. New Cumberland, WV 26047

Phone: 304-564-3177

#2 U.S. Marshall Service Attn: Sara Beth 1125-1141 Chapline Street Wheeling, WV 26003 Phone: 304-232-2980

#3 Mountain State E.N.T. Attn: Kim Paine 84 Brookshire Lane Beckley, WV 25801 Phone: 304-255-2341