

West Virginia Network  
837 Chestnut Ridge Rd  
Morgantown, WV 26505

Phone (304) 293-5192  
Fax (304) 293-5540

## Response to Request for Proposal EDD308026

### for Internet Access, E-Mail, Web Hosting, and Domain Name Services for WV PK-R12 Schools and Districts.

Project Leader/Contact: James E. Justice  
Phone: (304) 293-5192 X271  
E-mail: [jay@mail.wvnet.edu](mailto:jay@mail.wvnet.edu)

West Virginia Network  
837 Chestnut Ridge Rd  
Morgantown, WV 26505

Fax: (304) 293-5540

Signature Henry Z. Blosser Date 12-19-08

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**Part 1**

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**Part 2**

**Part 3**

**Part 4**

**RFP EDD308026**

**Appendices**

**Purchasing Affidavit**

**Vendor Preference Certificate**

**December 2008**

**Attachments**

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# **Response to PART 1**

## ***Part 1 GENERAL INFORMATION, TERMS, AND CONDITIONS***

***WVNET has read this section and is in agreement with all points and will meet all requirements of this section.***

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# **Response to PART 2**

## ***Part 2 OPERATING ENVIRONMENT***

***WVNET has read this section and is in agreement with all points and will meet all requirements of this section.***

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# Response to PART 3

## PART 3 PROCUREMENT SPECIFICATIONS AND DELIVERABLES

### 3.1 General Requirements:

**This section (Part 3) gives specifications for the scope of this project. Bidder responses to this section should be clear and concise. The next section (Part 4) correlates to the specifications in Part 3 and is the section where the bidder should provide greater detail and description on specifications.**

The mission or purpose of the project is to provide systems, operations, and help desk support for broadband Internet access for all PK-12 public schools, to include managing connections to the state routers, communications lines to the Internet and to the K-12 routers. Additionally, services for DNS support for all PK-12 sites; web hosting for West Virginia PK-12 public schools; and POP, web and IMAP E-mail for an unlimited number of accounts on the access.k12.wv.us domain for West Virginia students and educators shall be included.

The Federal Communications Commission (FCC) adopted rules on May 7, 1997, implementing section 254 of the Telecommunications Act of 1996 that provides telecommunication discounts for K-12 schools and public libraries. The rules were incorporated into the FCC's Universal Service Order (CC Docket No. 96-45). The Order ensures that all eligible schools and libraries have affordable access to modern telecommunication services, internal connection, and the Internet. This Universal Service discount program is popularly known as the "E-rate" in the school and library communities. See <http://www.si.universalservice.org> for more information about the program.

Under the Universal Service program, West Virginia schools are eligible for 20%-90% discounts on Internet services, telecommunications services, and internal network infrastructure and on the maintenance of all E-rate eligible items. The State average discount is approximately 74%. To be eligible, Districts must have an approved technology plan and use a competitive process for obtaining the goods and services. In addition, districts must follow procedures required by the Schools and Libraries Division of the Universal Service Administrative Company, which oversees implementation of the Universal Service provisions of the Telecommunications Act of 1996. As required by the E-rate program, price will be the largest, but not sole, consideration in the evaluation of competitive bids.

It is anticipated that some or all of the goods or services obtained under this procurement may be eligible for the E-rate discounts, and the WVDE on behalf of the Schools intends to apply for such discounts. Under the program, providers receive the

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full amount they contract for, however responsibility for payment for the eligible goods and services is split between the WVDE and the Universal Service fund.

The Mandatory Project Components are:

- Prime Vendor/Systems Integrator Responsibilities
- Internet Access
- E-mail Services
- Domain Name Services (DNS) and Web-hosting services
- E-rate services

The bidder must bid solutions to all mandatory components. The WVDE intends to award a total solution. The State reserves the right to accept or reject any or all proposals, in whole or in part.

A checklist of mandatory and desirable items has been included in Appendix C, Proposal Checklist, for the bidder's use in ensuring that all items have been addressed.

### **3.2 Scope of Work**

#### **3.2.A Prime Vendors/Systems Integrator Component**

**Informational:** WVDE requires a Prime Vendor/Systems Integrator in response to this RFP. Bidders responding as the Systems Integrator will be required to provide responses to all mandatory project components through a turnkey offering. The Bidder proposing to be the Prime Vendor must bid all project components, either through the bidder's own resources and/or using subcontractors. If the Prime Vendor uses subcontractors, the state will sign a contract only with the Prime Vendor who will act as the single point of contact for the WVDE and who will retain responsibility for the performance of its subcontractors.

The terms 'Systems Integrator,' 'Prime Vendor,' and 'Prime Bidder' are used synonymously in this RFP.

The WVDE expects a Prime Vendor/Systems Integrator to perform the types of activities detailed below. Specifications associated with these activities will be outlined in the next sections for vendor response.

- Act as the single point of contact for the WVDE for activities related to any contract resulting from this RFP.
- Establish a project team, develop and implement a project management plan, and assign a project team, of appropriate size and qualifications, who will have responsibility for performance under this contract and for communicating with the WVDE on a regular basis to ensure a thorough and effective flow of information for successful project management.
- Assign and maintain a knowledgeable, qualified staff to implement all project components procured from any contract resulting from this RFP.
- Procure all products and services listed in the contract resulting from this RFP.

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- ~~Assume technical responsibility for the successful implementation of all project components procured from any contract resulting from this RFP.~~
  - Ensure a timely and successful implementation of all project components procured from any contract resulting from this RFP.
  - Provide effective, quality technology support.

**WVNET RESPONSE: WVNET will provide all of the activities detailed above.**

3.2.A.1 Bidders responding to this RFP **will** be expected to fulfill the prime vendor/systems integrator responsibilities as outlined in this RFP and to provide the following mandatory project components:

- Prime Vendor/Systems Integrator Responsibilities
- Internet Access
- E-mail Services
- Domain Name Services (DNS) and Web-hosting services
- E-rate services

**WVNET RESPONSE: WVNET will provide all the above listed mandatory project components.**

3.2.A.2 Bidder **must** act as the point of contact for the WVDE for products and services on any contract resulting from this RFP.

**WVNET RESPONSE: WVNET will act as the point of contact for WVDE for products and services on any contract resulting from this RFP.**

3.2.A.3 Bidder's organization **should** be large enough and have appropriate qualifications to successfully implement the project.

**WVNET RESPONSE: WVNET is currently delivering the services being bid to WVDE. WVNET is a technical organization large enough and with appropriate qualifications to implement this project. The technical expertise of our staff is second to none in West Virginia.**

3.2.A.4 Bidder **should** provide the following information:

Description of the organization

**WVNET RESPONSE: West Virginia Network for Educational Telecomputing (WVNET) was created in 1975 to supply services to the public institutions of higher education in West Virginia as well as support certain system level activities administered by the governing boards and the Higher Education Policy Commission Central Office.**

**While WVNET has its roots in higher education, it is no longer viewed as a resource used solely by the higher education community. WVNET has become increasingly important to K-12, public libraries, state government**



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**and private colleges. WVNET runs several servers for K-12 with an uptime greater than 99%. In the area of networking, WVNET provides communications links between the state colleges and universities, public libraries, K-12 and technical schools, and state government for a variety of research, instructional, and administrative services, including access to each other and to the Internet.**

Organization's experience in providing the types of productions and services requested in this RFP for projects of similar size and scope.

**WVNET RESPONSE: WVNET provides shared computing for many of the public institutions of higher education, who do not find it financially advantageous to pay for the hardware, software, and staff necessary to support their applications. WVNET acts as their Application Service Provider (ASP) which can be the most cost effective way to provide services to many institutions.**

**WVNET has always been a leader in rolling out the technologies needed by its user community. WVNET was the first organization in West Virginia to implement E-Mail, TCP/IP, the Internet, Domain Name Service, frame relay, ATM, News Service, and Web browsers. It has led the state in providing almost every new networking technology or functionality for the last 20 years.**

**WVNET is the network interface providing the entire state with access to external resources and maintains Internet Access for most of the state. In the early days of the implementation of the Internet, WVNET believed that access to this new network would become an integral part of the lives of most West Virginians. Working with a grant from the National Science Foundation, WVNET put in place the first digital connections between higher education, K12, and state government. Over the years, this network has continued to grow and increase in speed and services.**

**In support of this network, WVNET operates a Network Operations Center (NOC) that monitors network health on a 24x7x365 basis that has a staff of network specialists on site or on call, who can be dispatched to any point in the state, as needed. As part of its efforts to improve the support for networking, WVNET provides a 24x7x365 Helpdesk. All offices and current operations are located within the State of West Virginia.**

Length of time in operation

**WVNET RESPONSE: WVNET was created in 1975 to provide shared computing and communications links for all public higher education institutions.**

Number of Employees

**WVNET RESPONSE: WVNET currently has 44 employees.**

Number and location of offices

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**WVNET RESPONSE: WVNET offices are in Charleston and Morgantown.**

Our office in Charleston is the West Virginia Higher Education Policy Commission. WVNET maintains equipment for communications and Domain Name Service in both Morgantown and Charleston. The equipment in Charleston is located in building 6 of the Capitol Complex.

Organizations most recent annual report

**WVNET RESPONSE: WVNET is a state agency and does not create an annual report.**

3.2.A.5 Bidder should have an operation presence in West Virginia.

**WVNET RESPONSE: The WVNET main office and Network Operations Center (NOC) is located in Morgantown, West Virginia.**

3.2.A.6 Bidder **should** have the capacity to carry the accounts receivables associated with a project of this size and for time frames consistent with funding discounts from SLD/E-rate timelines.

**WVNET RESPONSE: WVNET is currently the provider of the services in question and has always been able to handle the funding within the timelines consistent with the discount schedules.**

3.2.A.7 Since the K12 Network is highly visible and funds to support the network are appropriated by the West Virginia Legislature, the WVDE may make requests for ad hoc reports or meetings in preparation for legislative and State Board meetings. Such tracking, reporting, and meeting functions **should** be considered a part of the cost of doing business and **should** be provided at no additional cost to the WVDE as such reporting may impact the continuation of legislative funding for the project.

**WVNET RESPONSE: WVNET will work with WVDE to provide reports and information to help prepare for meetings. WVNET has always worked with WVDE to get them the information and reports they need. WVNET will meet this requirement.**

3.2.A.8 Bidder **should** have a project manager with appropriate qualifications for managing a project of this scope, size, and complexity.

**WVNET RESPONSE: WVNET will appoint Mr. James Justice as project leader for this project. Mr. Justice has been project leader for many large projects in West Virginia. One example is the implementation of the \$2.5 million dollar networking grant for the West Virginia Library Commission. Mr. Justice's Vita is attached to the bid as Attachment 1.**

3.2.A.9 If the project manager changes during the contract term, the new project manager **should** have commensurate or higher qualifications.

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**WVNET RESPONSE: WVNET will ensure that any replacement project leader has appropriate qualifications for the project.**

3.2.A.10 Bidder **should** have a project team of adequate size and with appropriate qualifications to successfully implement the project.

**WVNET RESPONSE: WVNET has a project team consisting of the technical and administrative staff currently supporting these applications for WVDE.**

3.2.A.11 Selected bidder **should**, within two business days of the change, inform the WVDE about personnel changes.

