



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

Request for Quotation

RFQ NUMBER
ISCK0089

PAGE
1

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

VENDOR

*709065214 800-467-4448
 INSIGHT DIRECT INC
 6820 S HARL STREET
 TEMPE AZ 85283

SHIP TO

DEPARTMENT OF ADMINISTRATION
 IS&C - COMMUNICATIONS
 1 DAVIS SQUARE
 CHARLESTON, WV
 25301 304-558-5472

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/03/2010				

BID OPENING DATE: **03/04/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-45		
<p>BOMGAR B200 APPLIANCE ANNUAL SUPPORT, ETC. OR EQUAL</p> <p>REQUEST FOR QUOTATION (RFQ)</p> <p>THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH REMOTE SUPPORT SOFTWARE, BOMGAR B200 APPLIANCE OR EQUAL PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELL@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 02/16/2010 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ANSWERED BY ADDENDUM AFTER THE DEADLINE HAS LAPSED.</p> <p>QUESTIONS CONCERNING THE ACTUAL PROCESS FOR SUBMITTING A BID TO THE STATE OF WV ARE NOT CONSIDERED TO BE TECHNICAL QUESTIONS AND MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID OPENING AND IN ANY FORMAT.</p> <p>EXHIBIT 10</p>						
<p>REQUISITION NO.:</p> <p>RECEIVED 2010 MAR -3 AM 10:17 WV PURCHASING DIVISION</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Signature]* TELEPHONE **800 467 4448 X5598** DATE _____

TITLE **Account EXECUTIVE** FEIN **36-994-9000** ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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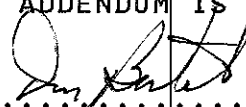
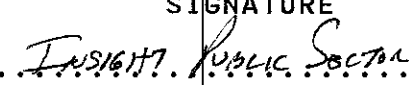
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<p>ADDENDUM ACKNOWLEDGEMENT</p> <p>I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.</p> <p>ADDENDUM NO.'S:</p> <p>NO. 1</p> <p>NO. 2</p> <p>NO. 3</p> <p>NO. 4</p> <p>NO. 5</p> <p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE  COMPANY </p>						

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DATE						
NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.						
REV. 09/21/2009						
BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.						
APPLICABLE LAW						
THE WEST VIRGINIA STATE CODE, PURCHASING DIVISION RULES AND REGULATIONS, AND THE INFORMATION PROVIDED IN THE "REQUEST FOR QUOTATION" ISSUED BY THE PURCHASING DIVISION IS THE SOLE AUTHORITY GOVERNING THIS PROCUREMENT.						
ANY INFORMATION PROVIDED IN SPECIFICATION MANUALS, OR ANY OTHER SOURCE, VERBAL OR WRITTEN, WHICH CONTRADICTS OR ALTERS THE INFORMATION PROVIDED FROM THE SOURCES AS DESCRIBED IN THE ABOVE PARAGRAPH IS VOID AND OF NO EFFECT.						
THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATION						

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<p>IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: KRISTA FERRELL-FILE 21</p> <p>REQ. NO.: ISCK0089</p> <p>BID OPENING DATE: 03/04/2010</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <i>486 760 7860</i></p> <hr/> <p>PLEASE PRINT OR TYPE NAME OF PERSON TO CONTACT CONCERNING THIS QUOTE: <i>Don BAUTOLO</i></p> <hr/>						

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BOMGAR

The solution will provide a secure platform for enterprise remote support allowing service desk technicians to be more effective by letting them control remote computers and mobile devices. Both the customer and the service desk technician connect to the appliance via the internet. Service desk technicians can then see the customer's screen, control the mouse and work as if they were physically present. The goal is to limit the number of trips that need to be made to a client's physical site and to increase the number of incidents resolved on initial contact.

The system should also:

- 1) Provide an audit trail of every session and identify the service desk technician that handled the session*
- 2) Provide reporting by service desk technician and session*
- 3) Provide support for PCs and Blackberry devices*
- 4) Allow for the creation of up to 300 named accounts (technicians that would be allowed to use the system)*
- 5) Allow for the creation and usage of scripts*
- 6) Must prompt the customer to allow the remote connection (customer must respond back)*
- 7) Allow for the transfer of a session to another technician*
- 8) Allow for the addition of another technician to a session (multiple technician on one session)*
- 9) Ability to reboot a pc remotely in safe mode and still maintain the network connection*
- 10) Ability to push web links, documents and file transfers*

Part #	Product or equal	# of licenses	Description	Total
840-001-200	Bomgar B200 Appliance or equal	1	<i>The appliance is a standalone box that handles the encrypted communication link between the technician and the customer)</i>	#1990.00
840-001-200SU	Bomgar B200 Appliance Annual Support Description or equal	1	<i>(this is for the maintenance for the appliance</i>	#379.05
840-004-SLIC	Bomgar Standard Edition License of remote support software or equal	10	Concurrent licenses	#19,440.00
840-004-SLICSLI	Bomgar Standard Edition License of remote support software. Annual Support Subscription or equal	10	Maintenance for the concurrent licenses	#3790.50
Grand Total				#25,599.55

**BOMGAR CORPORATION
END USER LICENSE AGREEMENT
ACKNOWLEDGEMENT FORM**

By signing below, I agree to be bound by the terms and conditions of the Bomgar Corporation End User License Agreement which is located at the following URL: <http://www.bomgar.com/eula.htm>, and is incorporated herein by reference (the "EULA"). The terms of the EULA may only be modified as provided therein.

I further represent and warrant that if I am signing this acknowledgement form on behalf of a corporation or other legal entity that I personally represent that I am duly authorized to agree to the EULA on behalf of such entity and that the EULA is binding upon such entity.

Date: _____

[Corporation Name]

By: _____

Title: _____