**WVNET RESPONSE: WVNET will keep WVDE informed of any related personnel changes within these time lines.**

3.2.A.12 Bidder should identify and keep WVDE informed about subcontractors.

**WVNET RESPONSE: WVNET will be using no subcontractors for this project.**

3.2.A.13 Bidder **must** assume technical responsibility for successful implementation of project components and the various individual services purchased from any contract resulting from this RFP.

**WVNET RESPONSE: WVNET will assume responsibility for successful implementation of project components and individual services purchased from any contract resulting from this RFP.**

3.2.A.14 Bidder **should** propose technical support for Internet access, E-mail services, web hosting services and DNS services resulting from this RFP and bidder should describe these services in detail including response times.

**WVNET RESPONSE: WVNET will provide technical support for Internet access, E-mail services, Web hosting services, and DNS services. This support will be at the same level or better than that currently supplied. WVNET has a 24x7x365 Network Operations Center (NOC) with immediate access to technical specialists in each supported area. Our initial response time is immediate with technicians working on problems within an hour.**

3.2.A.15 Bidder **should** assign technical personnel that have the training, certification, and experience to implement this project.

**WVNET RESPONSE: WVNET will use the technical personnel that currently support this project. Their training, certification, and experience are first rate and will be documented in Attachment 2 to this bid.**

3.2.A.16 Bidder **should** provide prompt notification to WVDE of problems associated with the initiative.

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**WVNET RESPONSE: WVNET will provide prompt notification to WVDE of problems associated with this initiative. All problems will be tracked in the WVNET problem management system (OZ) and the staff of WVDE will be on the interested party list for all appropriate problems. WVNET currently uses online system monitoring which indicates to the NOC complete or partial outages of all system components, including network, E-mail, DNS, web hosting, and other services. The NOC is staffed 24x7x365.**

3.2.A.17 **Bidder must** provide a maintenance schedule and bidder must agree to provide WVDE seven day notice of any maintenance related to any services purchased through a resultant contract. Upon receiving such notice, the WVDE may request to have such maintenance postponed to a later date if agreed upon by the vendor and the WVDE.

**WVNET RESPONSE: WVNET has always provided advance notice of maintenance related to services purchased by WVDE and will ensure that these requirements are met.**

3.2.A.18 **Bidder must** propose technical support options that are available at no additional charge:

- E-mail access to the project team.
- Toll-free access to a WV office number

**WVNET RESPONSE: WVNET has currently supplied WVDE with an 800 number and E-mail addresses to our staff. WVNET will provide any necessary additional information on members of the Project Team that are required. WVNET will comply with this requirement.**

3.2.A.19 Bidder **should** propose a WV-specific help desk with a toll-free number for use by county and school personnel. Personnel on the help desk should be prepared to answer questions about E-mail account procedures, problems,

**WVNET RESPONSE: WVNET will comply with this requirement. The WVNET help desk is manned 24x7x365 and operates as a Network Operations Center. Skilled technical people are on call 24x7x365. WVNET currently uses online system monitoring which indicates to the NOC complete or partial outages of all system components, including network, E-mail, DNS, web hosting, and other services.**

3.2.A.20 Bidder **should** provide levels of service guarantee and remedies (SLA or SLA(s)) for outages in areas of Internet Access, E-mail service, DNS and web-hosting.

**WVNET RESPONSE: WVNET will meet this requirement for each individual service as documented below.**

3.2.A.21 Bidder **should** have a process and assigned personnel for producing invoices that are accurate, according to WVDE and State procedures, and within guide lines and format required by the WV Purchasing Division and the State Auditor's Office.

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**WVNET RESPONSE: The WVNET business office has been invoicing WVDE under state procedures and will continue to follow the guidelines and format required by WV Purchasing Division and Auditors Office. WVNET will comply with this requirement.**

3.2.A.22 Throughout the contract term, selected bidder **should** keep the WVDE informed of hardware and software upgrade plans.

**WVNET RESPONSE: WVNET has in the past and will in the future keep WVDE informed of all hardware and software upgrade plans. WVNET will comply with this requirement.**

3.2.A.23 Bidder's organization (beginning with contract start date) **should** be fully staffed and functional to support this project.

**WVNET RESPONSE: WVNET is currently fully staffed in all areas that will support this project. WVNET will comply with this requirement.**

### **3.2.B INTERNET ACCESS SPECIFICATIONS**

3.2.B.1 Bidder **must** provide Internet connectivity for K12 public schools via two access points - one at the northern K12 router in Morgantown, WV and one at the southern K12 router in Charleston, WV.

**WVNET RESPONSE: WVNET currently provides to WVDE access points to the Internet in Charleston and Morgantown at the location of the WVDE routers. WVNET will comply with this requirement.**

3.2.B.2 Bidder **must** supply all hardware, software and services necessary to provide the required Internet access services through connection to existing copper 1Gbs Ethernet interfaces at each POP.

**WVNET RESPONSE: WVNET will continue to supply WVDE with a 1Gbs copper connection. WVNET will supply any additional interfaces on our side necessary to exceed 1Gbs at no additional cost. WVDE will be required to update their routers to meet this requirement at their cost. WVNET recommends that WVDE update their method of interfacing to WVNET to use Multi-Gigabit connectivity via Ether-Channel for redundancy. This should require no additional cost to WVDE. WVNET will comply with this requirement.**

3.2.B.3 The bidder **must** propose a strategy for transition from the current technologies and software applications to the bidder's proposed technologies and software applications.

**WVNET RESPONSE: Since WVNET is bidding a continuation of the current technologies and software applications, no transition will be necessary. WVNET will comply with this requirement.**

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3.2.B.4 Bidder **should** provide a minimum level of Internet Access of 1 GBPS (gigabits per second) at each POP.

**WVNET RESPONSE:** WVNET currently complies with this requirement.

3.2.B.5 Bidder **should** include options for connectivity of the K12 network to Tier 1 National Commodity ISPs to allow for growth of Internet Access demand from K12 schools.

**WVNET RESPONSE:** WVNET will comply with this requirement. WVNET currently connects to a Tier 1 National Commodity ISP.

3.2.B.6 Bidder **should** provide options for purchase of incremental increases or decreases of Internet Access service. **Do not include costing information in this section. Identify all associated costs on the component cost sheets in the cost proposal.**

**WVNET RESPONSE:** WVNET provides incremental increases or decreases in Internet Access by the megabit on a monthly basis. The current interface between WVDE and WVNET is a copper based 1 Gbs interface to the K12 router. Any increase in Internet Access beyond this point would require that WVDE install additional interfaces in their routers at their cost. WVNET would install any additional interfaces on our side at no additional cost. WVNET will comply with this requirement.

3.2.B.7 Bidder **should** provide a timetable for changeover and provide the minimum time that a change must be in effect before a subsequent change is permitted.

**WVNET RESPONSE:** WVNET currently supplies these services to WVDE. Since no transition or changeover is necessary, a timetable is not necessary. If WVDE decides to increase or decrease their Internet bandwidth, WVNET will provide a time table at the time of the request. This is necessary because depending on the size requested, it may take some time to have additional pipes to the Internet installed. WVNET will comply with this requirement.

3.2.B.8 Bidder **should** provide service guarantee (SLA) and remedies for outages in Internet Access including reduced billing for interrupted service based on length of outage.

**WVNET RESPONSE:** WVNET's uptime is greater than 99%. In the case of any unforeseen service interruptions of greater than 2 hours, WVNET will on request from WVDE provide a credit on the next bill based on the length of the outage and the bandwidth that was lost.

3.2.B.9 Bidder **must** provide options for reporting on usage statistics.

**WVNET RESPONSE:** WVNET runs an open source software product named Multi Router Traffic Grapher (MRTG). This software provides online graphs of usage statistics on the connections between WVNET and WVDE. WVNET

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~~will provide WVDE with online access to these graphs. WVNET will meet this requirement.~~

### 3.2.C E-mail Services

**Informational:** Refer to Section 3.2.A for any related prime vendor/systems integrator responsibilities associated with E-mail Services specifications.

3.2.C.1 Bidder **must** provide secure encrypted connections to E-mail services via POP, IMAP and WEB interface protocols for unlimited E-mail accounts for WV students and educators using "access.k12.wv.us" domain.

**WVNET RESPONSE: WVNET will comply with this requirement using Secure Socket Layer (SSL) compliant security certificates.**

3.2.C.2 Bidder **must** maintain current domain of E-mail accounts with no interruption of service or loss of accounts. This current domain is "access.k12.wv.us"

**WVNET RESPONSE: WVNET currently provides this domain of E-mail accounts and will continue to comply with this requirement.**

3.2.C.3 Bidder **must** provide a minimum of 200mbs (megabytes) mailbox sizes with minimum of 20 mbs (megabytes) file attachments permitted. Bidder **should** provide options for additional size options for mailboxes and file attachments. **Do not include costing information in this section. Identify all associated costs on the component cost sheets in the cost proposal.**

**WVNET RESPONSE: The current implementation of E-mail has different limits based on the type of E-mail account. WVNET will comply with the new requirement as needed.**

3.2.C.4 Bidder **should** provide webmail system that allows for use of folders, address book, setting of vacation messages, password resetting, mail forwarding, and syncing or interfacing with POP and IMAP E-mail clients for importing and exporting of contacts and E-mail messages.

**WVNET RESPONSE: The current SUN E-mail system used by WVDE and supplied by WVNET complies with the above requirements. WVNET will comply with this requirement in the future contract.**

3.2.C.5 Bidder **should** apply appropriate security certificates for E-mail service for WV PK-12 schools.

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**WVNET RESPONSE: WVNET is currently providing this service to several clients and will comply with this requirement for WVDE.**

3.2.C.6 Bidder **should** manage E-mail system for virus and spam.

**WVNET RESPONSE: Virus and Spam filtering are not eligible for E-rate discounts. WVNET currently provides virus and spam filtering for all of state government and will continue to provide this to WVDE. WVNET offers this service as a separately priced item to meet requirements of E-rate discounts. WVNET will comply with this requirement under the terms of the contract in whatever manner WVDE requires.**

3.2.C.7 Bidder **must** provide a web-based system for administration of E-mail account which allows new account requests to be reviewed and approved by WVDE staff.

**WVNET RESPONSE: WVNET currently has implemented a web-based system for administration of E-mail accounts and will comply with this requirement.**

3.2.C.8 Bidder **must** provide options for reporting on usage statistics to include at a minimum monthly reports of the number of E-mail accounts including a breakdown of the types of accounts (student, teacher, administrator).

**WVNET RESPONSE: WVNET currently provides monthly reports on these items and can provide additional reports upon request.**

3.2.C.9 Bidder **should** provide levels of service guarantee (SLA) and remedies for outages in E-mail services including reduced billing charges for interrupted service based on length of outage.

**WVNET RESPONSE: In the event of a failure of WVNET equipment that causes a loss of access to E-mail for more than 24 hours, WVDE can request a credit on the following month's bill for the period of outage prorated on the amount of time the service was lost.**

3.2.C.10 Bidder **must** propose a strategy for transition from the current technologies and software applications to the bidder's proposed technologies and software applications.

**WVNET RESPONSE: WVNET proposes to continue the current technologies and software applications. No transition will be necessary.**

**3.2.D Domain Name Service (DNS) and Web-hosting service:**



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**Informational:** Refer to Section 3.2.A for any related prime vendors/systems integrator responsibilities associated with DNS and Web-hosting services specifications.

3.2.D.1 Bidder **must** provide secure web hosting services with FTP, SFTP and WEBDAV access for WV PK-1 2 schools.

**WVNET RESPONSE:** WVNET currently provides the secure services requested and will comply with this requirement.

3.2.D.2 Bidder **should** provide Domain Name Service using naming convention of xxxxxxxx. xxxx. k1 2. wv. us.

**WVNET RESPONSE:** WVNET currently provides Domain Name Service for these names and will comply with this requirement.

3.2.D.3 Bidder **should** maintain current DNS of servers, video-conferencing equipment, etc. with no interruption of service or loss of accounts.

**WVNET RESPONSE:** WVNET currently maintains these services and will continue to provide these services under any new contract.

3.2.D.4 Bidder **should** apply appropriate security certificates for secure web sites hosted for WV K12 schools.

**WVNET RESPONSE:** WVNET currently does this for many clients and will comply with this requirement for WVDE.

3.2.D. The bidder **must** propose a strategy for transition from the current technologies and software applications to the bidders proposed technologies and software applications.

**WVNET RESPONSE:** WVNET is proposing to continue the current technologies and software applications. No transition will be necessary.

### 3.2.E E-rate services:

**Informational:** Refer to Section 3.2.A for any related prime vendors/systems integrator responsibilities associated with E-rate services specifications.

3.2.E.1 Bidder **must** provide evidence of bidder eligibility to provide the services and receive USAC reimbursement.

**WVNET RESPONSE:** WVNET currently supplies these services to WVDE under USAC reimbursement and will continue to comply with this requirement.

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3.2.E.2 Throughout the life of the contract, bidder **must** comply with FCC program rules. These guidelines can be found in much greater detail by visiting <http://www.universalservice.org/sl/providers/>.

**WVNET RESPONSE: WVNET has in the past and will in the future comply with all FCC program rules.**

3.2.E.3 Bidder **must** register with the FCC and obtain a FCC registration number. See <https://svartifoss2.fcc.gov/cores/CoresHome.html> for more information about this requirement.

**WVNET RESPONSE: WVNET is currently registered with the FCC.**

3.2.E.4 Bidder **must** timely submit to the SLD a completed Form 473, Service Provider Annual Certification form, which provides updated contact information to the SLID for the vendor. The vendor must also agree to provide a copy of the completed Form 473 to the WVDE. This form is available on the SLD's website at [www.sl.universalservice.org](http://www.sl.universalservice.org) in the Forms section. The WVDE will notify the vendor when the form is due to be submitted.

**WVNET RESPONSE: WVNET has in the past and will in the future comply with this requirement.**

3.2.E.5 Bidder **should** agree that the WVDE's portion of the cost for contracted services is contingent upon the availability and amount of the E-rate discount to WV public schools on a year by year basis

**WVNET RESPONSE: WVNET agrees that the WVDE portion of the cost is contingent upon the E-rate discount on a year by year basis.**

3.2.E.6 Bidder **should** agree to invoice the Schools and Libraries Division for the discount amount using the SLD approved forms and procedures.

**WVNET RESPONSE: WVNET currently uses the SLD approved forms and will continue to comply with this requirement.**

3.2.E.7 Bidder **should** agree to invoice the WVDE only for the after-discount amount, or SLD's share of the contract price.

**WVNET RESPONSE: WVNET will only invoice WVDE for the discount amount.**

3.2.E.8 Bidder **should** agree that all invoices will separate ineligible E-rate services and equipment from eligible E-rate services and equipment.

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**WVNET RESPONSE: WVNET currently ensures that E-rate and non E-rate services are billed on separate invoices and will comply with this requirement.**

3.2.E.9 Bidder **should** agree to assist the WVDE in resolving any administrative issues that arise from the USF program.

**WVNET RESPONSE: WVNET has worked in the past with WVDE on these issues and will comply with this requirement.**

3.2.E.10 Bidder **should** agree that the contract may be canceled, at the WVDE's option, at any time if WVDE does not receive approval for discounts from the E-rate program for any year that the contract is in effect (prior to the beginning of such E-rate funding year), without incurring any early termination charges or penalties.

**WVNET RESPONSE: WVNET understands that as with all state agencies a contract can be canceled based on funding and will comply with this requirement.**

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# Response to PART 4

## PART 4 PROPOSAL FORMAT AND RESPONSE REQUIREMENTS

### 4.1 Vendor's Proposal Format:

The information below outlines the format the bidder should follow in arranging the written technical proposal. The proposal should be formatted in the same order and provide the information listed below.

**Title page** - Should state the RFP Subject and number, the name of the Vendor, Vendors business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed.

**Table of Contents** - Clearly identify the material by section and page number

**Responses to Section 3.2 and 4.2** - The written technical proposal should be provided in a 3-ring binder with tabs and should be organized with the component information provided under appropriate tabs. The bidder's proposal should be formatted to include the responses to the proposal components under separate and clearly labeled sections in the written technical proposal.

The bidder's proposal shall be submitted in hard copy.

Bidders are discouraged from submitting advertising literature, unless they contain information directly related to the proposal response and there is a specific reference in the response to the page number(s) where relevant sections are to be found. Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's capability to satisfy the RFP requirements. Special bindings, color displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

In preparing a response, the bidder should first restate the specification, and then include the bidder's response.

In the written technical proposal, the bidder should respond to RFP specifications with relevant discussion, thoroughly describing the means proposed to satisfy the needs identified under each component.

**WVNET RESPONSE:** WVNET will comply with this requirement.

### 4.2 Response Requirements

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The bidders should respond to the specifications below with sufficient detail to allow the evaluation committee to fairly evaluate and compare the bidder's response to other responses. These specifications correspond to the deliverables/specifications in Section 3.2.

#### **4.2.A Prime Vendor/Systems Integrator Specifications**

4.2.A.1 Bidder **should** describe the bidder's plans for implementing the prime vendor/systems integrator responsibilities and the single point-of-contact requirement outlined in specifications 3.2.A. 1 A through E.

**WVNET RESPONSE:** WVNET will comply with this requirement by doing all the work internally without subcontractors. A project team will be created. The membership of this project team will consist of the managers currently in charge of the existing services being delivered to WVDE. The membership of this project team will consist of Henry Blosser, Richard Lynch, Bonnie Lynch, Allen Daugherty, Roberta Haddix, Doug Saunders, and James Justice. The chair of the project team and single point of contact for all problems encountered by WVDE during any necessary transition will be James Justice.

4.2.A.2 Bidder **should** describe its ability to act as the point of contact for products and services on any contract resulting from this RFP. Bidder **should** describe the proposed project management plan and the bidder's internal procedures for project implementation.

**WVNET RESPONSE:** WVNET is currently supplying WVDE with the services being bid in this RFP. For any improvements in service required under this RFP, WVNET will create a project management team consisting of the managers that are currently involved in delivering the current services to WVDE and with James Justice as the project leader. Membership for this project team is documented in 4.2.A.1.

4.2.A.3 Bidder **should describe** the structure of its organization, the hierarchy, and the capacity of the organization to implement this project.

**WVNET RESPONSE:** Please refer to Attachment 2. This consists of an organizational chart and a spreadsheet documenting the experience and qualifications of the members of the project team. WVNET has been the lead in implementing many projects of this size and larger in the past.

4.2.A.4 Bidder **should** provide a minimum of three client references for the prime vendor that include the following information:

- Contact name
- Name and address of organization

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- ~~Telephone number and E-mail address~~

- Description of project
- Similarity of Project to WV project

**WVNET RESPONSE:** WVNET gives the following client references:

- **Brenda Williams**  
WVDE  
[brendaw@access.k12.wv.us](mailto:brendaw@access.k12.wv.us)  
(304) 598-7880  
WVNET supplies all the services being requested in RFP.
- **Dennis Loudermilk**  
WV Legislature  
[dennisl@mail.wvnet.edu](mailto:dennisl@mail.wvnet.edu)  
(304) 347-4934  
WVNET supplies E-mail, Domain Name Service, and Virus/Spam filtering.
- **Dr. Kelly S. Wright**  
Blue Ridge Community and Technical College  
400 West Stephen Street  
Martinsburg, WV, 26501  
(304) 260-4380 x 2236  
WVNET supplies Internet Access, Domain Name Services, Web Hosting, E-mail, and Database Hosting for their Financial System/Student Information System.
- **Denise Seabolt, Director Administrative Services**  
West Virginia Library Commission  
1900 Kanawha Blvd. E.,  
Bldg. 9, Cultural Center  
Charleston, WV 25305  
[denise@wvlc.lib.wv.us](mailto:denise@wvlc.lib.wv.us)  
(304) 558-2041  
WVNET supplies Internet Access, Domain Name Service and Virus/Spam filtering.

4.2.A.5 Bidder **should** have an operational presence in West Virginia and bidder **should** describe that presence.

**WVNET RESPONSE:** WVNET is located in West Virginia.

4.2.A.6 Bidder **should** provide information that demonstrates that the bidder's organization has the capacity to carry the accounts receivables associated with a project of this size and for time frames consistent with funding discounts from SLD/E-rate timelines.

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**WVNET RESPONSE:** ~~WVNET has the capacity to carry the Accounts Receivables~~ associated with this project. At the end of FY08 the number of days that WVNET could meet its basic operational costs was 177. This is determined by dividing year-end cash and account receivables by the average daily cash expenditures. WVNET is able to comply with this requirement.

4.2.A.7 Bidder **should** describe how the bidder would ensure regular and effective communications with the WVDE. Bidder should describe reporting options and give example graphs and reports including web-based on-demand reports.

**WVNET RESPONSE:** WVNET is currently in constant contact with the WVDE. We will continue to support WVDE via Helpdesk. The Helpdesk can be accessed via phone, E-mail, and access to the WVNET Problem Management System (OZ). OZ is a web-based system and allows users to directly enter any problems they have encountered. The OZ system keeps users informed of progress on a problem via E-mail. WVNET has supplied a sample problem from the OZ system in Attachment 4. The web address for OZ is: <http://ws1.wvnet.edu/ozwvnet/>

4.2.A.8 Bidder **should** include a vita for the proposed project manager and should describe the project manager's qualifications and related experience in managing projects similar in scope, size, and complexity.

**WVNET RESPONSE:** Please refer to Attachment 1 for the Vita of Mr. James Justice. Mr. Justice has been a project leader for many large projects in West Virginia. One example is the implementation of the \$2.5 million dollar networking grant for the West Virginia Library Commission.

4.2.A.9 Bidder **should** describe the process for ensuring the qualifications of a new project manager.

**WVNET RESPONSE:** WVNET would follow normal state practices for hiring a replacement for Mr. Justice. These would include internal posting of the position. In terms of this project, WVNET has other employees with excess of 20 years experience on similar projects. WVNET would most likely appoint another of its experienced employees to manage this project.

4.2.A.10 Bidder **should** describe the number of people to be assigned to the project, their qualifications (e.g., education degrees or certificates, technology degrees or certificates, etc.), and the percentage of their time that will be dedicated to this project.

**WVNET RESPONSE:** Please refer to Attachment 2.

4.2.A.11 Bidder **should** describe the process for ensuring qualification's of project team.

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**WVNET RESPONSE:** ~~The project team will consist of highly qualified~~ members of the WVNET staff. In most cases, they are managers with more than 20 years of experience delivering technical support to other state agencies.

4.2.A.12 Bidder **should** describe the process for engaging subcontractors and for monitoring and ensuring acceptable performance.

**WVNET RESPONSE:** WVNET will not be using subcontractors.

4.2.A.13 Bidder **should** describe the bidder's personnel and process for assuming technical responsibility for successful implementation of project components and the various individual technical services purchased from any contract resulting from this RFP.

**WVNET RESPONSE:** WVNET will use different departments to deliver the services required by this RFP. WVNET has a Communications Department that will be responsible for delivering Internet Access for WVDE. The WVNET Systems & Operations Department will be responsible for delivering E-mail, Domain Name Services, and Web-hosting. The Business Office will be responsible for providing all E-rate Services. Each of these areas will be monitored by the Project Leader to ensure prompt and reliable services. WVDE will be able to contact the Project Leader or the Manager of each individual department via 800 telephone service, E-mail, or in person when necessary.

4.2.A.14 Bidder **should** describe in detail the options for technical support for Internet access, E-mail services, web hosting services and DNS services resulting from this RFP and bidder should include associated response times.

**WVNET RESPONSE:** WVNET is in constant contact with the WVDE. We will continue to support WVDE via our Helpdesk. The Helpdesk is our Network Operations Center (NOC) and is manned 24x7x365 with expert technicians on call at all times. The Helpdesk can be accessed via phone, E-mail, and direct access to the WVNET Problem Management System (OZ). OZ is a web-based system and allows users to directly enter any problems they have encountered. The OZ system keeps users informed of progress on a problem via E-mail. WVNET has supplied a sample problem from the OZ system in Attachment 4. The web address for OZ is:

<http://ws1.wvnet.edu/ozwvnet/>

4.2.A.15 Bidder **should** describe the training, certification, and experience of the technical personnel to be assigned to the project and their qualifications for implementing this project. The description should include, but not necessarily be limited to, qualifications in the following areas:

- Working with Virtual Private Networking



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- Working with IP addressing, switch programming, and routers
  - Working with mail servers, webmail interface programs, POP and IMAP accounts
  - Working with Domain Name Services and routing tables

**WVNET RESPONSE:** See Attachment 2 for a detailed organization chart. Highlighted nodes on this chart indicate positions directly involved in the support of the services provided to WVDE. WVNET has been involved in support of the WVDE Internet Project since its inception in the late 1990's in coordination with the Bell Atlantic World School project. We have successfully grown our Internet support services from the early development of E-mail services and World Wide Web through the years of evolution that has made the State of WV K12 Internet one of the leading K12 networks in the country. Over these years, WVNET has developed and retained highly qualified professional technical staff to support all aspects of the services we provide.

WVNET's highly skilled technical staff was instrumental in bringing the Internet and E-mail services to the State of WV beginning in the early 1980's, when the term "internet" had not yet been coined. We were the first in the state to provide TCP/IP network services and the associated applications such as E-mail and web browsing. Our staff's knowledge and experience with domain name service, IP address management, bridges, routers, wireless communications, virtual private networking, E-mail services, virus and spam filtering, web hosting, security, and other aspects of the services provided by our Network Operations Center and Data Center are unsurpassed. Specific details of required qualifications for each position and the backgrounds of the individuals involved can be provided upon request.

4.2.A.16 Bidder **should** describe the proposed plan for identifying, escalating, and resolving problems associated with the bidder's implementation of project components. This plan should include a method for reporting problems to the WVDE and ensuring WVDE concurrence with bidder's approach to resolving the problem(s).

**WVNET Response:** Initially all problems should be reported to the WVNET Help Desk which is available 24x7x365 days of the year.

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**Call: (304) 293-5192 or (800) 253-1558**

**E-mail: [helpdesk@mail.wvnet.edu](mailto:helpdesk@mail.wvnet.edu)**

**Write to: WVNET Help Desk  
837 Chestnut Ridge Rd.  
Morgantown, WV 26505**

Problems will be tracked by WVNET in the WVNET Problem Management System (OZ). OZ maintains detailed records of all problem incidents and tracks progress in finding solutions. With a powerful and intuitive web interface, OZ provides WVNET personnel and customers with access to problem records from anywhere that internet access is available. Convenient access to problem solving logs keeps everyone aware of work being done and often helps with solving recurring problems. Reports generated by OZ are used by WVNET's Reliability Committee to focus on problems needing attention. OZ organizes and coordinates the efforts of WVNET's skilled staff so that problems are solved quickly and efficiently.

The WVNET Help Desk has available in depth technical support at all times. The technical staff is on call and will work on problems that can't be immediately solved. If problems are encountered that cannot be solved by the WVNET Help Desk or the backup technicians, the staff at WVDE can contact the following individuals:

WVNET has designated Roberta Haddix ([roberta@mail.wvnet.edu](mailto:roberta@mail.wvnet.edu); (304)293-5192 X 259) to act as the point of contact regarding the terms and conditions of the contract.

WVNET has designated James Justice ([jay@mail.wvnet.edu](mailto:jay@mail.wvnet.edu); (304) 293-5192 X 271) to act as your technical point of contact for any problems that cannot be resolved through the normal channels.

4.2.A.17 Bidder **should** describe, in detail, scheduled maintenance schedules and timeframes.

**WVNET Response:** WVNET has a normal maintenance schedule of 5:00 am to 7:00 am for items that should not impact service. Any outages that will impact service will be scheduled in advance with WVDE. Emergency maintenance can be put in place at any time with WVDE permission.

4.2.A.18 Bidder **should** describe the E-mail access and toll free phone access that will be available for technical support.

**WVNET Response:** Please refer to 4.2.A.16 for details on Help Desk.

4.2.A.19 Bidder **should** describe the bidders proposals regarding a help desk function.

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**WVNET Response: Please refer to 4.2.A.16 for details on Help Desk.**

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4.2.A.20 Bidder **should** describe, in detail, levels of service guarantee and remedies for outages in all the appropriate sections of the SLA or SLA(s) they are required to provide.

**WVNET RESPONSE: WVNET will describe the SLA levels and remedies in each individual section.**

4.2.A.21 Bidder **should describe** Bidder's personnel and process for producing invoices that are accurate, according to WVDE and State procedures, and within guidelines and format required by the WV Purchasing Division and the State Auditors Office.

**WVNET RESPONSE: The WVNET Business Office Manager and CFO oversee all aspects of the invoicing process. All invoices are in compliance with WVDE and State procedures and within the guidelines and format required by the WV Purchasing Division and State Auditor's office. WVNET uses the SunGard Banner Finance system to produce invoices. E-rate invoices, due to their specific requirements, are produced manually by the Business Office Manager and reviewed by the CFO for accuracy. On occasion, the amounts to be invoiced are approved by the client prior to an invoice being created. This is done when invoicing is done on a semi-annual basis to ensure both parties are in agreement that the totals are accurate. Invoices to SLD are produced first in Banner and then Form 474 is completed on line. This is to ensure that the invoice is recorded properly in WVNET's accounts receivable. The SLD must be invoiced on their own required forms.**

4.2.A.22 Bidder **should** describe how technology refresh will be addressed in support of the Internet access, E-mail services, DNS and web hosting services.

**WVNET Response: WVNET is committed to maintaining all software at current levels of maintenance and moving in the direction the industry is moving. Hardware is upgraded periodically as necessary to support the application in an adequate manner. All hardware and software are under maintenance at all times. The normal replacement time for servers is every 3-4 years. Security of our services is always an area of major concern and WVNET will ensure that maintenance in the areas of security is installed as quickly as possible.**

4.2.A.23 Bidder **should** detail the time frames (beginning with contract signing as week one) for the bidder's organization to be fully staffed and functional to support this project.

**WVNET Response: Since WVNET is currently running these applications for the WVDE, we will be fully staffed and functional in support of the project when the contract is signed.**

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## 4.2.B Internet Access Specifications

**Informational:** Refer to Section 3.2.A and 4.2.A. for any related prime vendor/systems integrator responsibilities associated with Internet Access specifications.

4.2.B.1 Bidder **should** provide a description of the Internet access service and how service will interface seamlessly with the existing K-12 network equipment. (See Appendix E for diagram of K-12 network and equipment specifications.) Bidder may submit an alternate bid for a feasible and affordable alternative solution to providing Internet access at two POPs. All costs for this alternative model must be shown in Cost Component Worksheets. The WVDE will not assume any new costs such as purchase of new equipment, data line transfer charges, line remapping charges, etc. to implement this alternative solution. All such costs must be assumed by the bidder.

**WVNET RESPONSE:** WVNET currently interfaces to both of the WVDE Pops using a 1Gbps copper Ethernet interface at each Pop. WVNET recommends that this interface be upgraded to a multi-gigabit using Ether-channel for improved redundancy. This could be done at no additional cost with the hardware currently in place.

4.2.B.2 Bidder **should** describe all hardware, software and services necessary to provide the required Internet access services through connection to existing copper 1Gbps Ethernet interfaces at each POP.

**WVNET RESPONSE:** WVNET supports the commodity Internet using a Cisco router. At each POP, the WVNET Internet Gateway routers are connected to the Sprint Network using two OC-12s. Each OC-12 goes to a different location within the Sprint Network. WVNET currently interfaces to the WVDE router using a 1Gbps copper Ethernet interface at each Pop. WVNET recommends that this interface be upgraded to a multi-gigabit using Ether-channel for improved redundancy. This could be done at no additional cost with the hardware currently in place.

4.2.B.3 The bidder **should** describe in detail the transition strategy from current model of Internet Access Service delivery to bidder's proposed solution.

**WVNET RESPONSE:** WVNET will continue to supply Internet Access using the current model and no transition should be necessary.

4.2.B.4 Bidder **should** describe the minimum level of Internet Access at each POP.

**WVNET RESPONSE:** WVNET currently has two OC-12s to Sprint, a Tier 1 provider of Internet Access, in both Charleston and Morgantown. This gives us a total of 4 OC-12s to the Internet. At each location, the OC-12s go to alternate locations within the Sprint network. Additional lines can be installed on request. WVNET will comply with this requirement.

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4.2.B.5 Bidder **should** describe the options for connectivity of the K12 network to Tier 1 National Commodity ISPs to allow for growth of Internet Access demand from K12 schools.

**WVNET RESPONSE:** WVNET is currently connected to a Tier 1 National Commodity ISP (Sprint) in both Morgantown and Charleston. These connections consist of multiple OC-12s in both locations. Additional connections are available on request.

4.2.B.6 Bidder **should** describe options for purchase of incremental increases or decreases of Internet Access service. **Do not include costing information in this section. Identify all associated costs on the component cost sheets in the cost proposal.**

**WVNET RESPONSE:** WVNET provides incremental increases or decreases in Internet Access by the megabit on a monthly basis. The current interface between WVDE and WVNET is a copper based 1 Gigabit interface. Any increase in Internet Access beyond the 1Gbps level may require that WVDE install additional interfaces in their routers at their cost. WVNET would install any additional interfaces on our side at no additional cost. WVNET will comply with this requirement.

4.2.B.7 Bidder **should** include a timetable for changeover and indicate the minimum time that a change must be in effect before a subsequent change is permitted.

**WVNET RESPONSE:** WVNET currently supplies these services to WVDE. Since no transition or changeover is necessary, a timetable is not necessary. If WVDE decides to increase or decrease their Internet bandwidth, WVNET will provide a time table at the time of the request. This is necessary because depending on the size requested, it may take some time to have additional pipes to the Internet installed. WVNET will comply with this requirement.

4.2.B.8 Bidder **should** describe, in detail, levels of service guarantee (SLA) and remedies for outages in Internet Access including reduced billing charges for interrupted service based on length of outage.

**WVNET RESPONSE:** WVNET's uptime is greater than 99%. In the case of any unforeseen service interruptions of greater than 2 hours, WVNET will on request from WVDE provide a credit on the next bill based on the length of the outage and the bandwidth that was lost.

4.2.B.9 Bidder **should** describe options for reporting on usage statistics including sample charts, graphs, on-demand web based reports, etc.

**WVNET RESPONSE:** WVNET runs an open source software product named MRTG. This software provides online graphs of all usage statistics across the entire WVDE network. WVNET will provide online access to these graphs to WVDE. WVNET will meet this requirement.

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## 4.2.C E-mail Services

**Informational:** Refer to Section 3.2.A and 4.2.A. for any related prime vendor/systems integrator responsibilities associated with E-mail Services specifications.

4.2.C.1 Bidder **should** describe the hardware and software used in the proposed E-mail system and include information on maximum number of simultaneous connections.

**WVNET RESPONSE:**

**Software:** Account authorization will be provided by Sun Equipment Corp.'s Java Enterprise System Directory Server via LDAP. POP, IMAP, and Web Mail services will be provided by Sun Java Enterprise System Messaging Server. Sun JES Messaging Server's Messenger Express will be the web mail interface. The account management web interface will be provided through Perl CGI scripts and Apache web server. WVNET provides free, unlimited, creation of Listserv discussion/announcement groups as part of the E-mail service.

**Hardware:** The E-mail software runs on processors that are Intel Xeon Processors with Dual CPUs and are Multi-core capable. Networking is done via dual integrated Ethernet. The power supply is a dual power supply for improved reliability. The hard drives are RAID-1 (mirrored) and are onboard hard drives with HBA for SAN connection to RAID protected disk space. The memory is ECC error correcting memory.

**Systems management:** This is implemented as Automatic Server Restart; Predictive Failure Analysis on hard disk drives, processors, VRMs, fans, and memory; Light Path Diagnostics; Integrated System Management Processor; optional Remote Supervisor Adapter; IBM Director.

4.2.C.2 Bidder **should** describe plan for maintaining current domain of E-mail accounts with no interruption of service.

**WVNET RESPONSE:** WVNET will continue to supply E-mail using the SUN software and no transition should be necessary. This means that no account migration and potential change of passwords will be required.

4.2.C.3 Bidder **should** detail mailbox sizes and file attachment sizes permitted.

**WVNET RESPONSE:** WVNET will continue to supply E-mail using the SUN software and provide mailboxes of a minimum size of 200 Megabytes as needed. WVNET will allow attachments of up to 20 megabytes in size.

4.2.C.4 Bidder **should** describe webmail options including information on standard and custom user folders, address book, setting of vacation messages, password resetting, mail forwarding, etc. and describe availability and method of syncing or interfacing with

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POP and IMAP E-mail clients for importing and exporting of contacts and E-mail messages.

**WVNET RESPONSE:** Sun JES Messaging Server's Messenger Express provides options for both default and custom named mail folders, an address book, vacation messages, password changes, mail forwarding, and customizing the web mail interface's appearance. Users can access these options by logging into the Messenger Express web mail interface and selecting the Options button, then choosing the appropriate button for the option desired.

4.2.C.5 Bidder **should** describe security certificates that will be applied for E-mail service for WV PK-12 schools.

**WVNET RESPONSE:** WVNET will supply Secure Socket Layer (SSL) compliant security certificates. This is in the process of being implemented on the current E-mail system.

4.2.C.6 Bidder **should** describe how E-mail system is managed and controlled for virus and spam.

**WVNET RESPONSE:** WVNET will provide virus and spam filtering using the same equipment that is used to supply filtering to all of State government including WVDE. This is described in Attachment 3.

4.2.C.7 Bidder **should** describe functionality of web-based system of administration of E-mail accounts including screen shots of web interface.

**WVNET RESPONSE:** E-mail account management will be handled through a web interface composed of Perl CGI scripts running under Apache web server. The account management facility will provide three levels of management: state, county, and institution level. Through the web interface, authorized account managers will be able to request new passwords for accounts, move accounts to a different institution, request a change of name and address for a current account holder, mark an account for deletion, and repair corrupted E-mail accounts. Authorized account managers will be able to generate lists of E-mail accounts assigned to their institution and enter user information required for the generation of new E-mail accounts. County and state level contacts will be able to maintain the list of authorized account managers at each institution within a county. State level account managers will be able to approve and complete requests for new accounts which will be created via an overnight batch process.

Along with the three levels of account management, the E-mail account management facility will also provide every user the ability to search for other E-mail addresses within the Department of Education E-mail system.

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4.2.C.8 Bidder **should** describe reporting options and give example graphs and reports including web-based on-demand reports.

**WVNET RESPONSE:** The Department of Education will be provided a monthly report showing the number of current accounts and their breakdown by the following categories: administrator, teacher, or student. Student accounts will also be broken down by expected graduation year. Through the web interface, state level account managers will be able to search the account management logs and generate on-line reports showing password changes, location changes, account deletions, and name/address changes over the past year.

Other reports may be generated upon request.

4.2.C.9 Bidder **should** describe, in detail, levels of service guarantee (SLA) and remedies for outages in E-mail services including reduced billing and penalty charges for interrupted service based on length of outage.

**WVNET RESPONSE:** Any outage of E-mail for more than 24 hours, that is a failure on WVNET's equipment, will result in a credit on the following month's bill for the period of outage prorated on the cost of the service.

4.2.C.10 The bidder **should describe** in detail the transition strategy from current model of E-mail service delivery to bidder's proposed solution.

**WVNET RESPONSE:** WVNET will continue to supply E-mail using the SUN software and no transition should be necessary. This means that no account migration and potential change of passwords will be required.

#### 4.2.D Domain Name Service (DNS) and Web-hosting service

**Informational:** Refer to Section 3.2.A and 4.2.A. for any related prime vendor/systems integrator responsibilities associated with DNS and Web-hosting Services specifications.

4.2.D.1 Bidder **should** describe web hosting service including hardware, software, security, backups, UPS facility, etc.

**WVNET RESPONSE:** WVNET uses open software on its Web-hosting servers (Linux, Apache, and SSL). The software runs on IBM X-series servers.

Backups are taken every evening and both on site and off site copies are made. The backup software used is IBM's Tivoli Storage Manager (TSM).



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~~Physical security has been implemented for both the building in~~

Morgantown and for the machine room. WVNET ensures that any security updates to the software we use on our servers is implemented in a timely fashion.

All equipment on the machine room floor is on a UPS which is backed up by an Electrical Generator. This means that Internet links, E-mail, Web-hosting, and Domain Name Service will continue even when there is an extended power failure. All communications links into our facility are dual path and come into the building in multiple conduits.

4.2.D.2 Bidder **should** describe how the Domain Name Service using naming convention of xxxxxxx.k12.wv.us will be provided.

**WVNET RESPONSE:** WVNET currently supports DNS service for these names and will continue to do so using our redundant name servers located in both Building 6 in the Capitol complex and our main offices in Morgantown. We maintain spare servers to quickly replace any equipment that fails. No transition will be necessary.

4.2.D.3 Bidder **should** describe how the current DNS of servers, video-conferencing equipment, etc. will be maintained with no interruption of service or loss of accounts.

**WVNET RESPONSE:** WVNET currently supports DNS service using redundant name servers located in both Building 6 in the Capitol complex and our main offices in Morgantown. We maintain spare servers to quickly replace any equipment that fails. No transition will be necessary.

4.2.D.4 Bidder **should** describe the appropriate security certificates that will be applied for secure web sites hosted for WV PK-1 2 schools.

**WVNET RESPONSE:** For secure web communications, WVNET uses Godaddy Deluxe SSL certificates which verify both domain and company authenticity and provide up to 256-bit encryption.

4.2.D.5 The bidder **should** describe in detail the transition strategy from current model of DNS and Web-hosting service to bidder's proposed solution.

**WVNET RESPONSE:** WVNET currently supports DNS service for these names and will continue to do so using our redundant name servers located in both Building 6 in the Capitol complex and our main offices in Morgantown. We maintain spare servers to quickly replace any equipment that fails. No transition will be necessary.

**4.2.E E-rate services**

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**Informational:** Refer to Section 3.2.A and 4.2.A for any related prime vendor/systems integrator responsibilities associated with E-rate Services specifications.

4.2.E.1. Bidder **should** provide a Service Provider Identification Number (SPIN) with the bid proposal. If a vendor does not currently have a SPIN but would like to apply for one, the vendor must submit a completed FCC Form 498 to the E-rate program Administrative Company ("SLD"). The form is available on the SLD's website at: [www.si.universalservice.org](http://www.si.universalservice.org) in the Forms Section. If the vendor is unable to obtain a SPIN before the deadline for responding to this Request, the vendor may attach its completed FCC Form 498 and proof that the form was submitted to the SLD (for example, Postal Form 3817 or a copy of the envelope bearing the postmark date of the mailing of the form; or E-mail confirmation, etc.). Call the Schools and Libraries Division at 888-203-8100 for additional information.

**WVNET RESPONSE: Service Provider Identification Number (SPIN)  
143012366.**

4.2.E.2 Bidder **should** describe the bidder's plan to assist the state to plan for and optimize E-rate discounts. The bidder should describe the bidder's experience in dealing with the E-rate program and the plan to apply approved discounts directly to invoices, adhering to SLD guidelines and clearly showing amounts funded by sources other than WVDE, such as E-rate. Bidder should describe understanding of FCC program rules and how bidder plans to comply with program rules through the life of the contract.

**WVNET RESPONSE: WVNET currently has three clients who participate in the E-rate program. WVNET currently utilizes both Form 474 and the BEAR form to bill for client discounts. When a client requests that the Form 474 form be used, WVNET invoices the client on an invoice containing only e-rate eligible items. The invoice shows the total amount of the charge and the related e-rate discount is shown on the face of the invoice as a credit. The invoice total will be the amount owed by the client for the listed services. As an e-rate service provider we must notify the client that WVNET will utilize the BEAR form for reimbursement if requested. WVNET will invoice on a semi-annual or monthly basis. Semi-annually is preferred since final approval of discounts often comes several months into the funding year.**

4.2.E.3 Bidder **should** provide their FCC registration number.

**WVNET RESPONSE: WVNET's FCC registration number is 0015006356.**  
<https://fjallfoss.fcc.gov/coresWeb/searchDetail.do?frn=0015006356>

4.2.E.4 Bidder **should** describe how the bidder will ensure timely submission to the SLD of a completed Form 473, Service Provider Annual Certification form, which provides updated contact information to the SLD for the vendor. This form is available on the SLD's website at [www.si.universalservice.org](http://www.si.universalservice.org) in the Forms section.

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**WVNET RESPONSE: WVNET will follow the following Form 473 instructions.**

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A Form 473 should be submitted once each year after the fund administrator issues a Funding Commitment Decision Letter (FCDL) in which the service provider's SPIN is identified. The Form 473 must be submitted prior to the fund administrator's payment of invoices submitted by the service provider for payment of universal service support under the Program. Service Providers are encouraged to complete and submit Form 473 as soon as they receive a FCDL which identifies one of the service provider's SPINs as providing services to an eligible school, library or consortia of those entities. A service provider is only required to file this Form once each year.

4.2.E.5 Bidder **should** describe how the bidder will ensure that the WVDE's portion of the cost for contracted services is contingent upon the availability and amount of the E-rate discount to WV public schools on a year by year basis.

**WVNET RESPONSE: WVNET receives information directly from USAC, a Funding Commitment Decision Letter, which contains the approved percentage discount for each Funding Request Number for that particular funding year for each E-rate participant. The WVNET CFO uses this percentage to determine the discount amount credited on the client invoice and this is the amount invoiced to USAC. Also see 4.2E.2 and 4.2.E.4.**

4.2.E.6 Bidder **should** describe the process the bidder proposes to use to invoice the Schools and Libraries Division for the discount amount using the SLD approved forms and procedures.

**WVNET RESPONSE: WVNET will invoice the SLD using the on-line Form 474 found at <http://www.slforms.universalservice.org/form474/Block1.aspx?action=new>.**

4.2.E.7 Bidder **should** describe process for invoicing the WVDE only for the after-discount amount, or SLD's share of the contract price.

**WVNET RESPONSE: See 4.2.E.2**

4.2.E.8 Bidder **should** describe how the bidder's invoices will separate ineligible E-rate services and equipment from eligible E-rate services and equipment.

**WVNET RESPONSE: Eligible and non-eligible services and equipment will be invoiced on separate invoices.**

4.2.E.9 Bidder **should** describe how the bidder will assist the WVDE in resolving any administrative issues that arise from the USF program.

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**WVNET RESPONSE: WVNET will work closely with WVDE in jointly resolving any administrative issues that arise from the USF program. WVNET will follow all USF guidelines and rules.**

4.2.E.10 Bidder **should describe** the bidder's understanding that the contract may be canceled, at the WVDE's option, at any time if WVDE does not receive approval for discounts from the E-rate program for any year that the contract is in effect (prior to the beginning of such E-rate funding year), without incurring any early termination charges or penalties.

**WVNET RESPONSE: WVNET understands that as with all state agencies a contract can be canceled based on funding and will comply with this requirement.**

**Proposal Checklist (Appendix C)** - The mandatory sections included in part 3 and 4 require a response, and they describe the minimum requirements requested in this RFP. Any specification or statement containing the word "must", "shall", or "will" are mandatory. The vendor is required to meet the intent of the mandatory specifications in order to be eligible for consideration and to continue in the evaluation process. Failure to meet mandatory items shall result in disqualification of the vendor's proposal and the evaluation process terminated for that vendor. Decisions regarding compliance with the intent of any mandatory specification shall be at the sole discretion of the State.

A checklist of mandatory and desirable items is included in Appendix C for the bidder's use in ensuring that all items have been addressed. The bidder should complete the Proposal Checklist (Appendix C) by indicating whether the bidder has met each mandatory item and each desirable item. The bidder should indicate the page number and paragraph reference in the proposal that contains the information demonstrating that the bidder has met the intent of the specification. Simply responding 'met' may not be considered an adequate response. Bidders are encouraged to reply in writing to mandatory specifications to ensure that they understand the intent of the specification.

If information is included in your response that applies to more than one question, you may either provide the information multiple times OR you may include the information in an appendix with CLEAR and ACCURATE references in the proposal to the location of the information in the appendix.

Remember that all cost information must be included in the Bidder's COST proposal and is **NOT** to be included in the written technical proposal. Inclusion of cost information in the written technical proposal may result in disqualification of the bidder's proposal from further consideration.

#### **4.3 Evaluation Process:**

##### **4.3.1 Method of Evaluation:**

~~The proposals will be evaluated by a committee of three (3) or more individuals in accordance with the criteria stated. The Vendor who meets all the mandatory specifications and attains the highest point score of all vendors shall be awarded the contract. The selection of the successful vendor will be made by a consensus of the evaluation committee.~~

**4.4 Evaluation Criteria:** The following are the evaluation factors and maximum points possible for technical point scores:

A. Prime Vendor/Systems Integrator Responsibilities	20 Points Possible
B. Internet Access	18 Points Possible
C. E-mail Services	16 Points Possible
D. Domain Names Services (DNS) and Web-hosting	8 Points Possible
E. E-rate services	8 Points Possible
F. Cost	30 Points Possible
Total	100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all vendors who attained the Minimum acceptable score:

$$\frac{\text{Lowest price of all proposals}}{\text{Price of Proposal being evaluated}} \times (?) = \text{Price Score}$$

**Minimum Acceptable Score:**

Vendors must score a minimum of 70% of the total technical points possible. The technical points are listed above in Section 4.3. The minimum qualifying score on the technical portion is 49 points. All vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.

The State will select the successful vendor's proposal based on best value purchasing which is not necessarily the vendor with the lowest price. Cost is considered but is not the sole determining factor for award. The State does reserve the right to accept or reject any or all of the proposals, in whole or in part, without prejudice, if to do so is felt to be in the best interests of the State.

Vendor's failure to provide complete and accurate information may be considered grounds for disqualification. The State reserves the right, if necessary, to ask vendors for additional information to clarify their proposals.

**4.6 Cost Proposal Format/Bid Sheets**

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Cost proposals will be opened only in that instance where the bidder's response has met all mandatory requirements and has received a minimum qualifying score of at least 70% in the written technical evaluation.

Any cost proposal that is incomplete, in which there are significant inconsistencies or inaccuracies, or that does not comply with the requirements for the cost proposal submission contained in this RFP, may be rejected.

**ALL costs associated with this procurement are to be listed on the Component Cost Sheets supplied in Appendix D of this RFP.** The bidder shall propose costs for each unit bid by individual unit. The cost tables are to show the straight purchase costs stated in firm dollar amounts. Indicating additional costs by the use of phrases such as "plus expenses" or "costs to be determined" is not acceptable and may be deemed as non-responsive. All items and costs are to adhere to the RFP specifications and to the items proposed in the bidder's proposal response.


Vendor should include Certificate of Prices and Proposal Certification (Appendix B).

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

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**Appendix A – Proposal Title Page**  
*(Written Technical Proposal)*

<p><i>RFP Subject and Number:</i></p> <p><b>Proposal EDD308026 Internet Access, E-mail, Domain Name Service Registration and Web Hosting for West Virginia K-12 Public Schools</b></p>
<p><i>Vendor Business Address and Telephone Number:</i></p> <p><b>West Virginia Network for Educational Telecomputing (WVNET) 837 Chestnut Ridge Road Morgantown, WV 26505 (304) 293-5192</b></p>
<p><i>Name and Title of Person Authorized to Speak on Behalf of the Vendor:</i></p> <p><b>James E. Justice Associate Director</b></p>
<p><i>Names, E-mail addresses, telephone numbers, fax numbers for bidder personnel to be contacted for proposal clarification purposes:</i></p> <p><b>James E. Justice jay@mail.wvnet.edu (304) 293-5192 x271 (Phone) (304) 293-5540 (Fax)</b></p>
<p><i>Signature of Person Authorized to Obligate the Organization to this Proposal:</i></p> <p style="text-align: center;"></p> <p>Date: 12-19-08</p>

*Note: A completed Proposal Title Page **should** be included with the bidder's  
Written technical proposal.*

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RFP K-12InternetAccess

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**Appendix B – Certificate of Prices and Proposal  
Certification  
(Cost Proposal)**

The box provided below provides the bidder the opportunity to certify, by authorized signature, that the products being bid are deliverable, demonstrable, and that prices for these same products are correct as of the date of this proposal. Any disparity between the prices quoted in this proposal and those prices reflected in the subsequent contract resulting from this RFP may be grounds for termination of the contract.

<p><b>Certificate of Prices And Proposal Certification</b></p> <p>This is to certify that the total system (hardware, software, and services) proposed for delivery as detailed in this proposal to the State of West Virginia is both deliverable and demonstrable. All prices relative to all components of this proposal (hardware, software, and services) are correct as of the date of this proposal and shall be included in any final contract or arrangement.</p> <p>Company Name: <b>West Virginia Network for Educational Telecomputing (WVNET)</b></p> <p>Authorized Signature: <i>Henry J. Blosser</i></p> <p>Title: <b>Director</b></p> <p>Phone Number: <b>(304) 293-5192</b></p> <p>E-mail Address: <b><u>henry@mail.wvnet.edu</u></b></p> <p>Date: <i>12-19-08</i></p>
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*Note: A completed Certificate of Prices and Proposal Certification **should** be included with the bidder's cost proposal.*



**Appendix C – Proposal Checklist  
(Written Technical Proposal)**

Proposal Specification	Mandatory	Desirable	Met	Not Met	Proposal Page & Paragraph Reference
<b>3.2.A Prime Vendor/Systems Integrator Specifications</b>					
3.2.A.1	X		X		3.2.A.1
3.2.A.2	X		X		3.2.A.2
3.2.A.3		X	X		3.2.A.3
3.2.A.4		X	X		3.2.A.4
3.2.A.5		X	X		3.2.A.5
3.2.A.6		X	X		3.2.A.6
3.2.A.7		X	X		3.2.A.7
3.2.A.8		X	X		3.2.A.8, Attachment 1
3.2.A.9		X	X		3.2.A.9
3.2.A.10		X	X		3.2.A.10
3.2.A.11		X	X		3.2.A.11
3.2.A.12		X	X		3.2.A.12
3.2.A.13	X		X		3.2.A.13
3.2.A.14		X	X		3.2.A.14
3.2.A.15		X	X		3.2.A.15, Attachment 2
3.2.A.16		X	X		3.2.A.16
3.2.A.17	X		X		3.2.A.17
3.2.A.18	X		X		3.2.A.18
3.2.A.19		X	X		3.2.A.19
3.2.A.20		X	X		3.2.A.20
3.2.A.21		X	X		3.2.A.21
3.2.A.22		X	X		3.2.A.22
3.2.A.23		X	X		3.2.A.23
<b>3.2.B Internet Access Specifications</b>					
3.2.B.1	X		X		3.2.B.1
3.2.B.2	X		X		3.2.B.2
3.2.B.3	X		X		3.2.B.3

3.2.B.4		X	X		3.2.B.4
3.2.B.5		X	X		3.2.B.5
3.2.B.6		X	X		3.2.B.6
3.2.B.7		X	X		3.2.B.7
3.2.B.8		X	X		3.2.B.8
3.2.B.9	X		X		3.2.B.9
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>
<b>3.2.C E-mail Services</b>					
3.2.C.1	X		X		3.2.C.1
3.2.C.2	X		X		3.2.C.2
3.2.C.3	X		X		3.2.C.3
3.2.C.4		X	X		3.2.C.4
3.2.C.5		X	X		3.2.C.5
3.2.C.6		X	X		3.2.C.6
3.2.C.7	X		X		3.2.C.7
3.2.C.8	X		X		3.2.C.8
3.2.C.9		X	X		3.2.C.9
3.2.C.10	X		X		3.2.C.10
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>
<b>3.2.D Domain Name Service (DNS) and Web-hosting Service</b>					
3.2.D.1	X		X		3.2.D.1
3.2.D.2		X	X		3.2.D.2
3.2.D.3		X	X		3.2.D.3
3.2.D.4		X	X		3.2.D.4
3.2.D.5	X		X		3.2.D.5
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>
<b>3.2.E E-rate Services</b>					
3.2.E.1	X		X		3.2.E.1

3.2.E.2	X		X		3.2.E.2
3.2.E.4	X		X		3.2.E.4
3.2.E.5	X		X		3.2.E.5
3.2.E.6		X	X		3.2.E.6
3.2.E.7		X	X		3.2.E.7
3.2.E.8		X	X		3.2.E.8
3.2.E.9		X	X		3.2.E.9
3.2.E.10		X	X		3.2.E.10
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>
<b>4.2.A Prime Vendor/Systems Integrator Specifications</b>					
4.2.A.1		X	X		4.2.A.1
4.2.A.2		X	X		4.2.A.2, 4.2.A.1
4.2.A.3		X	X		4.2.A.3, Attachment 2
4.2.A.4		X	X		4.2.A.4
4.2.A.5		X	X		4.2.A.5
4.2.A.6		X	X		4.2.A.6
4.2.A.7		X	X		4.2.A.7, Attachment 4
4.2.A.8		X	X		4.2.A.8, Attachment 1
4.2.A.9		X	X		4.2.A.9
4.2.A.10		X	X		4.2.A.10, Attachment 2
4.2.A.11		X	X		4.2.A.11
4.2.A.12		X	X		4.2.A.12
4.2.A.13		X	X		4.2.A.13
4.2.A.14		X	X		4.2.A.14
4.2.A.15		X	X		4.2.A.15, Attachment 2
4.2.A.16		X	X		4.2.A.16
4.2.A.17		X	X		4.2.A.17
4.2.A.18		X	X		4.2.A.18, 4.2.A.16
4.2.A.19		X	X		4.2.A.19, 4.2.A.16
4.2.A.20		X	X		4.2.A.20
4.2.A.21		X	X		4.2.A.21
4.2.A.22		X	X		4.2.A.22
4.2.A.23		X	X		4.2.A.23
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>

**4.2.B Internet Access Specifications**

4.2.B.1		X	X		4.2.B.1
4.2.B.2		X	X		4.2.B.2
4.2.B.3		X	X		4.2.B.3
4.2.B.4		X	X		4.2.B.4
4.2.B.5		X	X		4.2.B.5
4.2.B.6		X	X		4.2.B.6
4.2.B.7		X	X		4.2.B.7
4.2.B.8		X	X		4.2.B.8
4.2.B.9		X	X		4.2.B.9
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>

**4.2.C E-mail Services**

4.2.C.1		X	X		4.2.C.1
4.2.C.2		X	X		4.2.C.2
4.2.C.3		X	X		4.2.C.3
4.2.C.4		X	X		4.2.C.4
4.2.C.5		X	X		4.2.C.5
4.2.C.6		X	X		4.2.C.6, Attachment 3
4.2.C.7		X	X		4.2.C.7
4.2.C.8		X	X		4.2.C.8
4.2.C.9		X	X		4.2.C.9
4.2.C.10		X	X		4.2.C.10
<b>Proposal Specification</b>	<b>Mandatory</b>	<b>Desirable</b>	<b>Met</b>	<b>Not Met</b>	<b>Proposal Page &amp; Paragraph Reference</b>

**4.2.D Domain Name Service (DNS) and Web-hosting Service**

4.2.D.1		X	X		4.2.D.1
4.2.D.2		X	X		4.2.D.2
4.2.D.3		X	X		4.2.D.3
4.2.D.4		X	X		4.2.D.4
4.2.D.5		X	X		4.2.D.5

Proposal Specification	Mandatory	Desirable	Met	Not Met	Proposal Page & Paragraph Reference
<b>4.2.E E-rate Services</b>					
4.2.E.1		X	X		4.2.E.1
4.2.E.2		X	X		4.2.E.2
4.2.E.3		X	X		4.2.E.3
4.2.E.4		X	X		4.2.E.4
4.2.E.5		X	X		4.2.E.5, 4.2.E.2, 4.2.A.4
4.2.E.6		X	X		4.2.E.6
4.2.E.7		X	X		4.2.E.7, 4.2.E.2
4.2.E.8		X	X		4.2.E.8
4.2.E.9		X	X		4.2.E.9
4.2.E.10		X	X		4.2.E.10

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**Appendix D**  
**COST COMPONENT SHEETS**

Cost sheets are in separately sealed envelopes.

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RFP K-12InternetAccess

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: 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 owed is an amount greater than one thousand dollars in the aggregate.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

*West Virginia Code* §21-1D-5 provides that: Any solicitation for a public improvement construction contract shall require each vendor that submits a bid for the work to submit at the same time an affidavit that the vendor has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code. A public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the West Virginia Code may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**LICENSING:**

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**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](http://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 is in compliance with the requirements as stated.

Vendor's Name: West Virginia Network for Education Telecomputing

Authorized Signature: Henry Z Blosser Date: 12-19-08



State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: West Virginia Network for Educational Telecomputing Signed: Henry Z. Blum
Date: 12-19-08 Title: Director

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

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# ATTACHMENT 1

## VITA

**James Edward Justice**  
**574 Crawford Ave.**  
**Morgantown, WV 26505**  
**(304) 293-5192 X271**

### **Professional Employment:**

- Associate Director of Systems and Operations for WVNET from 7/1/2003 to present
- Associate Director of Systems and Applications for WVNET from 1/1/2003 to 7/1/2003
- Associate Director of Systems and Operations for WVNET from 7/1/85 to 1/1/2003
- Manager of Systems Programming for WVNET from 11/8/82 to 6/31/85
- Lead Systems Programmer for WVNET from 2/17/82 to 11/7/82
- Senior Systems Programmer for WVNET from 7/1/80 to 2/16/82
- Systems Programmer V for WVNET from 7/1/79 to 6/31/80
- Systems Programmer for WVNET from 3/1/77 to 6/31/79
- Application Programmer for WVU Computer Center 10/1/75 to 2/28/77
- Student Assistant for WVU Computer Center in 1974
- United States Navy (Nuclear Power) from July 1966 to July 1972

### **Professional Experience:**

The West Virginia Network (WVNET) exists to provide information technology to the members and affiliates of WVNET. These consist of higher education, K12 schools, state government, county government, public libraries, and some non-profit organizations in the state of West Virginia. WVNET provides centralized computing facilities and communication links between members and to the Internet. The WVNET unified network is a statewide Intranet connecting the members at various speeds. The network supports Data, Voice, and Video applications. The protocol used is TCP/IP.

WVNET provides Internet access for members and affiliates by linking to the Internet via multiple OC12 lines located in both Morgantown and Charleston. Internet traffic from each city is connected to at least two different access points into a Tier 1 National Commodity ISP. WVNET has located backbone communications equipment in Charleston and Morgantown.

As a former System Programmer, I have experience in the installation and modification of operating systems. I wrote an Internet E-mail system for the mainframe that was widely used by many people in West Virginia. This type of background serves me well as a manager of technical people. I am able to

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make management decisions based on an understanding of basic computing and communications problems. I have also made sure to stay on top of innovations in the technical world.

As the head of the several different WVNET Divisions, I have had Communications, Systems Programming, Database Management, Applications Development and Support, and Operations report to me. I am the Chief Information Officer for WVNET. I participate in planning at the executive level and I formulate and approve policies, procedures, projects, and grant proposals. In the Director's absence, I serve as acting director.

I headed up a project to move WVNET off of MVS and VM. The applications were moved to AIX, Linux, and Windows servers. As part of this project, WVNET converted all of its ADABAS and CICS applications to Oracle applications. This project was carried out in a short time span and saved WVNET significant money.

As an Associate Director at WVNET, I have experience in the business end of running an IT organization. I have developed the budget for WVNET. I was the interim CFO of WVNET for several months while a search for a new CFO took place. Since WVNET has based a large percentage of its income on a charge back model, I have created charge back mechanisms and helped to set rates for services. I have written Service Agreements for customers.

**Grant Experience:**

As the Project Director for a \$2,500,000 Library Grant from the US Department of Education to the West Virginia Department of Education and the Arts, I was in charge of the effort to upgrade all the public libraries in West Virginia. The grant was used to connect West Virginia's libraries at K12 schools, higher education institutions, and public libraries to each other, the Internet, and the college and university academic libraries.

As the Project Director for a \$750,000 NSF Grant to WVNET, I was in charge of a project to upgrade colleges and universities in West Virginia to faster communication links between each other and the Internet. WVNET matching funds were used to install modems at several locations in West Virginia.

I was part of a team that managed to obtain a \$720,000 Grant from Bell Atlantic for Internet Access. I served as Project Leader for that Grant. These funds were used to increase the bandwidth to the Internet for all WVNET members and affiliates.

I negotiated a \$420,000 Grant from the Governors Office of Technology to help upgrade the state Intranet. I served as project leader and made

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decisions on how the money was to be spent. These funds were used to implement Network Management Software for WNET.

I was part of a team that obtained \$2,500,000 in funding for WNET from the West Virginia legislature to implement an ATM application to deliver video to the county courthouses and regional jails for the Courtroom of the Future Project. This project will allow remote arraignment and staff development.

**Formal Education:**

- In 1986, I obtained a Master of Science in Computer Science from WVU.
- In 1974, I obtained a Bachelor of Science degree in Sociology from WVU. My overall grade point average was 3.72. I graduated Magna cum Laud and was admitted to Phi Beta Kappa.

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# ATTACHMENT 2

**COMPANY NAME:** West Virginia Network

**INCORPORATION DATE:** N/A (state government entity)

**PRINCIPAL OFFICERS:**

**Henry Blosser, Director**

**Roberta Haddix, Chief Financial Officer**

**BOARD OF DIRECTORS:** WVNET's Computer Advisory Board serves the function of a corporation's board of directors. Its members are:

**Mr. Dennis Taylor (Chair)**  
Vice Chancellor for Administration

**Dr. Brian Noland**  
Chancellor, HEPC

**Dr. Martin S. Olshinsky**  
President, WVNCC

**Dr. Tom Blevins**  
Bluefield State College

**Dr. Jan I. Fox**  
Marshall University

**Mrs. Jennifer Humphries**  
Concord University

**Dr. Arnold Miller**  
Marshall University

**Mr. Sidney C. Morrison**  
WVU

**Mr. Brett Sansom**  
WV Department Education & Arts

**Mr. Kyle Schafer**  
CTO

**Mr. James L. Skidmore**  
Chancellor, WVCTCE

**Ms. Darlene Thomas**  
DHHR

**Mr. Tim Williams**  
WVU

**NUMBER OF EMPLOYEES: 44**

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**SIZE AND LOCATION OF FIELD OFFICES:** WVNET does maintain a remote POP in Building 6 in the Capitol Complex. Since WVNET reports to the West Virginia Higher Education Policy Commission, the HEPC office in Charleston is an office of WVNET.

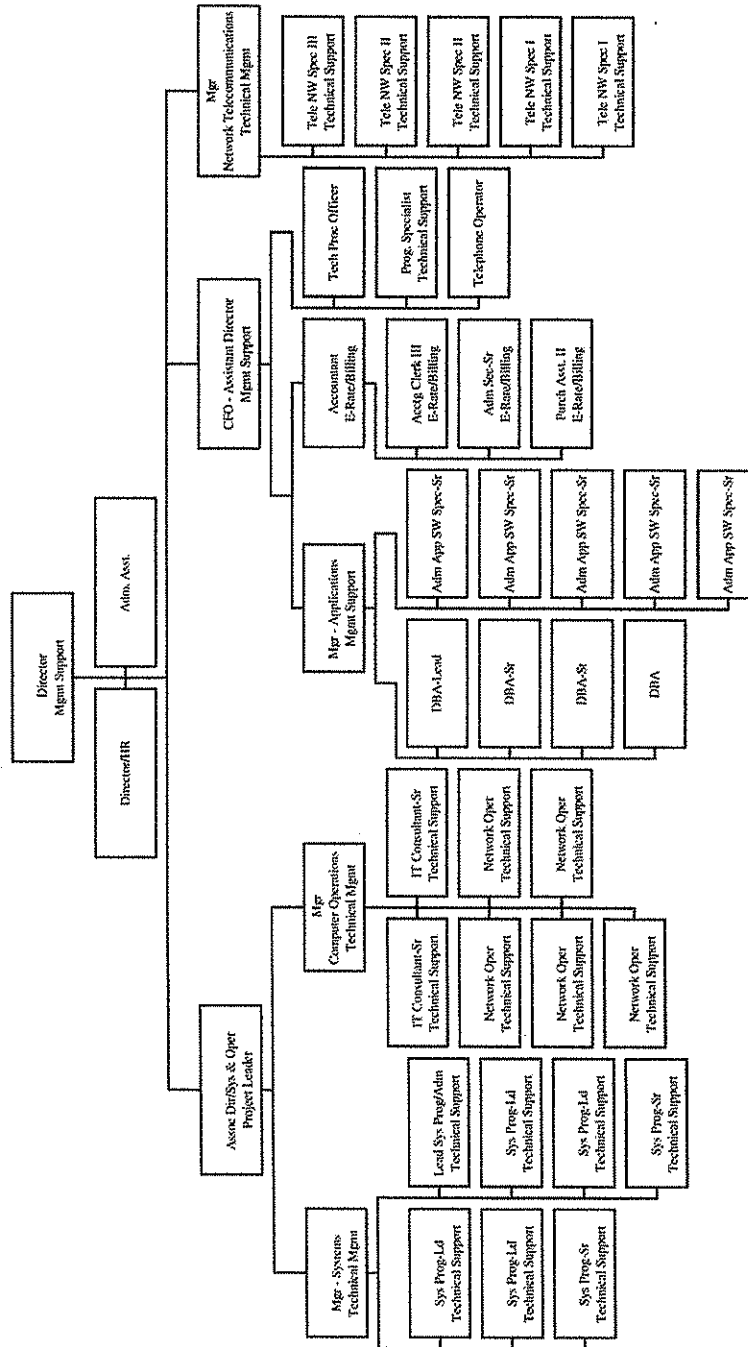
**ANNUAL REPORTS:** N/A (state government entity)

**ORGANIZATIONAL STRUCTURE:** See Organizational Chart below.

**QUALIFICATIONS OF PROJECT TEAM:** See Personnel Chart below.

Project Team	Degree/Certificate	Years of Experience in Field	% of Time Dedicated to Project
Henry Blosser, Director	AS in Accounting, AS in Data Processing	34 years	5%
Jay Justice, Assoc. Director	MS in Computer Science	33 years	10%
Roberta Haddix, CFO	BS, MBA, CPA, Grad Cert Forensic Acct.	7 years	5%
Allen Daugherty, Mgr Telecom		33 years	10%
Richard Lynch, Mgr Systems	BS in Computer Science	30 years	5%
Doug Saunders, Sys Prog Sr	BS in Computer Science	28 years	75%
Bonnie Lynch, Mgr Applications	BS	28 years	5%

**WVNET  
ORGANIZATIONAL CHART  
43.53 FTE  
November 30, 2008**





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# ATTACHMENT 3

## FIRST LINE OF DEFENSE

### E-Mail Virus and Spam Filtering Methodology at WVNET

For most large ISP's today, incoming E-mail consists of approximately 90% spam and 10% legitimate E-mail. The main problem for mail system administrators is how to filter out the spam while not losing legitimate E-mail, and how to keep mail queues flowing without spam-filter processes slowing the mail queue.

#### 3-Stage Filtering

WVNET has seen the problems that many spam and virus filtering solutions can encounter. After considerable research and trial and error, we have developed an effective 3-stage filtering method that efficiently eliminates spam and viruses while still delivering the legitimate mail quickly. The 3 stages include DNS-based blocklists, content filtering of the message body, and virus filtering.

#### 1st Stage

The first stage of our filtering occurs at the incoming mail relays, before the message is completely accepted for processing. We use DNS-based blocklists, maintained by highly-reliable external organizations which constantly monitor the world's network and E-mail traffic for sources of spam. We compare the IP addresses of inbound mail messages as well as URLs contained within the mail messages to the external blocklists. Also at this level we check for strict protocol adherence and timing checks which are frequently ignored by high-volume spam sites.

Incoming mail from spammers at this first stage are rejected before the message is completely accepted for delivery. We are able to identify and reject more than 90% of incoming mail traffic using these methods.

This approach is very cost effective, because it eliminates most of the incoming mail bandwidth and the subsequent mail queues and server load. It is also the safe way to handle message filtering, because in the event a legitimate sender is ever blocked in error they are immediately notified by the rejection notice of the reason their message could not be delivered as well as what to do about it. [1]

## 2nd Stage

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At this stage we analyze the content of the E-mail messages for clues that identify the message as spam. This analysis involves a complex set of weighted rules and other mechanisms which have been identified by spam analysts all over the world as evidence that a mail message might be spam. This used to be all we used. It is the most expensive part in terms of system resources and the slowest. But it catches nearly all of the spam that made it through phase one.

## 3rd Stage

Finally, the message is scanned for viruses. We use multiple virus tools which have their virus signatures updated on an hourly basis to reduce the possibility that a new virus will slip through before the virus tools are updated. Attachments are extracted, decoded, and then scanned.

Messages are not delivered until they get past all these stages of filtering, resulting in a very reliable and safe E-mail service.

[1] These blocklists return a text message (TXT) on a positive hit, giving the URL to the precise record page explaining why the IP is listed and who to contact to get the issue resolved. The blocklists we use allow end-users to remove their own addresses from the blocklist by following the instructions on the site provided in the message.

### Benefits:

- Enjoy professional management of an enterprise-wide filtering solution for SPAM and viruses. This includes constantly updated virus signatures and dynamic access to multiple major SPAM-source databases -- all for one low budgeted cost and with no additional load on your staff. We can do some customization of the SPAM filter depending on your needs.
- Save well over half of your mail server's capacity by preventing SPAM from ever reaching your server. This avoids unnecessary E-mail server upgrades and reduces the size of mail systems backups.
- Improve user productivity by reducing or eliminating the time spent every day separating the useful correspondence from the useless clutter.
- Create a more wholesome educational environment through the reduction or elimination of salacious solicitations.

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- Close the source of as much as 99.8% of the viruses in your organization's computers. This reduces the load on your support services, improves user productivity, protects your intellectual property and administrative resources, and facilitates secure collaboration and information sharing within your campus communities.

**Reliability:**

WVNET runs our scanning software on RedHat Linux on an IBM x-Series machines with dual CPUs and raid/mirrored disk drives. The hardware was chosen for its reliability since it is important to have 24x7x365 availability.

WVNET tests all software upgrades on a separate test machine and, after testing, migrates to new software levels on our production servers in the early morning hours or on weekends. Downtime for upgrades is minimal and generally in the 15-30 minute range. WVNET also maintains a spare server readily available in the event of a serious hardware failure.

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# ATTACHMENT 4

## WVNET -OZ- Problem Tracking System

**Sample Problem: TICKET 36096**

Comment: new spam requesting usernames and passwords

Type Problem  
Category EMAIL  
Reporter Bruce Cole  
Name Jay Justice  
Site K-12  
Email bacole@access.k12.wv.us  
account NONE  
office Dept of Education  
Phone (304) 558-7880

Created on: December 01 2008, 12:45 pm  
Assigned to: dsaunders  
Status: Closed  
Last\_Update: December 01 2008, 02:14 pm

### Update Log

December 1, 2008, 2:14 pm by dsaunders  
Status changed to Closed  
I've blocked outgoing mail to the addresses on webmail.

December 1, 2008, 1:54 pm by rlync  
Transferred to dsaunders  
Status changed to Open  
Status changed to In Progress

It looks like these came in yesterday. I've blocked the address on

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inbound messages and blocked both addresses on outbound messages  
through smtp.k12.wv.us. Will assign to Doug to block using webmail.

~rich

December 1, 2008, 12:45 pm by bruce cole

Created by bruce cole  
Assigned to WNET Support Pool

I don't have the headers, but this might be helpful. If I get headers, I'll add them to this:

Bruce,

Here's a winner!  
Karen

Karen K. Larry, Ed.D.  
Executive  
Assistant to the State Superintendent of Schools West  
Virginia Department of Education Capitol Complex Building 6, Room 362  
1900 Kanawha Blvd. E.  
Charleston, WV 25305  
Phone: 304-558-2118  
Fax: 304-558-0048 Email:  
klarry@access.k12.wv.us  
Web: <http://wvde.state.wv.us>

-----Original Message-----

From: tamir@starband.net  
[mailto:tamir@starband.net]  
Sent: Sunday, November 30, 2008 5:41  
PM  
Subject:

Dear Account User,

This Email is from all Webmail Direct Account Owner and we are sending it to every Accounts Owner for safety.

We are having congestions due to the anonymous registration of Webmail Accounts so we are shutting down some accounts that are no more active and your account was among those to be deleted. We are sending this email to you so that you can verify and let us know if you still want to use this Account. If you are still interested please confirm your account by filling the space below.

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~~Your User Name and Password, Date of Birth and your country information would be~~  
needed to verify your Account. Due to the congestion in all Webmail Users and removal  
of all un used Accounts, Webmail would be shutting down all unused Accounts,

You will have to confirm your E-mail by filling the space below.  
Your User Name and Password, Date of Birth and your country  
information would be needed to verify your Account and any customer mail  
not verified will be suspended within 48 hours for security reasons.

You are to send the following information for verification

- \* AccessID: .....
- \* Password: .....
- \* Date of Birth: .....

Your response should be sent to Admin Manager  
Email: [update\\_account10101@live.com](mailto:update_account10101@live.com)

Waiting to received the details of your two email.

**Warning!!!** Any Webmail Direct Account Owner that refuses to  
Update his/her Account after One Weeks of receiving this warning will lose  
his or her Account permanently.

Regard,  
Webmail Direct Account  
Owner

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mail2web - Check your email from the web at  
<http://link.mail2web.com/mail2web>